

Response to Prebid Queries held on 25-Jan-10 at PSEB Patiala

Sl.No.	Section No, Clause No & Page No. of	Existing provision/clause	Proposed provision/clause or clarification	Reasons for the clarification / modification	Response from PSEB
1	Appendix L, page no. 494 of RFP	Details of Hardware in Sub division Offices	Quantity of Network Connectivity links mentioned for Ludhiana, Jalandhar and Mohali are greater than the Router Quantity.	Link cannot be greater than the router quantity hence, please clarify the exact quantity.	Please refer to revised BOM
2	Appendix L, page no. 503 of RFP	Details of Hardware in Sub division Offices	Quantity of Network Connectivity links mentioned for Amritsar is greater than the Router Quantity.	Link cannot be greater than the router quantity hence, please clarify the exact quantity.	Please refer to revised BOM
3	Appendix L, page no. 520 of RFP	Details of Hardware in Sub division Offices	Quantity of Network Connectivity links mentioned for Gobindgarh is 3 and the Router quantity Zero..	Router will be required for terminating the links. Please clarify the exact quantity	Please refer to revised BOM
4	Appendix L, page no 536 to 551 of RFP	Details of Hardware in other Offices	Network connectivity link quantities for all the other offices not mentioned in the Appendix	Please provide the details	Please refer to revised BOM
5	Appendix L, page no 533 and 534 of RFP	Details of Hardware in other Offices	Router quantity is greater than the Layer II switch	Please clarify	Please refer to revised BOM
6	General	Internet Bandwidth for DC and DR	Minimum internet bandwidth for DC and DR should be specified	This will help us in sizing and the designing the DC and DR	Bidder needs to quote to meet SLA as defined in RFP
7	Appendix L, page no. 537 of RFP	Barcode Reader	Provide the specifications of Barcode Reader	As Barcode reader specifications are not mentioned in RFP as well as SRS, please specify for helping us to provide the best product	Please quote as per revised BOM, and functionality needs to be mapped
8	Appendix Q, page no. 576 of RFP	Bill of Quantities Non APDRP Project Areas	The GPRS modem required is 3651 and the network connectivity for modems mentioned is 7581	Please clarify	Please refer to revised BOM
9	Appendix L	Network Connectivity - Other Offices Under APDRP	The BoM for other offices do not specify the Primary & Secondary Network Connectivity requirements.	Please specify the same.	Please refer to revised BOM
10	Appendix U	Bandwidth requirements for Non-APDRP towns	The RFP do not specify the bandwidth requirements for Sub-divisional and Other Offices.	Please specify the same.	Bidder needs to quote to meet SLA as defined in RFP

11	Appendix L	Aggregate MPLS VPN Bandwidth requirements at DC & DR and also the replication bandwidth requirements between DC & DR.	The same has not been specified.	Please specify.	Bidder needs to quote to meet SLA as defined in RFP
12	Appendix L	Primary & Secondary Network Connectivity for SDOs & Other Offices under APDRP & Non-APDRP locations	Please specify if the primary & Secondary connectivity can be from the vendor or it has to be necessarily from different service operators.	Please specify.	it has to be from different vendor
13	Appendix G	Network Connectivity for all offices (provided in various tables for hardware BoM) i.e. SDO, Other offices are different from the total number of offices specified in in Appendix G - List of locations for WAN connectivity.	whether the locations specified in Appendix G are to be considered for the connectivity or the locations specified in various tables for Hardware BoM.	Please clarify.	Please refer to revised BOM
14	Ammendments SRS V2	MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability.	Incase backup link is on MPLS please clarify if we can remove the ISDN BRI port from Utility Router and ISDN PRI port from Core Router?	Please clarify.	Please refer to latest SRS
15	Ammendments SRS V2	Two fixed low-speed asynchronous ports	Async ports are not suitable for WAN Connectivity. Please clarify if we can provision sync port instead of async in the utility router. Incase backup link is on MPLS can we remove the ISDN BRI port from Utility Router and ISDN PRI port from Core Router?	Moreover, Async interface is no more used by the customers and hence very limited no of OEM's are manufacturing for their old router models.	Please refer to latest SRS

16	Ammendments SRS V2	Scalability: Should have 4 free slots and support 16 sync/Async ports or more for future scalability	Please confirm that we need to offer interfaces & free slots as per bandwidth requirements mentioned in RFP?	Please confirm.	Please refer to latest SRS
17	RFP	table 10 (Summary)	Should we consider the Quantity as per RFP? layer II switch and MPLS Router Quanties are not Same.	Please mention.	Please refer to revised BOM
18	Appendix B – Technical Specifications	Establishment of Disaster Recovery Center at Jallandhar	whether the Physical Infrastructure design and build is in our scope, what is the area allocated for Disaster Recovery center and its supporting utility	Please clarify.	Physical Infra's design and build is not in scope of bidder, details will be shared with selected bidder
19	Sec. G 2 of Technical specifications :: Document management Solution	Document management Solution	What are the HA requirements for DMS application?	Please Specify.	Please refer to latest SRS
20	Section G3, SRS, Mail and Messaging (subsection 7.3)	7.3 Messaging solution : should come along with appropriate webmail freeware client (approx 12000)	SRS talks of 12000 users. Please specify the correct user base for each Discom.	Please Specify.	5,000 as client base and 12,000 as webmail
21	G5 of Technical Specification, Section 5.14	FM Vendor will provide management of messaging systems, including administration of mail servers, monitoring performance, and management of user account, mailboxes, post office and address book, backup and archival management	With reference to mail archival and given the number of users a back up solution should suffice. Do you require mail archiving solution.	Please clarify.	Please refer to latest SRS

22	Section G2 of Technical Specification, Subsection Mis 9 of SRS	This module should provide Business Intelligence Tools for data mining, analysis, trending, simulation etc.	With reference to Data Mining and Simulation. Would need more details on the mining and simulation portions.	Please Elaborate.	Please refer to latest SRS
23	Technical Specification of SRS. IDM 7.2	The directory service should provide support for Group policies and software restriction policies. The group policies should have settings to configure various desktop or user related settings via centralized control. These settings will include items like Browser setting, desktop restrictions, program restrictions, admin controls, software deployment etc. It should allow for almost all manual functions to be automated using group policies.	Does this imply that the system is pre-hardened with settings , using a image on Windows and Linux system. Which could be deployed using a software tool. Does sw restriction policy mean deployment of software / patches using centralized tool ?	Please Elaborate.	Please refer to latest SRS

24	Section G3 Subsection 10.6.2.3 of SRS	<p>To achieve zero performance impact backup, it is required that the backup is taken via backup server and from the copy of the production system. The procedure of creating the copy can be either a mirror (for split mirror backup) or a copy which is synchronized with delta changes from the main production system at frequent intervals. The backup software must synchronize the copy before starting the backup</p>	<p>It has asked for Server free back up. This is done when the source environments are Unix. In case the source environments are just Intel based. Would this be still required</p>		Please refer to latest SRS
25	Section G2, Module 10. Subsection Idm 7.5	<p>Should provide facility to provide Rights Management Service for documents like Word , Excel etc on the built on standards like XRML.</p>	<p>By rights management, you are looking at giving appropriate authentication/access controls to the documents based on his profile.</p>	Please Clarify.	Please refer to latest SRS
26	Section G2, Module 10. Subsection Idm 7.3	<p>Should provide enhanced authentication like Kerberos which support authentication across multiple Operating system like Windows and Unix/Linux.</p>	<p>The intent of this section is that we should support Kerberos Authentication only.</p>	Please Clarify.	Please refer to latest SRS

27	Section G2, Module 10. Subsection Idm 2.26	Modification of the package software	Under Monitoring of Access Control, it has asked just "Modification of the Package Software". We understand is that Identity Management Software should monitor for change of User Profiles of Packaged Softwares.	Please clarify	Please refer to latest SRS
28	Technical Specification of SRS. IDM 9.5	Ability to incorporate Enterprise Single Sign On products to include the provisioning solution within the Thick client single sign-on environment.	Since the framework is being building a secure web infrastructure and all applications are web based, hence access management must be for web clients only. Discom may want the vendor to have provisioning adapters for applications with thick client also.	Please clarify	Please refer to latest SRS
29	Technical Specification of SRS. IDM 10.17	XML-based extensibility and interaction with external systems	Identity Management engine may have secure (open standard) communication like SSL or adapter based support. Please elaborate on why XML based interaction with external systems may be required.		Please refer to latest SRS
30	Module 10 of G2 Technical Specification of SRS. Idm 7.3	Should have support for integrated authentication mechanism across operating system, messaging services	There is just a single mention of OS level authentication and Messaging services.	Please explain what does this entail.	Please refer to latest SRS

31	System Functionalities section of SRS Sf7.0	<p>The applications system should be built upon WS* specifications using open industry standards of Web services using XML, SOAP, WSDL and UDDI and should have the unified access framework compliant to W3C portal specifications for people, process and information by integrating the backend applications with single sign-on feature, role based, request based and hybrid user type access, searching and collaborative environment.</p>	<p>This section mentions portal briefly. However there is no detailed reference to Portal Specifications. A common Portal solution would be required where it can provide role based personalised access to the Pages. Could you please elaborate on the Portal Specifications or if a Common Portal Solution will be required.</p>		Please refer to latest SRS
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32	System Functionalities section of SRS Sf2.0 and Sf 10.0	<p>The supplier is to balance the adoption of standards used by market leading vendors and products, and adherence to industry standards and open architectures. Systems are to be acquired, developed, or enhanced in such a way that business processes; application and infrastructure services and data can be shared and integrated across the Utility and with potential business partners.</p>	<p>To achieve the same Enterprise Service Bus is required. However there is no detailed specs given for the same. This is a critical component in the Solution Architecture, without which the individual applications would be able to communicate with each other with lot of customisation and would require high maintainability of the solution.</p>		Please refer to latest SRS
33	Introduction of SRS		<p>This section mentions Process Flows support. However no specs are given for a Common Workflow Engine. Please clarify if it is OK for respective applications to have their own Workflow engine, or is there a requirement for a Common Workflow Engine, compliant to BPEL specifications.</p>		Please refer to latest SRS
34	Section G2 of Technical Specification of Subsection Sf22 of SRS	Archiving Databases	<p>By Archiving we understand taking backup of database on tape and keeping it at different location. Is this sufficient or something else is required. Please clarify?</p>	Please clarify.	Please refer to latest SRS

35	Section G3 of, Subsection 10.6.2.3 of SRS	It has asked for Server free back up. This is done when the source environmetns are Unix. In case the source environments are just Intel based. Request to clarify if it is still required?		Please clarify.	Please refer to latest SRS
36	Section G3 of, Subsection 10.6.2.16 of SRS	It has asked for Server free back up. This is done when the source environmetns are Unix. In case the source environments are just Intel based. Request to clarify if it is still required?		Please clarify.	Please refer to latest SRS
37	Section G3:SRS: Pt. 6.1:AVAILABILITY AND DATA PROTECTION FEATURES	The system shall support and configured for: 2. Automatic / proactive detection of hotspots at disk level and dynamic reconfiguration.	We request utility to cosider following :The system shall support and configured for: 2. Adaptive Cache algorithms and logical architecture for data distribution to avoid hotspots or preferably automatic detection incase of rare occurence		Please refer to latest SRS
38	Section G2, Module 10. Subsection Idm 7.2	Identity Management and Access Management	The system is pre-hardened with settings , using a image on Windows and Linux system. Which could be deployed using a software tool.	Please clarify.	Please refer to latest SRS
39	Section G2, Module 10. Subsection Idm 7.5	Identity Management and Access Management	By rights management, you are looking at giving appropriate access controls to the documents based on his profile.	Please clarify.	Please refer to latest SRS

40	Section G3,Module 9.0,Subsection 9.8	<p>The servers shall be enterprise level SMP RISC / Itanium / x-86-64 based processor based systems. The offered systems should be high end Datacenter class servers with redundancy / N+1 features built in at every level like disk, memory, power supplies, cooling etc. However, additional QR may be included that server OEMs must be a member of Transaction Processing Council (TPC) or Standard Performance Evaluation Corporation (SPEC). Minimum TPC requirement is 800000 per minute for fully populated configuration.</p>	Request to Please clarify if the 800000 TPC requirement for DB or Application Server as nothing is mentioned.	Please clarify.	TPC requirement is applicable on all servers wherever mention in RFP, not limited to database server
41	Section G3,Module 9.0,Subsection 9.9.5.6	Processor: Xeon Quad Core 2.66GHz With simultaneous Multi-threading or equivalent processor of other make	Request to Please confirm the Clock speed for Misc Servers as it is mentioned as 2.66 Ghz but as per Clause No 9.1.2 (Technical Specification Document) where it says " Servers to be offered with latest CPU with highest clock speed available on the model being offered by the bidder at the time of bidding."	Please confirm.	Please quote as per RFP

42	Section G3,Module 9.0,Subsection 9.8.1.2	Certification: UL, FCC, and for supplied OS	There is no Certification Like UL, FCC for OS.	Please confirm.	Please refer to latest SRS
43	Appendix B – Technical Specifications - G3 Section		We recommend that the minimum tpmC requirement should be made applicable only to the Database Servers (since the tpmC Benchmark is not relevant for Application, GIS, Quality, Test and Development Servers.		TPC requirement is applicable on all servers wherever mention in RFP, not limited to database server
44	Storage Capacity:SRS , Section G3 , 10.5.3	The system shall be expandable to 2 times the offered configuration with respect to number of disks with in the same storage subsystem	We request to consider The system shall be expandable to 2 times the offered configuration with respect to capacity with in the same storage subsystem		Please refer to latest SRS
45	Storage Capacity:SRS , Section G3 , 10.4.7	The storage shall be scaleable to 64 active backend disk ports. Total offered capacity shall be based on configuration of maximum of 8 disks per loop on an average.	We request to change The storage shall be scaleable to 64 active backend disk ports. Total offered capacity shall be based on configuration of minimum of 8 and maximum of 16 disks per port on an average		Please refer to latest SRS
46	AVAILABILITY AND DATA PROTECTION FEATURES:SRS , Section G3 , 10.6	The system shall support and configured for: 2 Automatic / proactive detection of hotspots at disk level and dynamic reconfiguration.	2. Requesting to change to Adaptive Cache algorithms and logical architecture for data distribution to avoid hotspots or preferably automatic detection incase of rare occurrence of hot spots		Please refer to latest SRS

47	Management:SRS , Section G3 , 10.7	<p>The storage management platform shall be highly scalable and shall have the capability to operate in multiple tiers like console, database, agent and servers tiers. These tiers could be installed and implemented independently distributed if required</p>	Request utility to clarify if we can percieve it as TPC has ability to monitor different tiers of SAN infra.		Please refer to latest SRS
48	Management:SRS , Section G3 , 10.7	<p>Bidder shall supply sufficient no blank new tape media. The library shall be configured with minimum 6 x LTO Gen4 drives and shall be scalable to 12 LTO Gen4 drives in the same frame without stacking. The tape library shall support at least 44 drives and 1000 slots.</p>	Request to clarify the backup window requirement for critical and non critical data. Also specify the backup retention period for sizing the cartridge		Please refer to latest SRS
49	Appendix B: Servers:9.0.1	The maximum number of CPUs the vendor can supply without IVL clearance for each machine	Need to Understand the meaning of IVL Clearance here, as in the SRS Document it is mentioned IVL means Inter VLAN.Please Explain		Please refer to latest SRS
50	Appendix B: Servers:9.0.2	The bidder must explain the total system expandability in terms of CPUs, RAM	Is this applicable to Misc servers too, as the server asked under Misc Catageory are Dual CPU where in the expandability has no meaning.		Please refer to latest SRS

51	Appendix B: Servers:9.1.2	Servers to be offered with latest CPU with highest clock speed available on the model being offered by the bidder at the time of bidding.	Server specifications has been clarely mentioned in the SRS Document on Clause No. (9.8.1) for Application and Database Servers and for Misc Servers on Clause No (9.9.5), Latest CPU can be offered but what about the highest clock speed, as the clock speed is already mentioned.Request for an clarification on this		Please refer to latest SRS
52	Appendix B: Servers:9.1.3	Maximum number of CPUs specified by IVL clearance shall not be exceeded, without compromising the desired performance	Request to Please explain the meaning of IVL clearance with regard to performance here		Please refer to latest SRS
53	Appendix B: Servers:9.3.1	Sufficient Nos. of GUI based system management consoles for entire landscape, consisting of 15" TFT color monitor based system (Laptops), to be connected through Management LAN	Central management console has been asked for management of entire Hardware Infrastructure and why an separate management console has been asked with 15" TFT. Request if this can be explained in detail		Please refer to latest SRS
54	Appendix B: Servers:9.4.1	Equal no of licensed Terminal Emulation and licenses of X-Windows Software shall be provided for remote management of servers.	Under Clause No. 9.9.5.26 a separate Remote management software has been asked, wanted to understand difference between Clause No 9.9.5.26 and 9.4.1		Please refer to latest SRS
55	Appendix B: Servers:9.6.1	System should meet international regulations on safety, RFI/EMI, Immunity and X-ray.	Request to please remove X-Ray as Certification for the same is not available		Please refer to latest SRS

56	Appendix B: Servers:9.7.1.6	Provision for Secure Cryptographic acceleration at Hardware level supporting standard cinbers	Request to remove this option for x86 servers as the same is not supported		Please refer to latest SRS
57	Appendix B: Servers:9.8.1.1	The servers shall be enterprise level SMP RISC / Itanium / x-86-64 based processor based systems. The offered systems should be high end Datacenter class servers with redundancy / N+1 features built in at every level like disk, memory, power supplies, cooling etc. However, additional QR may be included that server OEMs must be a member of Transaction Processing Council (TPC) or Standard Performance Evaluation Corporation (SPEC). Minimum TPC requirement is 800000 per minute.	As x86 Based processor was added at later stage and the total specs and other requirement was written as per RISC/Itanium based processors, Quoting Intel for DB, Application, GIS, Testing, QA Server will have to meet the SRS requirement mentioned below or will have some modifications as suggested here under in few Clauses. Second the 800,000 TPC requirement is for the Configured server or the server Model configured should have TPC of 800,000 benchmark certified		Please refer to latest SRS
58	Appendix B: Servers:9.8.2.4	The OS license shall be provided for each partitions with separate independent instances of the OS in the server	Please clarify Can an SI offer Discrete solution	Please clarify.	Please refer to latest SRS

59	Appendix B: Servers:9.8.2.6	OS shall be given with the latest patches as applicable and OS should have minimum features like full binary compatibility across versions, online OS upgrades and online kernel patching/upgrades, standard GUI utilities for system administration, virtualiz	As Intel has been put as an option what about the compliance in case OEM quotes the server with Microsoft Windows Operating System. Request to Please Confirm		Please refer to latest SRS
60	Appendix B: Servers:9.8.8.1	Minimum 4 numbres of Gigabit Ethernet ports (100/1000 Mbps) based on latest PCI-e per server, in automatic fail-over / redundant configuration and auto-switching mode (In addition to those required for establishing cluster) two copper and two Gigabit Fib	Please confirm, "Are we talking of 4 Ethernet ports as well as 2 More Ethernet Ports and 2 Fiber Ethernet Ports per Server and total of Eight Ethernet ports including 2 Ethernet Fiber Ports		Please refer to latest SRS
61	Appendix B: Servers:9.8.9.1	The system shall be horizontally or Vertically scalable (by using the same type of processors as offered) twice of it's capacity without IVL clearance for each machine	Request to confirm the IVL clearance	Please confirm.	Please refer to latest SRS

62	Appendix B: Servers:9.8.10.1	The offered system should be Partitionable to 2 (Two) to 4 (four) partitions. Each partition should be capable of booting different instances of Operating system and have identified separate I/O sub systems	As per SRS Modification Document x86 has been added as an option to RISC/Itanium and wanted to confirm the Statement of "should be Partitionable to 2 (Two) to 4 (four) partitions" applies to Intel too or can have Discrette Servers configured for each Database and Application.		Please refer to latest SRS
63	Appendix B: Servers:9.9.5.2	The servers shall be offered in rack mountable configuration, mounted in 19" 41/42 U OEM racks. The server shall be of 2U form factor			Please refer to latest SRS
64	Appendix B: Servers:9.9.5.5	Each server shall be configured with even number of CPUs.	Need an confirmation here as the Requirement asked is Even Number of Cores or CPU's. In case it is Even Number of CPU's request to modify the same, as the complete requirement is solution based and every SI has its own way to sizing and by providing the Hardware with even Number of Cores will have an impact on the Software Licencing too.Hence request to change it to as per SI Design.	Please suggest.	Please refer to latest SRS
65	Appendix B: Servers:9.9.5.6	Processor: Xeon Quad Core 2.66GHz With simultaneous Multi-threading or equivalent processor of other make	As the said specifications are Old and request to change/modify the specs to Intel 5500 Series which is the latest CPU from Intel		Please refer to latest SRS

66	Appendix B: Servers:9.9.5.7	Minimum Front side bus speed for each server- 1333MHz	Specs are old and FSB is an Older technology and Request to change/modify the Specs to Latest generation Intel 5500 Series		Please refer to latest SRS
67	Appendix B: Servers:9.9.5.8	RAM On each server the minimum installed RAM shall be 4 GB PC2-5300 667 MHz ECC DDR2-SDRAM per processor.	Older specs DDR3 is now available and request for an change in Specs		Please refer to latest SRS
68	Appendix B: Servers:9.9.5.12	DAT Drive per server: One (1) Drive (35/70 GB capacity)	Request to remove the DAT Drive option from Individual servers ans plan for Centralized Backup System for al the servers in the Data center and DR Center		Please refer to latest SRS
69	Appendix B: Servers:9.9.5.14	Network Interface : LAN Controller per server Four (4) number gigabit NIC and 2 Number 4 Gbps Fiber Host Bus Adaptors per server	All the servers under Misc catagory doesn't require SAN Connectivity as well as 4 Ethernet Ports and request to remove the 4 Ethernet Ports as well as 2 FC Cards to only 2 Ethernet Ports or as per the SI Design		Please refer to latest SRS
70	Appendix B: Servers:9.9.5.25	Certification: UL, FCC, and for supplied OS	Please confirm as there is no UL,FCC certification available on Operating System	Please confirm.	Please refer to latest SRS
71		Total Cost Summary for RAPDRP Part	Total FMS Charges	i) PSEB has only asked for Total FMS Charges under the summary. There is no Format provided for quoting FMS charges under RAPDRP part. Pls provide the Format for quoting FMS charges. ii) Also pls confirm whether FMS charges need to be quoted separately for each Project area.	Please refer to revised Bid Forms
72		Bill of Material	There is no Data Acquisition server & Software qty mentioned in the BOM for both APDRP & Non APDRP	Pl clarify	Please refer to revised BOM

73		Bill of Material	The Consolidated BOQ (Modems: 3651 nos) & The BOQ (Modems: 0 nos) of Non APDRP is contradicting.	PI clarify	Please refer to revised BOM
74	Appendix Q- Consolidated Bill of Quantities for Non APDRP Project Areas:	Layer -II switch	Summary sheet for BOM on page 575 is not getting matched with quantities mentioned in Appendix-U page no. 604	PI clarify	Please refer to revised BOM
75	Appendix Q- Consolidated Bill of Quantities for Non APDRP Project Areas:	MPLS VPN Router	Summary sheet for BOM on page 575 is not getting matched with quantities mentioned in Appendix-U page no. 604	PI clarify	Please refer to revised BOM
76	Customer Care Centre	Primary at DC and Secondary at DR.	Please clarify whether PSEB would like to maintain existing CCC and Integrate it with New Call Centre or PSEB is interested in having a single central CCC at Ludhiana.	PI clarify	central CC will be there at Ludhiana
77	Existing Web Connectivity		Broadband has been suggested as a backup link. Please clarify whether it is Broadband VPN or Internet Broadband. Later can introduce lot of security concerns in the network and hence should not be acceptable. Even with Broadband VPN which uses a shared infrastructure, auto fallback and returning automatically to main link will be a concern. Hence, we request you to only prefer ISDN as a backup technology.	PI clarify	please quote as per RFP
78	Section B:: Hardware Technical Specification	Two Links (Primary and Secondary) each at DC and DR.	It has been asked that, hardware device operating system shall be EAL2 certified. Please clarify whether this holds good for all hardware proposed i.e Server, Network, Security.	PI clarify	please quote as per RFP

79	D.2.3 Hardware Technical Specifications (Including network equipments,		Please clarify whether 2-3 non-complied features in Section G3 of Appendix B is acceptable?	PI clarify	not acceptable
80	LAN/WAN, Kiosk etc.)	Customer Care Centre	As per the specification in Network Address Translation is required, please clarify whether it is mandatory to support or not?	PI clarify	please quote as per RFP
81	Appendix B; Technical Specification	Customer Care Centre	As per the detail mentioned in Table 1, some of the sub-offices do not have parity in terms of Router and Switches required. Please let us know how the locations with less number of Routers will connect to network. Also as bandwidth charges detail doesn't matches to the number of MPLS Router asked.	PI clarify	Please refer to revised BOM
82	Appendix L:: Details of Hardware	Connectivity (for Backup)	Please clarify whether Fiber module is required in each of Layer 2 switch. If yes, please specify the type of module and number of module required per switch	PI clarify	please quote as per RFP
83	Appendix L:: Details of Hardware		Please confirm the quantity of Routers for Patiala.	PI clarify	Please refer to revised BOM
84	Appendix L:: Detail of hardware for DC & DR		Head Set and IP Phone both 20 in numbers are mentioned, please clarify whether 20 or 40 Head Set/IP Phone are required. As both represent Hard Phone required for agents. Also as per page 106, CC with 30 agent capacity is asked. Please clarify both the agent and IP Phone.	PI clarify	Please refer to revised BOM

85	Appendix L:: Detail of hardware for Customer Care		Specifications in Appendix B has not incorporated changes as per SRS Corrigendum, so please clarify, is SI suppose to update the Appendix or state will provide the updated final Technical Specification sheet	PI clarify	Please refer to latest SRS
86	Appendix B; Technical Specification		As SMTP Server is Exchange/Lotus Notes which sits behind the SMTP Gateway therefore we don't require SMTP server on the SMTP gateway.	PI clarify	Please refer to latest SRS
87	Appendix L:: Detail of hardware for DC & DR. Qty of IP PBX		As Outlook or Lotus notes are used to fetch mails from Exchange or Lotus (SMTP Server using POP3) therefore we don't require POP3 at the gateway level. So we request to remove this clause	PI clarify	Please refer to latest SRS
88	Appendix L:: Detail of hardware for Customer Care. Qty of Headsets and IP phones wrt number of agents		Isn't OEM spare depot in Punjab/Chandigarh a critical requirement to meet the SLAs?	PI clarify	Bidder to decide to meet SLA