

**National E-Governance Services Limited (NESL)
Bangalore**

RFP Reference No. NESL/AO/RFP/2017-18/001 Dated: 26th May, 2017

Name of the Work: IT Infrastructure Setup and Maintenance at NESL, Bengaluru Office.

Amendments to the RFP and clarifications for the queries that were raised by the prospective bidders during the pre-bid meeting are as follows:

Sr.No	Query / Suggestion	Clarification	RFP Amendment						
1	Laptops: Clarification on OS to be preinstalled <i>Page no.7, Laptop, clause 3.1 -1</i>	Required Operating System: Windows 10 Professional 64Bit	RFP amended accordingly						
2	Laptop weight limit need to be increased, it should be at least 2.4 kg <i>Page no.7, Laptop, clause 3.1 -1</i>	No change, RFP is as per project requirement.							
3	Can thin clients OS be Embedded Windows 7? <i>Page no.8, Thin Client, clause 2</i>	No change, RFP is as per project requirement.							
4	There is no mention of thin client storage. we suggest for 32 GB storage for thin client <i>Page no:8, Thin Client, Clause 2</i>	The following sub clauses to the thin clients specifications is added: <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Local storage</td> <td>(Optional)</td> </tr> <tr> <td>Flash memory</td> <td>8 GB or above</td> </tr> <tr> <td>RAM</td> <td>8GB or above</td> </tr> </table>	Local storage	(Optional)	Flash memory	8 GB or above	RAM	8GB or above	RFP amended accordingly
Local storage	(Optional)								
Flash memory	8 GB or above								
RAM	8GB or above								
5	Thin Clients: Can the number of USB 3.0 Ports be at least 1 or above. <i>Page no:8, Thin Client, Clause 2</i>	No change, RFP is as per project requirement.							
6	Thin Clients: Can we have DP/VGA ports? <i>Page no:8, Thin Client, Clause 2</i>	" Others " clause under Thin client to read as follows: Integrated graphics, keyboard, Mouse, VGA /DP 1.2 or above/ HDMI video inputs	RFP amended accordingly						
7	Which category of MS Office licenses are required. Kindly recheck if they really want UPGRADE	MS Office standard edition (latest version) for all laptops and thin clients. No upgrade support required.	RFP amended accordingly						



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	SUPPORT for Office/MS License as it increases the price 40%. Please confirm Qty also. <i>Page no:8, Clause 3</i>		
8	Antivirus licensing <i>Page no: 8, Clause No.5; Antivirus</i>	Require enterprise server edition of antivirus software. The number of client licenses are as per RFP.	RFP amended accordingly
9	Firewall: confirm the number of concurrent users in the LAN <i>Page no.9, Next Gen Firewall</i>	Additional clause appended in the specification as "at least 50 concurrent users".	RFP amended accordingly
10	Firewall: The type of VPN connection required (site to site or Site to Host) <i>Page no.10, Next Gen Firewall, clause.13</i>	Additional clause appended in the specification as " Required 2 Site to Site VPN and 10 site to host VPN licenses".	RFP amended accordingly
11	Firewall: What type of report required and how long will it be maintained. <i>Page no.10, Next Gen Firewall, clause.14</i>	Reporting of abnormal network parameters like abnormal bandwidth utilization/ maximum website hits etc., in both inbound and outbound traffic. It should be able to log actions/activities to internal/ external storage device, for a duration of at least 1 month.	RFP amended accordingly
12	Clarification on backend servers for thin clients, its operating system and licenses <i>Page no.10, Backend server, clause.6 & 7</i>	Additional clause appended to Clause 6 & 7 of specification as "Required Windows server edition 2016 in both servers and 20 CAL licenses for each server. Servers need to be configured in active-passive redundancy mode and the provided system should be adaptable to active-active configuration. Also, server storage of at least 10TB usable in RAID5	RFP amended accordingly
13	<ul style="list-style-type: none"> • Two servers with dual socket processor, min 64GB RAM required to host the thin clients • To Setup failover cluster the dedicated storage SAN is required which will also store the user backup and 	<p>No changes in the backend server processor / Memory specifications. Number of Servers required is Two.</p> <p>Failover solutions as per RFP requirement.</p> <p>Typical application load will be (i) 20 concurrent users running Java IDE for development activities and (ii) 50 users with applications like browser/ MS Office</p>	



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	Server backup We need to know the Application load to properly size the server hardware <i>Page no.10, Backend server.</i>	docs or others	
14	Network: • A separate 24 Port at least 1Gbps switch for the server and cluster environment • Then 48 port or above switch for endpoints and other network devices is required <i>Page no.11, Network, clause.8, table 2</i>	No changes A separate switch if required for the solution can be provided by vendor to meet RFP requirements.	
15	Is link aggregator required as part of solutions <i>Page no.11, Network, clause.8, table 1</i>	Gateway device(Router) should have support for 2 WAN ports to do link aggregation, fail over and also load balancing.	RFP amended accordingly
16	Minimum 2 (WIFI AP) for this site is required. <i>Page no.12, WLAN, Clause 9</i>	Access Points - as many as required as per the office space for good wireless coverage. Vendor may do site survey if required.	
17	Need more clarity on the requirement <i>Page no: 12, Server room, clause 10</i>	Title of item No.10 " Server Room" - to be read as: "IT requirements in Server room. " Following sub-clauses are added: - Setting up required hardware/ network gear including rack frame, cable manager in the server room. - Rack to be of size 42U and supplied with monitor, keyboard, mouse and trays to host them	RFP amended accordingly
18	We need complete details of cables like how much and what type. Site survey required <i>Page no: 12, Cabling, Clause 11</i>	Type of cable: Cat 6 or higher. Site survey can be arranged for estimations.	RFP amended accordingly
19	CCTV backup sizing requirement - For 1.3 MP, 6 cameras, for 6 months we may need around 18TB	The RFP requirement is amended to: 1. Required 6 IP cameras of 2.0 MP (at least) with NVR which should be powered through PoE.	RFP amended accordingly



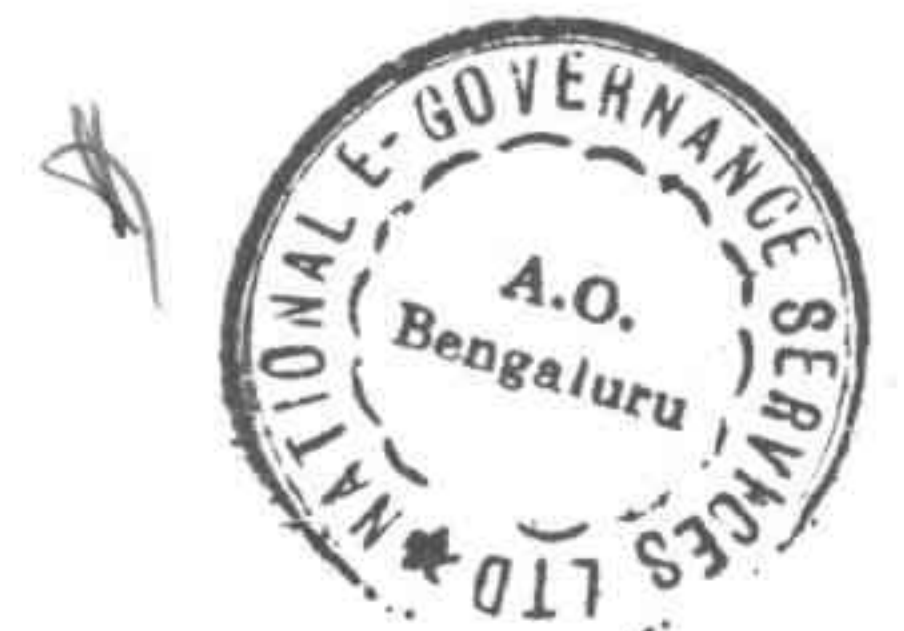
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	<p>storage, so can you confirm on exact storage duration requirement to estimate the space accordingly <i>Page no: 12, Security, Clause 12</i></p>	<p>2. These cameras to be integrated with usable 20TB in RAID 5 NAS storage system for 3 months camera log retention and a partition in same NAS system for user data backup from the backend server. This NAS Storage system should be scalable up to 50TB.</p> <p>3. Also, a 24 port PoE switch to be provided for connecting cameras, biometric and Wireless Access Points.</p>	
20	<p>Pricing <i>Page no: 12, Pricing, Clause 3.2</i></p>	<p>The title " Pricing" to be read as " Pricing & Warranty" with the following sub clauses:</p> <p>The RFP requirement is for 3 years Warranty + 2 years AMC for all hardware components such as Laptops, Thin clients, Next generation firewall, Servers, Router, Switch, Cabling, Wireless Access Points and Security components like Biometric readers and Cameras. Additionally Laptops to be covered under 3 years Accidental Damage Protection.</p> <p>3 year subscription/licenses for Software such as MS Office, Firewall and antivirus to be provided.</p> <p>24x7 support for a duration of 3 years from the date of installation and commissioning of IT infrastructure & services.</p> <p>The L1 criteria will be on the Total Bid amount cumulative of all the items put together (Items 1 to 12; Section 3; scope of work of the RFP), including the AMC of two years, Subscription / license charges for 3 years and support for three years as above. However, NESL reserves the right not to place the order for AMC.</p>	RFP amended accordingly
21	Terms and conditions	To provide patches/OS updates /	RFP amended



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	<i>Page no: 13, T&C, Clause 3.1.12</i>	Upgrades during the period of AMC, wherever applicable, without any extra cost to NESL. Quantity is as per number of systems in RFP.	accordingly												
22	Is this 24x7 Support need to have a dedicated consultant to resolve the tickets or looking for only Auto acknowledgement and response during next working day (within 4Hrs. Of next working day) <i>Page no: 13, T&C, Clause 3.1.3 & 3.1.4</i>	Clause No.3.1.3 may be read as "Acknowledgement within 4Hrs has to be provided with ticket ID" Clause No. 3.1.4 - No change.	RFP amended accordingly												
23	Since it is mentioned as 9AM to 8:00 PM, so we need to consider 2 FTE for covering this time zone. Will this be from Monday to Friday? <i>Page no: 13, T&C, Clause 3.1.15</i>	The Clause No.3.1.15 may be read as "Onsite technical support to be provided between 9.00 am to 8.00 pm on all working days (Monday through Saturday)"	RFP amended accordingly												
24	There is no clarity on Warranty Terms <i>Page no: 12&14, Sec 3.2 and 5</i>	Warranty terms as addressed above.													
25	Add govt clients reference in last 3 years also <i>Page no:14, Eligibility Criteria, clause.4.2.5</i>	Amended to include government clients also.	RFP amended accordingly												
26	Can we expect 100% payment against Hardware components upon delivery <i>Page.24, Payment terms, clause.9.10.1</i>	No, payment terms stands amended as follows. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Milestone</th> <th style="text-align: center;">Description</th> <th style="text-align: center;">Payment %</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1stInstalment</td> <td>Upon Delivery</td> <td style="text-align: center;">80%</td> </tr> <tr> <td style="text-align: center;">2ndinstalment</td> <td>Upon satisfactory Installation</td> <td style="text-align: center;">10%</td> </tr> <tr> <td style="text-align: center;">3rdInstalment</td> <td>Upon completion of warranty period of 3 years or against submission of PBG for</td> <td style="text-align: center;">10%</td> </tr> </tbody> </table>	Milestone	Description	Payment %	1 st Instalment	Upon Delivery	80%	2 nd instalment	Upon satisfactory Installation	10%	3 rd Instalment	Upon completion of warranty period of 3 years or against submission of PBG for	10%	RFP amended accordingly
Milestone	Description	Payment %													
1 st Instalment	Upon Delivery	80%													
2 nd instalment	Upon satisfactory Installation	10%													
3 rd Instalment	Upon completion of warranty period of 3 years or against submission of PBG for	10%													



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		warranty period.	
27	Can we provide corporate insurance covering "Errors and Omissions" clause, which would cover damages and liabilities, if incurred	The Corporate Insurance in lieu of Performance Bank guarantee is not acceptable.	
28	We recommend HP make Server, is there any specific preferred Make / model	No Specific brand. RFP is vendor neutral and generic.	
29	<p>Eligibility Criteria Clause No. 4.2.2; page No.14</p> <p>Whether the average annual turnover be revised to 15 Crores during the last three financial years?</p> <p>Clause No.4.2.3.; Page No.14 The Bidder should be profit (profit after tax) making company in any one of the last three financial or calendar years of the bidder's financial year.</p>	<p>This clause stands amended as follows:</p> <p>The average annual turnover stands revised to 10 Crores during the last three financial years.</p> <p>No Change.</p>	RFP amended accordingly
30	Earnest Money Deposit (EMD) Clause No.6.5.1; Page No.15	The EMD deposit stands waived off for the holders of valid NSIC certificate issued by the Ministry of MSME, Government of India.	RFP amended accordingly
31	Miscellaneous:	<p>The successful bidder to execute Service Level Agreement for the services components of the RFP.</p> <p>The quotes should be only in Indian Rupees (INR).</p>	RFP amended accordingly



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		<p>The bidders to submit the proposed plan layout for the infrastructure along with the technical bid.</p> <p>Existing clause 3.1.1 under 3.3 under "Nature of Support required" is amended as follows:</p> <p>24x7 support for a duration of 3 years from the date of installation and commissioning of IT infrastructure & services.</p> <p>The clause 5.1 titled "Duration of AMC" to be read as follows:</p> <p>The duration of AMC will be for a period of 2 years from the date of completion of warranty periods.</p>	
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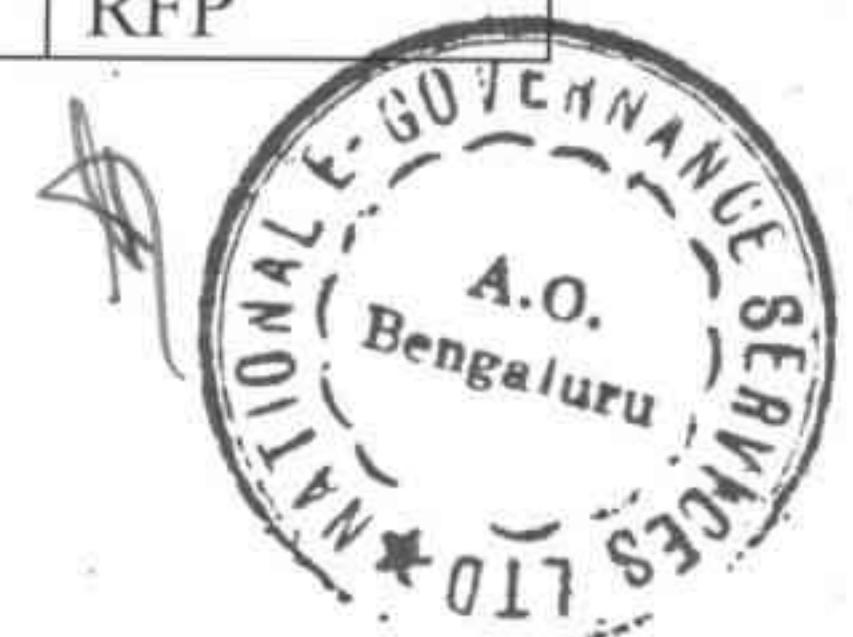
4. Summary of major specification changes:

Item/Parameters	Specifications	Revised specifications	RFP Amendment								
Laptops	OS: Windows 10 preinstalled	Windows 10 Professional 64Bit	RFP amended accordingly								
Thin Clients	Number of Thin Clients : 10 Memory: 2GB or higher Others: Integrated Graphics, keyboard, mouse, VGA video inputs	Revised: Number of Thin Clients: 20. Commercials will be evaluated for 20 thin clients but NESL reserves the right to place order for additional Thin clients along with CAL licenses on a rate contract basis valid for a period of 6 months from the beginning of the contract. Vendors to provide prices accordingly.	RFP amended accordingly								
		<table border="1" style="width: 100%;"> <tr> <td>Local storage</td> <td>(Optional)</td> </tr> <tr> <td>Flash memory</td> <td>8 GB or higher</td> </tr> <tr> <td>RAM</td> <td>8GB or higher</td> </tr> <tr> <td>Others</td> <td>Integrated graphics, keyboard, Mouse, VGA/DP 1.2 or above/ HDMI video inputs</td> </tr> </table>	Local storage	(Optional)	Flash memory	8 GB or higher	RAM	8GB or higher	Others	Integrated graphics, keyboard, Mouse, VGA/DP 1.2 or above/ HDMI video inputs	
Local storage	(Optional)										
Flash memory	8 GB or higher										
RAM	8GB or higher										
Others	Integrated graphics, keyboard, Mouse, VGA/DP 1.2 or above/ HDMI video inputs										
MS Office	MS office standard software for all laptops and thin clients	MS Office standard (latest version) software for all laptops and thin	RFP amended								



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		clients	accordingly
Antivirus		Enterprise server edition of antivirus software required	RFP amended accordingly
Firewall	VPN- Minimum 150 number of remote access VPN should be supported from day one.	<ul style="list-style-type: none"> - Support at least 50 concurrent users - Minimum 150 number of remote access VPN should be supported from day one. Require 2 Site to Site VPN and 10 site to host VPN licenses 	RFP amended accordingly
Backend servers	Storage: At least 10TB in RAID 5	<p>Storage : at least 10TB usable in RAID5</p> <p>Operating System : Windows server edition 2016 in both redundant servers and 20 CAL licenses for each server</p> <p>Configuration : Servers need to be configured in active-passive redundancy mode and the provided system should be adaptable to active-active configuration</p>	RFP amended accordingly
Gateway	Gateway specifications	Router Specifications	
	Ports: At least 2 WAN ports in (active-active) for load balancing, at least 2 LAN (RJ45) ports, and 1 Management port for console	Ports: At least 2 WAN ports in (active-active) with link aggregation, fail over and also load balancing, at least 2 LAN (RJ45) ports, and 1 Management port for console	RFP amended accordingly
	Features: Firewall protection, IPv6 support, VPN support, MPLS support, Content filtering, syslog support and IPSec	Features: LACP, Firewall protection, IPv6 support, VPN support, MPLS support, Content filtering, syslog support and IPSec	RFP amended accordingly
Server room	Server room: Setting up server room with the required hardware/network gear including rack frame, cable manager etc.,	<p>IT requirement in Server room</p> <ul style="list-style-type: none"> - Setting up required hardware/network gear including rack frame, cable manager in the server room. - Rack to be of size 42U and supplied with monitor, keyboard, mouse and trays to host them 	RFP amended accordingly
Cabling	Structured cabling	Type of cable to be used is Cat 6 or higher for both voice and data ports	RFP amended accordingly
Security	Biometric Devices	All biometric devices should be PoE enabled	RFP amended accordingly
	6 CCTV cameras 1.3 MP (with	- Required 6 IP cameras of 2 MP	RFP



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	integrated storage for six months log retention)	(at least) with NVR which should be powered through PoE. These cameras to be integrated with usable 20TB in RAID 5 NAS storage system for 3 months camera log retention and a partition in same NAS system for user data backup from backend server. This NAS Storage system should be scalable up to 50TB. - Also, a 24 port PoE switch to be provided for connecting cameras, biometric devices and Wireless Access Points.	amended accordingly
Terms & Conditions	To provide patches/OS upgrades during the period of AMC, wherever applicable, without any extra cost to NESL. Quantity is as per number of systems in RFP.	To provide patches/OS updates / Upgrades during the period of AMC, wherever applicable, without any extra cost to NESL. Quantity is as per number of systems in RFP.	RFP amended accordingly
	Onsite technical support to be provided between 9 am to 8 pm on all working days	Onsite technical support to be provided between 9 am to 8 pm on all working days (Monday through Saturday)	RFP amended accordingly

All other terms and conditions of the original RFP # NESL/AO/RFP/2017-18/001, dated 26th May, 2017 remain unchanged.



Mohanram Natarajan
EVP - Technology

13.6.17

