

Clarification to Prospective Bidders' queries against NIB 126 dtd:03/03/15

Sl.No	Section No/Clause No.	Query	Remarks	NEEPCO's reply
1	Project Timeline	Our understanding of the project timeline is – 1 year pilot sites rollout, 1 year remaining all sites roll out, next 3 years warranty, following 2 years AMC, so total 7 years engagement. Please clarify	Clarity required in terms of project duration including implementation, roll out, warranty and AMC 1. We assume that the pilot implementation is for 1 year and then rollout in year 2. Kindly explain stabilization period of one year starts after pilot or after completion of final rollout 2. Kindly explain whether warranty support starts after pilot or after completion of final rollout 3. What is scope of warranty of services 4. will the AMC of pilot sites be extended and it will overlap with the AMC of the remaining sites	Already Clarified on your earlier query on the same.
2	Project Timeline	The implement and rollout phase indicates that the system will initially go live in 4 sites and it will be deployed across other sites within 18-24 months of vendor selection post stabilization period of 2 months. Does this timeline include Phase 1 (Assess and Procure) and Phase 2 (Design and Prepare). Further, it also mentions Pilot 1 within 12 months and all roll out within another 12 months. Please clarify on the proposed timelines for all phases. Also, are these times calculated from issue of LOI ?		Already Clarified on your earlier query on the same.
3	UAT and Training	Data migration requirements mention Opening & Closing balances for the minimum last 5 years and all transactions from the 1 year till implementation date. Please clarify on this. Data migration – 5 years opening and closing balances and all transactions for 1 year, would this be required, the opening transactions can be migrated but all transactions cannot be migrated. It will not add any value as well. The industry practice is that all transaction data is not migrated. Only open transaction data is migrated.	We again request for migration of only opening and closing balances for last 5 years. Can you please remove the clause for migration of last 1 year financial transaction data which are closed.	A cut off date shall be decided for data migration considering the practicality and completeness of the system and the necessity of data migration shall be further discussed and reviewed during implementation phase.
4	Production and Costing	Is the helpdesk service required in 24x7 mode for the entire duration of warranty and AMC periods?	In this kind of business requirements, we envisage the continuous presence for support professional (2 Functional and 2 Technical) to be available only during business hours (Including Saturdays) as suggested by us. The presence of support team on 24x7 basis as asked in RFP might not be required. However, for all severity 1 production issues, we will be supporting on 24x7 basis to resolve the issue.	It is highlighted that in Corporate Office Shillong, D&E Office Guwahati and at NEEPCO New Delhi, the office hours is from 9:00 am to 6:00 pm from Monday to Friday. However the project sites Offices are open in all Saturdays except on 2nd Saturday. Considering this office timings of NEEPCO, the solution may be provided for smooth functioning of ERP system.
5	Bid	RFP document mentions load testing with load testing tools. As this will require additional product where licenses need to be bought. We suggest these testing to be done manually with appropriate number of users.	There will be no separate tool purchase for load testing. The Oracle e-business suite come tested for load and stress testing. However, we will be conducting the unit, integration and user acceptance testing on the developed solution. We will also do load testing by putting required user load and scripts. The load testing will be done with the help of NEEPCO users.	Already Clarified on your earlier query on the same.
6	Bid	UAT and Training to be provided at each project site	The user trainings and UAT (20 sessions for 20 members) will be done at one central location to deliver the project in required timelines. Central location will also enable controlled and guided UAT. We will conduct the trainings from HO at Shillong for sites with the help of Video Conferencing (VC) for all VC enabled locations, and all non VC enabled locations the users will move to VC enabled locations	This shall be discussed during implementation. However training may be imparted from 4 to 5 locations of NEEPCO where nearby location's users shall be invited.
7	Bid	How is the costing being done for power generation	Can you please elaborate the process of costing of power generation for hydro and gas based power plants	As per CERC guidelines.
8	Mobile	Can we have a change request process above the services SOW scope.	The Design and Prepare phase indicates selection of ERP product and the bidder. The phase also includes finalization of To-Be processes and identification of Customization (including bolt on modules) and Reporting requirements post the ERP selection. Please clarify if we can assume the number of customizations required for the bid pricing based on detailed requirements and whether any additional customization identified in this phase can be included as a Change Request ?	Bid Condition Prevails.
9	Support	What shall be the Deliverable acceptance criteria. Can we assume any deliverable not accepted in 5 days shall be deemed as accepted.	This will be required for achieving the project timelines	Bid Condition Prevails.

10	Bid	Confirmation required that digitization of hard copy data is out of scope.	The hard copy to digital copy transformation will be done by NEEPCO	Digitization,i.e. scanning of hardcopy is out of scope of this RFP and shall be taken up separately.
11	Mail	What shall be scope of Mobile applications? NEEPCO quoted Dashboards and MIS (which can be catered by BI mobile apps) in one place and open ended in another (to be decided during to be process) in bid clarifications. What shall be in scope ?	What shall be scope of Mobile applications? NEEPCO quoted Dashboards and MIS (which can be catered by BI mobile apps) in one place and open ended in another (to be decided during to be process) in bid clarifications. What shall be in scope ?	Scope of Mobile Applications shall be Dashboard and MIS
12	Users	End user support shall be out of scope as application is deployed centrally and shall run at sites as per basic system requirements mentioned in the SOW.	End user support shall be out of scope as application is deployed centrally and shall run at sites as per basic system requirements mentioned in the SOW.	Bid Condition Prevails.
13	Users	Usage of partner resource is restricted as per pre-bid response. "Please confirm if bidder can deploy a combination of own payroll employee and partner employee for implementation and sustenance support" in the interest of the project and meeting time-lines for rare/unique skills requirement.	Usage of partner resource is restricted as per pre-bid response. "Please confirm if bidder can deploy a combination of own payroll employee and partner employee for implementation and sustenance support" in the interest of the project and meeting time-lines for rare/unique skills requirement.	For NEEPCO, System Integrator shall be the single point of contact and the man power supplied for implementataion and operation of ERP shall be as per the clause no 4.6 page no. 10 and relevant clauses of RFP
14		Will lotus notes be retained as NEEPCO prime mailing system. Only PIS data of employees data shall be migrated from lotus as per HR module requirements.	Will lotus notes be retained as NEEPCO prime mailing system. Only PIS data of employees data shall be migrated from lotus as per HR module requirements.	Lotus Notes shall be migrated to Mail Messaging System. Refer to page no. 112 of RFP
15		What will be the number of users separately- Purchasing, Finance, Maintenance, HR users from HRMS department, Energy Billing for offices and plant sites	What will be the number of users separately- Purchasing, Finance, Maintenance, HR users from HRMS department, Energy Billing for offices and plant sites	The tentative number of ERP users licenses required is 300. Detail breakup shall be based on actual use. However it is anticipated that there shall be Finance :80, HR : 60,O&M:25,Material: 40,Procurement:20, Director: 4, ED/HOD:21,Document Management : 40,Energy Billing:10
16		What type of integration will be required for Primavera with Oracle Projects modules	What type of integration will be required for Primavera with Oracle Projects modules	Shall be discussed during Implementation.
Compute Queries				
1		Pl confirm if NEECO will provide space, power, and cooling for Test & Development servers, till the time DC is ready and provision VPN connectivity.		Yes
2		There are mismatches of the quantities given in Schedule 1 of Price Schedule along with RFP technical requirements. Nos of servers as mentioned in Technical Sec of RFP is not matching with nos given in price bid.		Database Server : 2(DC)+1 (DR)=3 Application Server: Application server for ERP in DC(2)+ Application Server Non ERP application in DC(2) +Enterprise/ Internal Web Server in DC(2) + Internet Web Server in DC(2) + Application server for ERP in DR(1)+ Application Server Non ERP application in DR(1) + Web(Internal +Enterprise) Server in DR(2) = 12 Other Server (EMS+ Test &DEV+ MAIL): EMS in DC(1) + Test & DEV in DC(2) +Mail server in DC (2) + EMS in DR(1) + Mail Server (1) = 7 Other Server(DNS+ AAA+ LDAP+ Antivirus) : DNS Server in DC(2) +AAA server in DC(2) + Antivirus Server in DC(2) +LDAP server in DC(2)+ DNS server in DR (1) + AAA server in DR(1) +LDAP server in DR (1) +Antivirus server in DR(1) = 12
3		Mail messaging – The RFP has provided the specifications for Mail security, so existing Mail Messaging will be continued, and Bidder need not to consider any license renewal or software upgradation or mail servers' migration for Existing Lotus Notes Mail messaging. If this understanding is not correct please provide details SOW related mail messaging and scope of work for Mail messaging DRS.		Lotus Notes mailing system shall be discontinued and bidder shall provide new Mail Messaging System.
4		Oracle software licenses supply and hardware sizing – Kindly clarify whether both hardware sizing and software licensing to consider 10% Year on Year growth for 6 years or only sizing to consider the headroom. License will be procured through change request process.		Bid condition prevails

5		Technical Spec for RFP, page no 138 - What is the requirement for Call Center and SMS Gateway ? Pl confirm if this is required under RFP scope		As far as understanding on Call Center and SMS gateway is concerned, NEEPCO is looking for a system which shall be able to address the any ERP related problem of users of sites and Shillong in a smooth manner
6		Training workshops – We understand that Training workshops will be conducted at sites whether Neepco will have video conference facilities available, and training can be imparted using Web Based Training through Video conferencing. Please clarify.		Training shall be imparted from 4 to 5 locations of NEEPCO where nearby location's users shall be invited.
7		Please clarify how many Load Balancers to be provided at DC & DR sites.		Bid condition prevails
8		At DR site, only one Firewall is asked while at DC two layer of Firewall is asked. We suggest to change the DR firewall quantity to minimum 2 considering same layered security approach as DC.		Bid condition prevails
9		Load and Stress testing – We presume that Load Testing will be conducted on Production hardware one time before Go Live. No simulation based load testing will be required post Go Live, hence Bidder need not to propose any Perpetual license of Testing software to Neepco. Please clarify if Neepco will have any additional requirements on Load & Stress testing across the project life cycle?		Bid condition prevails
10		• We presume bidder need not to propose for VA/PT for Internet facing applications/servers, and ISO 27001 certification of Data Center is not in scope. Please clarify.		Bid condition prevails
11		• Can Bidder propose Service Desk from its shared infrastructure instead of having a Service desk software installed at Neepco data Center ? The EMS services can be offered from Bidder's shared Data Center infrastructure (PAS) and quickly roll out Monitoring and Management of servers, applications, database, network, application performance management, service desk etc which in case of Captive implementation at customer site takes 3 to 4 months' time from installation of software, configuration till processes implementation. In case Neepco wants Service Desk and EMS tools to be implemented at Neepco DC, same would not be available till the time DC physical build is ready. Please clarify whether DRS to be proposed for EMS & Service Desk.		Bid condition prevails
12		• Security Management System – Can Bidder propose to configure policies for proposed firewalls and routers from two separate Security Management Systems since router and firewall need not to be from same OEMs.		Bid condition prevails
13		• Can Bidder consider HIPS to be proposed only for those servers which have been planned to be deployed on the servers' instances at DMZ or MZ and having direct users access. Please clarify.		Bid condition prevails
14		• Please clarify whether Neepco has Microsoft CAL for Windows. If so what is the license quantity ? Note for AV and EMS, Windows CALs will be required based on nos of End users count or devices access Windows servers infrastructure.		Bid condition prevails
NETWORK QUERIES				
Core Router for DC / DR				
1	Cl.5.1, Sec-IV	Should be stackable chassis based & modular architecture for scalability and should be a single box configuration for ease of management.	The stack feature in router is not industry standard. Kindly change the feature as:- "Should be chassis based & modular architecture for scalability and should be a single box configuration for ease of management."	Please see ammendment
2	Cl.5.1, Sec-IV	The offered platform should be able to support the following interface types – E1, 4G/LTE, xDSL, copper, and fiber Gigabit Ethernet, WLAN with 802.11a/g/n,	4G/LTE, WLAN, DSL interface are needed in small branch routers. These interfaces are not needed in Core Router. Where as 10G Ethernet, STM-1, STM-4, STM-16 interfaces are more useful in a core router. Kindly change the feature as:- "The offered platform should be able to support the following interface types – E1, copper and fiber Gigabit Ethernet, 10G Ethernet, STM-1, STM-4, STM-16 & STM-64."	Already clarified in your pre-bid queries on the same.
3	Cl.5.1, Sec-IV	Should support WLAN and 3G/4G wireless networks	WLAN & 3G/4G features are needed for small branch routers. For high end Core router, these features are not required. Kindly remove this statement.	Already clarified in your pre-bid queries on the same.

4	Cl.5.1, Sec-IV	10/100/1000 Base T ports	Kindly change the feature as:- "The router should have "24 x 1000 Base-X SFF Slots populated with required transceivers."	Already clarified in your pre-bid queries on the same.
5	Cl.5.1, Sec-IV	Shall have forwarding rate at least 24 MPPS	20 Gbps throughput & 10Mpps of forwarding rate is enough for future scalability of the project. Higher forwarding rate will increase the product sizing and eventually increase the project cost. Kindly change the feature as:- "Shall have forwarding rate at least 10 MPPS and 20 Gbps of throughput."	Already clarified in your pre-bid queries on the same.
6	Cl.5.1, Sec-IV	Should have Dual Stack IPv4 & IPv6 protocols with 1 Million IPv4 Routes.	Multicast routes are also very much needed for video broadcasting or surveillance. Kindly change the feature as:- "Should have Dual Stack IPv4 & IPv6 protocols with 1 Million IPv4 Routes and 100K Multicast routes."	Already clarified in your pre-bid queries on the same.
7	New Addition	The equipment should be either TEC certified or IPv6 Ready Logo certified.	This feature is mandatory based on the guideline mentioned under "National IPv6 Deployment Roadmap Version-II". Suggested and defined by Government of India, Ministry of Communication & Information Technology, Department of Telecommunications.	Already clarified in your pre-bid queries on the same.
Internet Router for DC / DR				
1	Cl.5.2, Sec-IV	70 Kpps throughput	70Kpps is not enough considering future scalability and performance. Kindly change the feature as:- "atleast 300 Kpps throughput."	Already clarified in your pre-bid queries on the same.
2	Cl.5.2, Sec-IV	4 x 10/100T Interfaces	Gigabit Ethernet port is required considering future scalability and performance. Kindly change the feature as:- "2 x 10/100/1000 Base-T Interfaces". Also add there should be atleast two free slots in the router for future scalability.	Already clarified in your pre-bid queries on the same.
3	Cl.5.2, Sec-IV	Shall support other IP Services like GRE tunneling, ACLs, IPSEC VPNs, Firewalling, NAT services.	IPS feature will ensure better security for the internet routers. Kindly change the feature as:- "Shall support other IP Services like GRE tunneling, ACLs, IPSEC VPNs, Firewalling, IPS & NAT services"	Already clarified in your pre-bid queries on the same.
4	Cl.5.2, Sec-IV	Shall support at least 70 Kpps throughput	70Kpps is not enough considering future scalability and performance. Kindly change the feature as:- "atleast 300 Kpps throughput."	Already clarified in your pre-bid queries on the same.
5	New Addition	The equipment should be either TEC certified or IPv6 Ready Logo certified.	This feature is mandatory based on the guideline mentioned under "National IPv6 Deployment Roadmap Version-II". Suggested and defined by Government of India, Ministry of Communication & Information Technology, Department of Telecommunications.	Already clarified in your pre-bid queries on the same.
Core Switch for DC / DR				
1	Cl.5.3, Sec-IV	No of VLANs:->= 200	200 VLANs for a core switch is too less. Kindly change the feature as:- "No of VLANs:->= 4000"	Already clarified in your pre-bid queries on the same.
2	Cl.5.3, Sec-IV	The Core Data Switch should have the following features & requirements: Modular and Scalable with full expansion capability , Number of Slots - Minimum of 8 slots	8 slot will increase the cost of the project. Based on the current requirement only 2 slots will be used to populate the required line cards and 2 slots will be used for primary and secondary management module. That means the proposed switch will have 2/3 free slots for future scalability. Therefore, kindly modify the clause as:- "Number of Slots - Minimum of 6/7 slots"	Bid Condition Prevails
L2 Access Switch for DC / DR (as appropriate)				
1	Cl.5.4.1 Sec-IV	Dual redundant power supply	Redundant power supply is required for Core Layer devices. Providing redundant power supply for each access switch will increase the cost of the project. Kindly remove this clause since bidder is responsible to maintain the uptime and SLA.	Bid Condition Prevails

2	Cl.5.4.1 Sec-IV	High stack ports and stacking cable	Stack port will increase the cost of the product without much benefit to the solution. However, this clause can be modified as:- "The proposed Switch should support Stacking feature and bidder will decide based on the solution proposed."	Already clarified in your pre-bid queries on the same.
		L3 Access Switch for DC / DR (as appropriate)		
1	Cl.5.4.2 Sec-IV	Support for mechanisms to improve the network's ability to automatically identify, prevent, and respond to security threats and also to enable the switches to collaborate with third-party solutions for security-policy compliance and enforcement before a host is permitted to access the network. Thus preventing the spread of Viruses & worms.	This word "third party" will create unnecessary confusion in future. It depends on which third party NAC solution you want to integrate with the proposed switch. The proposed switch might support many third party NAC solution. But if any third party NAC solution doesn't support the proposed switch, then it's not the problem of the switch, it's the restriction of the third party solution. Therefore, kindly modify the clause as:- "Support for mechanisms to improve the network's ability to automatically identify, prevent, and respond to security threats and also to enable the switches to collaborate with a solutions for security-policy compliance and enforcement before a host is permitted to access the network. Thus preventing the spread of Viruses & worms."	Already clarified in your pre-bid queries on the same.
2	New Addition	"The proposed switch should be Common criteria EAL3 or NDPP certified"	This will assure that the product Operating Syetem is secured enough for enterprise deployment.	Already clarified in your pre-bid queries on the same.
		Specification for Web(Internet), Mail, EMS, Portal (external), Test & Maintenance, Antivirus Servers		
1	Cl.3.1.3.1 , Section IV, D	I/O slots and ports: minimum 24nos PCI slot with combination of USB 2.0 compliant ports RJ45 Ethernet ports.	There may be a typo error on the amendment related to this clause. Amendment should be "minimum 2nos PCI slot with combination of USB 2.0 compliant ports RJ45" as discussed in the prebid meeting.	I/O slots and ports: minimum 4nos PCI slot with combination of USB 2.0 compliant ports RJ45 Ethernet ports.
		General Queries		
1		DC- DR Replication	We presume that Neepco will be responsible to provision DC - DR replication network and bandwidth. Bidder will provide the sizing and requirements for network connectivity. We would like to highlight that a dedicated link between the DC and DR would be required.	NEEPCO will provide
2		Project Milestones	There are gaps in the project schedule that is provided in the RFP. For example supply of Hardware should be done after DC is completely erected. But as per RFP its way before the schedule for DC erection and it can not be achieved. Similarly, we need a rationalized implementation shedule and would like to highlight that hardware supply take minimum 8-12 weeks, erection of DC takes minimum 16 to 22 weeks. So kindly consider a revised schedule and help us to avoid unwanted LD.	Bid Condition Prevails