

GENERAL CLARIFICATION

Serial No	Page Number	Point	Clarification Sought	reply of JVVNL
1	Page 16	<p>Providing Post GO-LIVE support/Facility Management IP shall setup and manage the helpdesk during the entire post go-live support. Setting up support HELPDESK (for all components of the proposed ERP Solution) at Discom Data Center and Disaster Recovery Center by IP to manage post full Go-Live support. IP would manage the Helpdesk till completion of the five (5) years. Necessary infrastructure for Helpdesk in terms of Computers, Printers and Scanners would be arranged by IP. Telephone lines and internet facility for the helpdesk would be provided by Purchaser</p>	Do we need to have helpdesk at both DC & DR sites	YES
2	Page 16	IP will provide three personnel on 12X7 basis for helpdesk support and three personnel on 12X7 basis for the on-field support at Jaipur location only.	The three persons asked has to be present at the same time or can be on shifts	3 PERSONS WILL BE AVAILABLE ON 12X7 BASIS
3	Page 67	<p>Technology Requirement Solution must be backed by adequate security mechanisms, such as firewall and proxy servers, that need to be in place to protect the network from external threats. The solution must also take care of highest System availability and integrity measures such as backups, security, data and server redundancy, hardware architecture, and disaster recovery procedures</p>	We are not supplying any security and backup devices .	THE LIST OF HARDWARE WHICH ALTHOUGH NOT IN THE SCOPE OF THIS TENDER BUT WILL BE SUPPLIED UNDER RAPDRP HAS ALREADY BEEN GIVEN IN THE RFP. THE VENDOR OF THIS BID WILL UTILIZE THE ALL SUCH RESOURCES UNDER RAPDRP FOR THE PURPOSE OF THIS BID AND UPTO THAT PART THE VENDOR OF THIS BID SHALL BE RESPONSIBLE.

4	Page 195	<p>HELP DESK</p> <p>Help Desk shall act as a single-point-of-contact for all service problems pertaining to hardware,software & network. The successful bidder shall create and maintain a dedicated centralized online Help Desk with a telephone number, E-mail and call tracking mechanism that will resolve problems and answer questions that arise from the use of the offered solution as it is implemented at utility. Users can log the queries / complaints, which should be resolved as per the Service Level requirements. The helpdesk queries / complaints can be related to connectivity, messaging, security, Hardware, Software, configuration and any other issues.</p>	Helpdesk for messaging,security . This is not part of delivery in this tender	AS ABOVE
5		V. Helpdesk shall troubleshoot on systems (hardware), applications (software), mail related issues, network related issues, multimedia related issues, server administration, security policies, 3rdparty coordination.		AS ABOVE
	Page 199	11.4 Desk Side Technical Support Services	We need to know how many desktops/printers need to be supported	AS THIS SYSTEM IS INDEPENDENT FROM THE NUMBER OF USER, THE SUPPORT WILL BE FOR ALL USERS WHO WILL UTILIZE THE SYSTEM FOR A REFERENCE MINIMUM NUMBER HAS ALREADY BEEN GIVEN IN THE BID.
	Page 199	11.5 Data center Operations	This is part of R-APDRP . Need to confirm from the client and if we need to put people the SLA should not be applicable	THE DATA CENTRE OPERATION FOR THE PART OF ERP PORTION SHALL BE RESPONSIBILITY OF THE VENDOR OF THIS BID.
	Page 200	11.8 Backup/Restore management	No backup and SAN as part of this tender. Will customer provide the SAN & Backup of the R-APDRP setup	
6	Page 208	<p>11.17 AVAILABILITY MANAGEMENT</p> <p>i. The bidder must define the processes/procedures which ensure the service delivery as per the required SLAs or exceed it. It should cover various equipments such as all the servers,networks, switches, SAN, Modems, data converter units, call center equipments,other site specific services, and the critical services and their supporting hardware,micro-code,firmware, and software components, as defined in scope of work. Industry</p>	Most of the devices mentioned is not part of the RFP delivery. This needs to be ammended	AS ALREADY MENTIONED IN POINT NO 3 ABOVE THE VENDOR OF THIS BID WILL UTILIZE ALL THE RESOURCES UNDER RAPDRP BUT LIMITED FOR THE USE OF ERP ONLY.

		11.18 RESOURCES FOR PROJECT & SERVICE MANAGEMENT	The manpower requirement is not clear	
7	Page 227	18.4 Service Level Agreements & Targets Data Centre Operations .MIS reporting on physical	Data center SLA should be removed. Entire SLA should be checked and modified as per the bidder's scope	IT CAN NOT BE REMOVED.
8	Page 17 of Coorigendum	To provide upgrades (Latest version as and when issued) for application, data base and OS with AMC of application software Upgrades mean to provide latest version as and when released by OEM during FMS period. It is clarified that upgrades is different from updates	Please check , how do u provide	THE CONTENT OF RFP IS CLEAR . IT WILL BE THE VENDORS RESPONSIBLTY TO PROVIDE,DEPLOY AND CONFIGURE THE UPGRADES IN THE ERP FOR ENTIRE FMS PERIOD WITHIN THE QUOTED PRICE I.E. AT NO EXTRA COST TO DISCOMS
9	Page 28	Other General Clarifications In any case at least 25% of the total deployed personnel should be from the CVs submitted along with the bid.	Please check this	THE RFP IS CLEAR AND NO NEED TO AMMEND
9		Resource deployment for Managed Services	Please specify what all resources apart from help desk is required. Do we need to deploy server/database specialist.	THE BIDDER HAS TO ASSES THE SAME
10		Monitoring & Help desk tools	Please confirm whether the existng APRDP EMS & Service desk can be used for the same.	YES
11		Is this is a complete “ No Deviation “ bid ? or we can take deviations as per the format provided in the bid document. As at some places you had asked for “ No deviation” Certificate as well. So just need the clarity on this		The bid ideally should be without any deviation. However if bidder opt to ask for certain deviation the same may be mentioned in the deviation sheet provided that the JVVNL HAS RIGHT TO ACCEPT OR REJECT THE DEVIATION SUBJECT TO THEIR FINACIAL & TECHNICAL IMPLICATION. IF DEVIATION MATRIALLY DEVIATE THE SYSTEM ENVISAGED THE BID MAY ALSO BE REJECTED

It is further clarified that the list of inventory to be provided under RAPDRP will be utilized by the vendor of this BID . However if any Specific item i.e. Hardware & softwrae is required apart from the specified inventory for running of the system , replication , DR site , storage / SAN etc the ERP vendor will be responsible for arranging the same , for this purpose bidder may add all such additional items in its price bid as additional line item. During implementation stage if vendor seeks for any additonal item (Software & Hardware) from JVVNL to achieve the scope of work , that will not be entertained and vendor will require to arrange the same at no cost to Discoms.