

Ref No. RECPDCL/TECH/IT Security-GED/e-Tender/2015-16/1518 Dated:04.09.2015

The Date and Time for submission of bids is further extended, as detailed here under:

Details	Original Date and Time	Extended/Revised Date and Time
Last date of submission of Tender	26.10.2015 at 15:00 hrs.	02.11.2015 at 15:00 hrs.
Date of opening of Technical Bid	26.10.2015 at 16:00 hrs.	02.11.2015 at 16:00 hrs.

**Clarification:**

1. Common applications to be installed will be various SAP modules (Thick and thin client), Microsoft exchange, Microsoft active directory, SAP BCM (Business communications management) for call center, GIS applications, AMR applications, energy audit application, MIS, website on IIS and bidder may consider other standard applications as per past experience of R-APDRP implementation (if any).

2. As per tender document it is asked to provide 2 hours response time (24 x 7) and 4 hours resolution time including response time. However, this response / resolution time should be complied for hardware and software part. In case of software logical issues where there is dependency on client / downtime or software issues which will not impact production environment, bidder may consider to restore the issue in next working day and may exclude the time if any restoration is dependent on client end.

**Please contact for further queries:**

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