S. No.	Vendor	Item	Page No. / Clause No.	Parameter	Technical Specifications as per RFP	Queries / Modifications / Changes Suggested	Vendor's Remarks	TPDDL Remarks
1	CA		12	1.1	Enterprise Management System (EMS) is required to manage Servers, Desktops, Data Back-up, Database, event, applications on multiple OS and compliance management. EMS would be deployed at server room and perform centralized monitoring of servers and network, manage the desktops providing Enterprise Services as described below Real Time Health Management Services (For Servers) Server and Operating System Monitoring. Database Management Services. Historical Performance Trending of Servers & Applications. Software/ Patch Distribution Services to the Enterprise. Inventory for Hardware and Software to be collected automatically (Servers & Desktops) Event Correlation and Event Management Services. Server and Desktop Compliance. EMS Shall integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution.	Data back-up should not be part of the EMS	Clause should be reworded as " Enterprise Management System (EMS) is required to manage Servers, Desktops, Database, event, applications on multiple OS and compliance management. EMS would be deployed at server room and perform centralized monitoring of servers and network, manage the desktops providing Enterprise Services as described below Real Time Health Management Services (For Servers) Server and Operating System Monitoring. Database Management Services. Historical Performance Trending of Servers & Applications. Software/ Patch Distribution Services to the Enterprise. Inventory for Hardware and Software to be collected automatically (Servers & Desktops) Event Correlation and Event Management Services. Server and Desktop Compliance. EMS Shall integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution."	Bid will be evaluated as per technical specifications mentioned in tender.
2	CA		13	2.7	It should provide an easy to use Situation Editor to modify/create your own custom Situations without any programming knowledge		Vendor specific clause , needs to be removed or reworded with additional word " or similar functionality "	Bid will be evaluated as per technical specifications mentioned in tender.
3	CA		13	2.8	It should provide a Wed based health console to view both near real-time and historical data for the systems you are monitoring. It should enable to check the health rating and status of your critical resources and resource models deployed in your environment. It should provide drill down to view specific problems affecting the system or can view historical data using Web browser provided by the vendor. It should also provide selection of key indicators and graphing them by choosing a large variety of graph types, which allows the administrator to quickly identify trends and potential trouble spots			No query/suggestion raised by bidder.
4	CA		13	2.10	It should be possible to present the Portal information in any of the following views below: • Table view • Pie chart view • Bar chart view • Plot chart view • Needle gauge view • Thermometer gauge view • Notepad view • Event console view, which shows the status of the situations associated with the system. • Take action view, which is used to send a command to the system. • Terminal view, which enables you to start a 3270 or 5250 work session.		Each administrator can create his own custom view as part of the Monitoring environment. If there are any reports or charts available in Needle gauge view/Thermometer gauge view/Notepad view even those external web content or .JPG's can be displayed in the same portal / Terminal view, which enables you to start a 3270 or 5250 work session / Requesting to remove the line as it is specfic to Other OEM	it is necessary to present the portal information in any of the views mentioned in specification.
5	CA		15	4.3	System virtual memory – Includes swapping and paging activity to help determine if system performance problems are caused by memory shortages; attributes include total virtual memory, processes in run queue, processes waiting, page faults and page reclaims, and pages in and pages out		Red Marked portion to be removed	Bid will be evaluated as per technical specifications mentioned in tender.
6	CA		15	4.8	Processes – Detailed data on each currently expanding process, including identification, priority, command and size data		Red Marked portion to be removed	Bid will be evaluated as per technical specifications mentioned in tender.
7	CA		16	4.11	NFS – Includes a client report that displays information about calls from your system to an NFS server and a server report that displays information about NFS calls to your system; attributes include number of lookups and number of read link calls		To be removed	Bid will be evaluated as per technical specifications mentioned in tender.
8	CA		16	4.12	RPC – Includes a client report that displays information about calls from your system to other nodes and a server report that displays information about RPC calls from other nodes to your system		To be removed	Bid will be evaluated as per technical specifications mentioned in tender.
9	CA		16	5.1	System Monitoring Specification Service Metrics • Availability • Memory Size • Resident Memory Size • Cpu System Time • Cpu System Time per Minute • Cpu User Time • Cpu User Time per Minute • Cpu Total Time • Cpu Total Time per Minute • Cpu Usage • Start Time • Open Handles • Threads		Red Marked portion to be removed	Bid will be evaluated as per technical specifications mentioned in tender.
10	CA		16	5.3	Process Metrics Availability • Virtual Memory Size • Resident Memory Size • Cpu System Time • Cpu System Time per Minute • Cpu User Time • Cpu User Time per Minute • Cpu Total Time • Cpu Total Time per Minute • Cpu Usage • Start Time • Open File Descriptors • Threads		Red Marked portion to be removed	Bid will be evaluated as per technical specifications mentioned in tender.
11	CA		17	5.7	FileServer Directory and Tree Metrics • Last Modified Time • Last Change Time • Last Access Time • Permissions • Owner User Id • Owner Group Id • Availability • Regular Files • Subdirectories • Symbolic Links • Character Devices • Block Devices • Sockets • Total • Disk Usage		To be removed	Bid will be evaluated as per technical specifications mentioned in tender.
12	CA		17	5.8	FileServer File Metrics • Last Modified Time • Last Change Time • Last Access Time • Permissions • Owner User Id • Owner Group Id • Availability • Size		To be removed	Bid will be evaluated as per technical specifications mentioned in tender.

Sr No	Vendor		Page	Clause	Clause Text	Query	Suggested Change	Response
13	CA		18	5.9	FileServer Mount Metrics • Availability • Use Percent • Total Bytes Used • Capacity• Total Bytes Free • Total Bytes Avail • Disk Reads • Disk Reads per Minute • Disk Writes • Disk Writes per Minute • Disk Read Bytes • Disk Read Bytes per Minute • Disk Write Bytes • Disk Write Bytes per Minute • Disk Queue • Free Files • Total Files		To be removed	Bid will be evaluated as per technical specifications mentioned in tender.
14	CA		18	6.1	The Monitoring tool should support monitoring of standard RDBMs like Oracle/MS-SQL/MY SQL/DB2/Informix/Sybase or any other RDBMS conforming to ANSI/ISO SQL-200n standards offered by the vendor as part of the overall solution. System should be capable to monitor SAP ASE environment on Sybase.		To be removed	Bid will be evaluated as per technical specifications mentioned in tender.
15	CA		18	7.7	Oracle Servers - the server instances, database and instance status, initialization parameters, CPU usage, parallel processing, and SQL tracing performance statistics reported as timings and throughput values for such operations as reads, writes, and recursive calls statistics reports as averages and percentages for such items as data caches hits, enque waits, disk sorts, and rollbacks		To be removed	Bid will be evaluated as per technical specifications mentioned in tender.
16	CA		18	7.8	types and numbers of sessions, session status, session details, and SQL text		To be removed	Bid will be evaluated as per technical specifications mentioned in tender.
17	CA		18	7.9	usage and free space for the SGA and the library, dictionary, and data caches			Bid will be evaluated as per technical specifications mentioned in tender.
18	CA		20	6	The Fault Management Module of the NMS shall be able to process all the Fault events of the Hardware System. The Fault Management Module shall utilize an open standard database capable of processing all the events per second, allowing visibility of all alarms.It should support an interface to an external RDBMS also.	Interface to external RDBMS is not as per best practices	Clause should be reworded as "The Fault Management Module of the NMS shall be able to process all the Fault events of the Hardware System. The Fault Management Module shall utilize an open standard database capable of processing all the events per second, allowing visibility of all alarms.'	Solution should support interface to an external RDBMS also.
19	CA		20	8	The system should be able to access device/equipment in current networks of IP, ATM/FR, MPLS, ISDN and ADSL to collect alarm and fault data.	Through SNMP protocol to be mentioned	Clause should be reworded as "The system should be able to access device/equipment in current networks of IP, ATM/FR, MPLS, ISDN and ADSL to collect alarm and fault data through the SNMP protocol."	However, SNMP protocol is not explicitly mentioned in this particular specification but monitoring will be done through SNMP protocol only.
20	CA		24	15	The Performance Monitoring Module shall offer powerful and flexible calendar management. Reports can be generated based on standard and customized calendars of dates or operating hours, to exclude non-significant data for the calculation of indicators. Users can associate a performance indicator with a calendar and calendar is not restricted to be applied to the overall report only.		OEM specific point. To be removed	Bid will be evaluated as per technical specifications mentioned in tender.
21	CA		23	47	NMS Shall integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution.	Is the bidder expected to use any already deployed help desk tool or bidder is required to propose a new help desk system?		It is required to procure helpdesk solution in another tender.
22	HP		13	2.7	It should provide an easy to use Situation Editor to modify/create your own custom Situations without any programming knowledge	Workflow editor should also consider Integration with third party solutions and Element Management systems	Should also have Ability to be kicked off in a self-healing or automatic mode from monitoring alerts initiated from systems, among others, HP Openview, HP SiteScope, IBM Tivoli TEC, CA Unicenter, BMC Patrol, Microsoft Operations Manager	Bid will be evaluated as per technical specifications mentioned in tender.
23	HP		13	1.1	EMS Shall integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution.	Does department have an existing helpdesk? If yes, please provide details on make, model and version of Helpdesk. If no, there are no specifciations in the RFP. Department should seek an ITIL certified solution present in Gartner Magic Quadrant	Helpdesk should provide modern data analysis methods for insight and value to service desk by leveraging unstructured as well as structured data Values and benefits • Simple incident and service request submittal • Fast classification • Instant visualization of problem areas • Quick time-to-value	Presently, helpdesk system has not been procured yet but EMS solution should be integrated with ITIL compliant helpdesk solution.
24	HP		13	1.1	Server and Desktop Compliance.	Does it include Network Compliance as well? Unable to locate any detailed specs of Server and Desktop. Please help with the specs for the same.	Network Compliance is equally important • Define Network compliance policies • Detect violations in real time and auto-remediate	Software / patch management and distribution is not required for servers, desktops and network in this tender. We will release ammendment to remove these points.
25	HP		20	None	Network Fault Management, Monitoring & Network Performance Analysis	Specifications do not ask for Configuration and Compliance Management for Heterogenous network devices. Does department expect this functionality from NMS tool	Solution should track, regulate, and automate configuration and software changes across distributed, multivendor networks. Should enforce compliance Management	configuration and compliance management is not required for network devices in this tender. Bid will be evaluated as per technical specifications mentioned in tender.
26	HP		27	3.3	Bill of Material Network components Network components monitoring 15 15 470	Does it include all network devices in scope. Including SNMP enabled UPS and Racks?		Yes, all the network devices are covered in this scope.
27	HP		28	3.3	Server components monitoring 47 33 N/A	The count represents the physical server count only, please provide count of virtual OS instances.		Count of virtual OS instances - 55
28	HP		28	3.3	Server components monitoring 47 33 N/A	Please provide count of Application and Database Servers.		Application servers - DC - 38 DR - 24 Database servers - DC - 9 DR - 9

29	HP		81	3.3	Desktops monitoring	Please provide details of operating system and corresponding versions of OS installed on desktops	Microsoft latest version of operating system will be installed.
30	HP		81	3.3	Desktops monitoring	Does it refer to Desktop Management (patch Management, Asset Tracking)? Or system resource monitoring like Cpu, memory etc.)	Solution should monitor desktop resource as mentioned in tender. Software / patch management and distribution is not required for desktops in this tender
31	HP		81	3.3	Desktops monitoring	Will SNMP be enabled on desktops?	Yes, SNMP will be enabled on desktops.
32	HP			None	Helpdesk	Will helpdesk be 24X7?	This will be decided at the time of project execution.
33	HP			None	Helpdesk	What is the planned capacity of the helpdesk? How many users will be part of helpdesk support team?	Helpdesk solution will be procured in another tender, so planned capacity of helpdesk will be provided at later stage.
34	Ricoh India			As per RFP page no. 54 Sr.no.3.A Pre-Qualifying Criteria for Bidder	The bidder needs to provide details of at least 3 similar successfully completed projects (meeting any of the three criteria below) in the last 3 (FY 2012-13, 2013-14, 2014-15 and till the date of bid publication) financial years in the following format along with the copy of the completion Certificate. Proof: Contract/LOI/WO/PO along with completion certificate on client letterhead. a. One project covering supply and implementation of EMS & NMS (Hardware + software) solution of equal or more than value of Rs. 1.60 Crore	Request you to please consider it as EMS or NMS and also to consider the product as software or hardware.	As per tender specifications, PO value will be considered for evalaution purpose. In case bidder provides clubbed order, then PO should be accompanied with list of items and list price duly certified by its supplier. Bid will be evaluated for all the components mentioned in the tender.
35	Cyient		Page 28	Payment Terms	It is mentioned that 70% payment would be released after completion installation and UAT etc … which means ideally after 10 weeks from Work Order release. But remaining 30% would be released after 2 months from Full Roll Out Golive of all towns	Does this Golive of all towns mean golive for the EMS/NMS only or does it include full golive with all other hardware (Servers, Storage, Desktops, laptop, Network, Softwares, SAP, NA, MDAS, GIS etc. In which case payment of this 30% would be delayed for almost an year depending on other projects rollout. Request you to please delink payment from Full rollout.	Paymnet will be made as per payment criteria mentioned in NIT
36	Cyient		Page 33 - Eligibility Criteria	The OEM vendor shall have ISO 9001:2008 and ISO 14001 certifications	Request to consider only ISO 9001 Certification and relax ISO 14001 requirement. Most OEMs don't have these certifications. Additionally we request that a CMMI Level 3 Certification also be considered.	ISO 14001 to be submitted for hardware OEMs only not for software OEMs.
37	Cyient		Page 33 - Eligibility Criteria	The OEM vendor shall have an annual turnover more than INR 250 crores in each of the last three (FY 2012-13, 2013-14, 2014-15) financial years.	The known budget is too less for a large OEM (like HP or IBM) to provide the desired solution as per specifications laid down. But smaller OEMs would not qualify this huge turnover requirements. Request you to consider INR 10 Crore turnover for OEMs.	Pls refer amendments
38	Cyient		Page 33 - Eligibility Criteria	OEM Service centers in Goa, Maharashtra and Karnataka	Request to relax this clause for the OEM to show a presence anywhere in India in any metro city.	A support/service center should be setup in Goa/Karnataka/Maharashta post confirmation of order, if not available.
39	Cyient		Page 34 - Bidder Eligibility	Completion Certificates for prijects.	Overseas clients mostly do not have the concept of a completion certificate unlike Indian Gov./PSU clients. Hence request to consider only Pos for this requirement. The no of Clients may be asked for 10 or more projects.	Bid will be evaluated as per technical specifications mentioned in tender.
40	Cyient		Page 35 - Tender Evaluation Methodology		Technical Evaluation Criteria is not clear. How will a technical rating be given to bidders and overall rating after opening of financial bids.	Bid will be evaluated as per methodology mentioned in tender.
41	Cyient		Page 40 - Manufacturers Authorization Form	In para 3 it is said that "We hereby confirm that in case, the channel partner fails to provide the necessary services ……… remain same as defined in the contract issued to their channel partner against this tender enquiry. "	Most OEMs would have authorized service providers and would not in any way give such language in MAF. Please remove this from the MAF. In any case REC PDCL will have the BG's and remaining payments as security for required performance.	Bid will be evaluated as per specifications mentioned in tender.
42	Cyient		General		The Estimated budget of INR 2 Cr is extremely low for any solution to comply to all specifications and requirements. Requisite / related Hardware and Services components would add to the overall project cost as well. Request you to rvised the budget upward to atleast INR 3 Crores.	Bid will be evaluated as per specifications mentioned in tender.
43	Cyient		General	Bid Submission Date - 21st Sep.'15	Since the RFP requires to enage with multiple parties to consolidate the end-to-end EMS-NMS Solution, hence it is requested that the Bid Submission date be extended to 5th Oct.'15	Extended till 01.10.2015
44	Cyient		Pg 8	The bidder shall design and provide the software & hardware at DC & DR site with suitable expandability for covering the entire utility area at a later date along with a 7.5% per annum growth in consumer and asset base for next five years.	Design & deployment of mentioned software & hardware at DC & DR is limited to EMS/NMS solution only & not for Design & deploy DC/DR. Please confirm.	Design and deployment of software and hardware at DC & DR site is in the scope of bidder with suitable expandability for covering the entire utility area at a later date along with a 7.5% per annum growth in consumer and asset base for next five years.
45	Cyient		Pg 10	Quality Assurnace Plan: The bidders shall furnish the details of their quality assurance plan and test set up along with the bid.	We will have a Development & Test environment before moving to Production to ensure quality standards. Need confirmation	Quality assurance plan should be documeneted and tested before putting it on production.
46	Cyient		Pg 12	Software/ Patch Distribution Services to the Enterprise.	need more details	Software / patch management and distribution is not required for servers, desktops and network in this tender. We will release ammendment to remove these points.
47	Cyient		Pg 12	Network failure diagnosis tools	need more details	Please refer Network Fault Management, Monitoring & Network Performance Analysis point number 33 page number 22 of the tender.

No.	Bidder			Page	Clause	Query	Response
48	Cyient			Pg 12	Software/ Patch Distribution Services to the Enterprise	need more details	Software / patch management and distribution is not required for servers, desktops and network in this tender. We will release ammendment to remove these points.
49	Cyient			Pg 22	Automatic inspection to the network shall be implemented through network failure diagnosis tools. The tool should be able to provide cause analysis and solution suggestions for network problems to help the network administrator for failure recovery.	need more clarification	In case of network failure, the tool should provide the root cause and suggest solution for network restoration.
50	Cyient			Pg 23	The Network Performance Analysis should provide to capture, and analyse traffic at full rate Testing at layer 2, 3, and 4 networks	Is Traffic flow for layer 4 mandatory?	Yes, network performance analysis is mandatory to work at layer 4
51	Cyient			Pg 47	NMS Shall integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution.	We assume that the helpdesk system is a future proposition since we are assuming it's a greenfiled deployment. Please confirm	Helpdesk solution will be procured in another tender and hence it is not a part of this tender but EMS-NMS system shall integrate with proposed Helpdesk system .
52	Cyient				Generic - Connectivity	It appears that the infrastructure is heavily siloed. Has the requirement for open ports across the system been vetted by a security and network team for approval and execution?	Bid will be evaluated as per technical specifications mentioned in tender.
53	Cyient				Generic - User connectivity	What is the total number of user's expected to login to the new EMS-NMS solution?	Please refer BOM point no. 3.3 page no. 27 for details.
54	Cyient				Generic - Integration	Are there any third party integrations to be implemented as part of integrations?	Bid will be evaluated as per technical specifications mentioned in tender.
55	Cyient				Generic - Hardware	It's a complete green field project where the network & Server components mentioned in the BOM will also be deployed later. Hence no current architecture & network tools. Also no requirement of Data/Configuration migration & decommisioning required. Please clarify	Network and server components needs to be implemented at GED and as in process, please refer BOM and technical specifications for the scope of work.
56	Cyient				Generic - Hardware	The current set up (IT/Communication Network) or Future network & services are not very clear. Can we have a call to understand the big picture	Presently, there is no existing IT / communication set up at GED.
57	Cyient				Generic - Hardware	What type of links (MPLS or P2P etc) are being used by customer	MPLS/VPN links will be used for communication purpose.
58	Cyient				Generic - Hardware	Require details of existing network devices models, versions that are required to be monitored(Switches, Routers, Firewalls, Load balancers if any)	Networking model is completely on HP landscape.
59	Cyient				Generic - Hardware	Require details of existing servers - Make and Model	Procurement is in process, will inform at later stage.
60	Cyient				Generic - Hardware	If the storage is used we require details like model, capacity and connectivity	Procurement is in process, will inform at later stage.
61	Cyient				Generic - Hardware	What type of applications are used in DC & DR along with Operating System details	Common applications will be on various SAP modules, microsoft exchange, active directory, SAP BCM, GIS, home grown and custom applications. Operating system will be latest Microsoft windows for desktops and UNIX / AIX / Linux, latest microsoft version OS for servers.
62	Cyient				Generic - Hardware	What is the existing failover mechanism at DC & DR (like complete site recovery)	Automatic failover mechanism from DC to DR in case of disaster. However, there will be a replication link for replication of applications and databse between DC and DR.
63	Cyient				Generic - Hardware	Will the Intranet users accesss the information through web or through a client server environment?	Both, through web and client server environment.
64	Cyient			Pg 33	The OEM vendor shall have ISO 9001:2008 and ISO 14001 certifications	Is this a stringent qualification? Can this be diluted? Multiple OEMs don't have the certificates	Duplicate point raised by bidder.
65	Cyient			Pg 33	The OEM vendor shall have an annual turnover more than INR 250 crores in each of the last three (FY 2012-13, 2013-14, 2014-15) financial years.	Is this a stringent qualification? Can this be diluted? Multiple OEMs don't have this turnover	Duplicate point raised by bidder.
66	Cyient			Pg 10	Quality Assurnace Plan: The bidders shall furnish the details of their quality assurance plan and test set up along with the bid.	We will have a Development & Test environment before moving to Production to ensure quality standards. Need confirmation	Duplicate point raised by bidder.
67	Cyient			Pg 47	NMS Shall integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution.	We assume that the helpdesk system is a future proposition since we are assuming it's a greenfiled deployment	Duplicate point raised by bidder.
68	Cyient			Pg 8	The bidder shall design and provide the software & hardware at DC & DR site with suitable expandability for covering the entire utility area at a later date along with a 7.5% per annum growth in consumer and asset base for next five years.	Design & deployment of mentioned software & hardware at DC & DR is limited to EMS/NMS solution only & not for Design & deploy DC/DR	Duplicate point raised by bidder.
69	Cyient			Pg 23	The Network Performance Analysis should provide to capture, and analyse traffic at full rate Testing at layer 2, 3, and 4 networks	Is Traffic flow for layer 4 mandatory?	Duplicate point raised by bidder.
70	Cyient			Pg 12	Software/ Patch Distribution Services to the Enterprise.	need more details	Duplicate point raised by bidder.
71	Cyient			Pg 12	Network failure diagnosis tools	need more details	Duplicate point raised by bidder.
72	Cyient			Pg 12	Software/ Patch Distribution Services to the Enterprise	need more details	Duplicate point raised by bidder.
73	Cyient			Pg 28	Warranty will start after successful installation & acceptance testing from user. Comprehensive warranty for period of 3 years and 2 years AMC after warranty expires for complete solution.	3 years warranty & 2 years AMC for services effectively means 5 years AMC	Bid will be evaluated as per specifications mentioned in tender.

#	Bidder			Page	Clause	Query		Response
74	Cyient			Pg 22	Automatic inspection to the network shall be implemented through network failure diagnosis tools. The tool should be able to provide cause analysis and solution suggestions for network problems to help the network administrator for failure recovery.	need more clarification		Duplicate point raised by bidder.
75	Cyient				Generic - Connectivity	It appears that the infrastructure is heavily siloed. Has the requirement for open ports across the system been vetted by a security and network team for approval and execution?		Duplicate point raised by bidder.
76	Cyient				Generic - User connectivity	What is the total number of user's expected to login to the new EMS-NMS solution?		Duplicate point raised by bidder.
77	Cyient				Generic - Integration	Are there any third party integrations to be implemented as part of integrations?		Duplicate point raised by bidder.
78	Cyient				Generic - Hardware	It's a complete green field project where the network & Server components mentioned in the BOM will also be deployed later. Hence no current architecture & network tools. Also no requirement of Data/Configuration migration & decommisioning required		Duplicate point raised by bidder.
79	Cyient				Generic - Hardware	The current set up (IT/Communication Network) or Future network & services are not very clear. Can we have a call to understand the big picture		Duplicate point raised by bidder.
80	Cyient				Generic - Hardware	What type of links (MPLS or P2P etc) are being used by suctomer		Duplicate point raised by bidder.
81	Cyient				Generic - Hardware	Require details of existing network devices models, versions that are required to be monitored(Switches, Routers, Firewalls, Load balancers if any)		Duplicate point raised by bidder.
82	Cyient				Generic - Hardware	Require details of existing servers - Make and Model		Duplicate point raised by bidder.
83	Cyient				Generic - Hardware	If the storage is used we require details like model, capacity and connectivity		Duplicate point raised by bidder.
84	Cyient				Generic - Hardware	What type of applications are used in DC & DR along with Operating System details		Duplicate point raised by bidder.
85	Cyient				Generic - Hardware	What is the existing failover mechanism at DC & DR (like complete site recovery)		Duplicate point raised by bidder.
86	Cyient				Generic - Hardware	Will the Intranet users accesss the information through web or through a client server environment?		Duplicate point raised by bidder.
87	Cyient				Generic - Bid Form	RECPDCL has provided Pre-qualification and Financial Bid form for e-bid submission. Please clarify where we will submit the technical bid/complaince sheets		Each and Every Sheet is to be signed and uploaded in the Tenderwizard portal (only EMD should be submitted in hard copy)
88	Cyient				Generic	Since Netflow is asked in detail, we need to understand the exact make , model etc of the switches / routers etc whether Cisco, Juniper etc??		Network will be configured completely on HP.landscape.
89	Cyient				Network	Please provide the total number & Types of devices/servers/network components to be monitored as part of this EMS-NMS solution		Application servers - DC - 38 DR - 24 Database servers - DC - 9 DR - 9 Count of virtual OS instances - 55 Count of network devices - 500 Count of desktops - 900 Please also refer BOM for reference.
90	Cyient			Pg 20	The system should be able to access device/equipment in current networks of IP, ATM/FR, MPLS, ISDN and ADSL to collect alarm and fault data	What are the different types of devices that we are expecting here . What are the protocols supported by them , will they be SNMP based or otherwise? Request Clarity		Devices will be SNMP based.
91	Cyient			Pg 23	The system should out of the box support network technologies: IP, HSRP, CDP, Ethernet, VLAN, MPLS IP VPNs, and IP over ATM without requiring additional modules	Please specify the exact count and the type of devices (with Make , Model etc) which are to be supported here		Duplicate point raised by bidder.
92	Cyient			Pg 23	The system should provide functionality to integrate with Element management tools for troubleshooting MPLS network problems	Please specify the different EMS that are to be integrated here.		Bid will be evaluated as per technical specifications mentioned in tender.
93	Cyient			Pg 23	NMS Shall integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution	Is there an existing Help Desk Solution already in place or the same has to be proposed as well. In case an existing HelpDesk solution exists please clarify the vendor.		Duplicate point raised by bidder.