

CORRIIGENDEN -I

| SL.No | Page No | Section/ Clause No | Clause Header | Clause details as in RFP | Response from OCAC |
|-------|---------|--------------------|--|---|--|
| 1 | 4 | Clause 1 | Fact Sheet | Earnest Money Deposit - (EMD) Rs. 50,00,000/- (Rupees Fifty Lakhs only) in shape of DD/Bankers Cheque in favor of "Odisha Computer Application Centre" online through eNivida Portal. | The Clause may be relax/revised as --- Earnest Money Deposit – (EMD) Rs. 50,00,000/- (Rupees Fifty Lakhs only) in shape of DD/BG/Bankers Cheque in favor of "Odisha Computer Application Centre" online through eNivida Portal. |
| 2 | 11 | Clause 4 | Scope of Work | The period of the contract will be initially for One Year, extendable for another Two Years on an annual basis on performance and requirement, as per the scope & terms and conditions defined in the RFP. | The Clause may be relax/revised as --- The AMC and FMS Services rendered by the selected bidder for the entire contract period shall be evaluated by the Tender Committee and if found satisfactory, the Committee may recommend to extend the contract for a maximum period of two years as per the same Terms & Conditions and price accepted previously by the bidder. The bidder must agree to undertake the extension order as per the previous approved contract price. |
| 3 | 11 | Clause 4 | Scope of Work | FMS support for the equipment's installed in OSWAN for User Department which is not included under Clause – 7. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. |
| 4 | 11 | Clause 4 | Scope of Work | To maintain such large infrastructure effectively without any interruptions to IT services to users/ departments, the selected agency is required to provide the following services 24x7 for the entire contract period from the date of issue of the work order. The FMS support will be for a period of One Year from the date of issue of work order. | Clarification: Selected Bidder may deploy additional manpower for smooth maintenance of the project, at no extra cost to OCAC. |
| 5 | 12 | Clause 4.3.d | Comprehensive Onsite Maintenance for equipment and support Services: | The selected Agency will be responsible for maintaining the IT & Non-IT Infrastructure & Service Delivery under Odisha SWAN (Both in VOSWAN & HOSWAN). This includes 1698 PoPs. The list of Vertical & Horizontal POP Locations is mentioned in Annexure-11. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. |
| 6 | 12 | Clouser 4.3.f | Comprehensive Onsite Maintenance for equipment and support Services: | The Agency is required to provide the Comprehensive Onsite Maintenance with part replacement for all the IT and Non-IT equipment's. To provide this service the selected Agency must have back-to-back arrangement with the respective OEMs/ OEMs authorized partner for the Equipments which are not declared "End of Support / End of Life" by respective OEM's or "under warranty / AMC Period". | Clarification: Yes. Selected Bidder must have back-to-back arrangement with the respective OEMs/ OEMs authorized partner for the Equipments which are not declared "End of Support / End of Life" by respective OEM's. |
| 7 | 13 | Clause 4.3.g | Comprehensive Onsite Maintenance for equipment and support services | The Agency has to provide onsite maintenance support or replacement of the equipment(s), which are declared "End of Support / End of Life by respective OEM's and also are not under warranty/amc support. | Clarification: Selected Bidder has to provide onsite maintenance support. |

All Queries

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| 8 | 13 | Clause 4.3.i | Comprehensive Onsite Maintenance for equipment and support services | The bidder has to ensure All new support licenses, patches and upgradation will be ensured by the Agency. The support document namely OEM letter, license details should be submitted at OCAC. | Clarification: Selected Bidder has to procure product support from respective OEM in the name of OCAC. |
| 9 | 13 | Clause 4.3.j | Comprehensive Onsite Maintenance for equipment and support services | The Agency shall maintain updated electronic form of all the assets pertaining to Odisha SWAN and shall provide the same within 2 days, based on demand from OCAC. | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 10 | 13 | Clause 4.3.l | Comprehensive Onsite Maintenance for equipment and support services | Adequate spares stock should be maintained by the Agency in the local service centres | Clarification: Bidders may factor Assest operational cost in Annual Maintenance cost. Selected Bidder has to keep adequate spares stock for smooth maintenance of the project as per SLA, at no extra cost to OCAC. |
| 11 | 13 | Clause 4.3.n | Comprehensive Onsite Maintenance for equipment and support services | The Agency will coordinate with the bandwidth service provider (BSNL, NIC, RailTel etc.) for timely resolution of bandwidth related issues arrised at OSWAN PoPs. | Clarification: ISP Details will be provided to the successful bidder. |
| 12 | 13 | Clause 4.3.o | Comprehensive Onsite Maintenance for equipment and support services | The agency will also coordinate with concerned officials at DHQ, BHQ, VHO & HO for functioning of Non-IT equipments like DG Set, AC, Civil, Earthing & Electrical works. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. |
| 13 | 13 | Clause 4.3.s | Comprehensive Onsite Maintenance for equipment and support services | The Agency will replace any faulty equipment (IT & non-IT), at no extra cost, to ensure smooth operations of OSWAN and meet SLA criteria, during the entire project duration | Clarification: Bidders may factor Assest operational cost in Annual Maintenance cost. Selected Bidder has to provide AMC support without any additional cost to OCAC. |
| 14 | 13 | Clouser 4.3.g | Comprehensive Onsite Maintenance for equipment and support services: | g. The Agency has to provide onsite maintenance support or replacement of the equipment(s), which are declared "End of Support / End of Lif by respective OEM's and also are not under warranty/amc support. | Clarification: Bidders may factor Assest operational cost in Annual Maintenance cost. Selected Bidder has to provide AMC support without any additional cost to OCAC. |
| 15 | 13 | Clouser 4.3.k | Comprehensive Onsite Maintenance for equipment and support services: | The Agency shall take comprehensive warranty/AMC and insurance for the equipmentfor the entire project duration. | Clarification: The Selected Bidder has adiquate experiance resources to provide Day-to-day Operation/Configuration support. |
| 16 | 14 | Clause 4.3.u | Comprehensive Onsite Maintenance for equipment and support services | The Agency may also be involved in the procurement of any IT equipment for the replacement of existing IT Equipment reaching out of hardware support by the OEM. In such cases, the Agency may provide the equipment as per rates quoted and raise invoice for upfront payment of the same. The Agency shall maintain such equipment and yearly AMC charges will be paid by OCAC to OEM/Supplier. | Clarification: Bidders may factor replacement cost of existing IT Equipment reaching out of hardware support by the OEM. Selected Bidder has to provide AMC support without any additional cost to OCAC. |

All Queries

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| 17 | 14 | Clause 4.5.b | Asset Management Services | If required, the OSWAN Operator shall use any software for Asset Management Services with prior approval from OCAC | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 18 | 14 | Clouser 4.3.r | Comprehensive Onsite Maintenance for equipment and support services: | The agency will ensure timely coordination with all other stakeholders and System Integrators for proper functioning of VC equipment though not directly to be maintained by the Agency. | Clarification: Understanding is correct. The selected bidder has to coordination with all other stakeholders and System Integrators for proper functioning of VC equipments in OSWAN. |
| 19 | 14 | Clouser 4.3.u | Comprehensive Onsite Maintenance for equipment and support services: | The Agency may also be involved in the procurement of any IT equipment for the replacement of existing IT Equipment reaching out of hardware support by the OEM. In such cases, the Agency may provide the equipment as per rates quoted and raise invoice for upfront payment of the same. The Agency shall maintain such equipment and yearly AMC charges will be paid by OCAC to OEM/Supplier. | Clarification: Bidders may factor replacement cost of existing IT Equipment reaching out of hardware support by the OEM. Selected Bidder has to provide AMC support without any additional cost to OCAC. |
| 20 | 15 | Clause 4.7.c | Configuration and reconfiguration | OSWAN Operator shall adhere to the change management procedures already defined to ensure that no unwanted changes are carried out on the devices. | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 21 | 15 | Clause 4.7.d | Configuration and reconfiguration | OSWAN Operator shall do proper version management of these configurations as per ISO. | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 22 | 16 | Clause 4.9.c | Network Management Services | Configuration, management and maintenance of NMS deployed at OSWAN. | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 23 | 16 | Clause 4.9.g | Network Management Services | Maintenance of physical link established between OSWAN and OSDC over OFC and integration of this link with OSWAN network. | Clarification: Selected Bidder has to maintenanc the OFC link & equipments installed for connectivity between OSWAN and OSD. |
| 24 | 16 | Clause 4.9.h | Network Management Services | The OSWAN Operator shall be responsible for monitoring the availability of various links and their packet drop, latency and utilization at OSWAN network. The OSWAN Operator shall also maintain logs based on time, interface, IP address, application wise etc. for traffic analysis for the requisite period defined in respective policies. | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 25 | 16 | Clause 4.9.i | Network Management Services | The OSWAN Operator shall be responsible for monitoring the availability of various links and their packet drop, latency and utilization at OSWAN network. The OSWAN Operator shall also maintain logs based on time, interface, IP address, application wise etc. for traffic analysis for the requisite period defined in respective policies and 2. Uptime & Availability Report for Vendor/Service provider; MPLS network, Leased Lines, LAN, Server on Daily,Weekly, Monthly, Yearly basis. | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |

All Queries

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| 26 | 16 | Clause 4.9.j | Network Management Services | OSWAN Operator shall be responsible for upgrade of all network devices with latest version of IOS, Signature, and Firmware etc | Clarification: Understanding is correct |
| 27 | 17 | Clause 4.10.iii | VC Support | The VC operator is also responsible to conduct the outdoor VC (by carrying the network equipment and VC end point from nearby HO available in coordination with available transport engaged by respective Govt. authorities), to the outdoor location throughout the state, as and when required. | Clarification: Bidder may factor the operational cost to conduct the outdoor VC. OCAC will provide a policy for outdoor video conferencing (VC) to the selected bidder. |
| 28 | 18 | Clause 4.11.b | Help Desk Support | The OSWAN Operator shall maintain the existing helpdesk tool including configuration/ reconfiguration/ upgrade/ update. | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 29 | 18 | Clause 4.11.d | Help Desk Support | A telephone facility shall be provided in Helpdesk Services. | Clarification: Selected Bidders will provide the services for Helpdesk. |
| 30 | 20 | Clause 5 | Deliverables, Milestones and Service Level Agreement | Clause No 5 A to Q | Clause No 4 may be taken into consideration over Clause 5 A to Q |
| 30 | 20 | Clause 5 A.3 | Deliverables, Milestones and Service Level Agreement | Uptime & Availability Report of Network Devices: Router, Switch, Security Appliance on Daily, Weekly, Monthly, Yearly basis. | Clarification: Understanding is correct |
| 31 | 20 | Clause 5 E.3.j | Deliverables, Milestones and Service Level Agreement | Non-IT Infrastructure Management and Maintenance shall include equipment/ components but not limited to Transformers, Circuit Breaker, Electrical/Mechanical components, UPSs, battery banks, electrical cables, industrial sockets, Fire and Safety system, water leakage detection system, Building Management System (BMS), Surveillance systems (CCTV), Access control, Public Address System, Pest and rodent repellent system, Civil Infrastructure, Racks, Power Distribution Unit (PDUs), Precision Air Conditioners (PAC), False Ceiling, Data Centre Floor and NOC Area etc. | Clarification: Only for SHQ OSWAN NOC. Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 32 | 21 | Clause 5 E.3.k | Deliverables, Milestones and Service Level Agreement Brief scope of the Project | The scope of work is not only limited to currently deployed IT and Non-IT Infrastructure components at OSWAN but also includes O&M for any additional equipment/devices/hardware/software that is supposed to be deployed at OSWAN during the contract period. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. |
| 33 | 21 | Clause 5 E.3.l.viii | Operations & Maintenance | The Successful bidder (O&M operator) would be responsible for ensuring that the logs are forwarded to the CSOC SIEM tools. | Clarification: Understanding is correct |
| 34 | 22 | Clause 5 H.b | Deliverables, Milestones and Service Level Agreement | O&M agency shall keep the record of all the software licenses and track software usage throughout the IT setup so as to effectively manage the risk of effective usage of software installed at the OSWAN. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 35 | 23 | Clause 5 J&K | Deliverables, Milestones and Service Level Agreement | ISO 27001 ISMS Standards for OSWAN & ISO 20000 ITIL (Information Technology Infrastructure Library) Standard for OSWAN | The Clause may be deleted |

All Queries

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| 36 | 24 | Caluse 5 M.I | O&M of Physical Infrastructure | Operation and management of Building Management System. Proactive monitoring of the entire Physical infrastructure installed at through Building Management Software. Current BMS tool may be up-graded/replaced. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 37 | 24 | Caluse 5 M.X | O&M of Physical Infrastructure | Manage and monitor Diesel level/ requirements at its full capacity of the DG Set. Prevent the contamination of diesel by diesel bug or any other microorganisms. Diesel is consumable item, which will be charged on actual basis. | Clarification: Successful bidder will be responsible for arranging the fuel and OCAC will reimburse the diesel costs for O&M period to the Executing Agency on actual basis. Original bills of the Diesel need to be submitted to OCAC for reimbursement. |
| 38 | 24 | Caluse 5 M.XII | O&M of Physical Infrastructure | CCTV footage is to be kept to meet legal, regulatory, ISO Policies compliance requirements and would be stored in OSWAN SAN/NAS during the contract period. The record retention period shall be as per policies of OCAC. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 39 | 24 | Caluse 5 M.XXI | O&M of Physical Infrastructure | Bidder shall record all the incidents/issues related to physical infrastructure services, security, systems and Sub-systems in the Helpdesk | Clarification: Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 40 | 24 | Clause 5 M.I | O&M of Physical Infrastructure | Operation and management of Building Management System. Proactive monitoring of the entire Physical infrastructure installed at through Building Management Software. Current BMS tool may be upgraded/replaced. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. Successful bidder may provide additional resources without any additional cost to OCAC. |
| 41 | 24 | Clause 5 M.XIII | O&M of Physical Infrastructure | CCTV footage is to be kept to meet legal, regulatory, ISO Policies compliance requirements and would be stored in OSWAN SAN/NAS during the contract period. The record retention period shall be as per policies of OCAC. | Clarification: OSWAN Equipment Details will be provided to the successful bidder. Bidders are advised to visit OSWAN NOC for experiance of existing Tools and for detailed configuration etc. |
| 42 | 26 | Clause 5 R | Resource Requirement for Operation, Services and Maintenance | However, for the resources who are working with existing O&M agency will be given priority over minimum qualification criteria defined in this RFP | Clarification: Qulification & Experiance mentioned in RFP is mandatory. |
| 43 | 26 | Clause 5.1 | Deliverables | The list of reports needs to submit by OSWAN Operator are given below in the form of soft copy. 1. Device Availability Report 2. Preventive Maintenance Report 3. Helpdesk Incident Report 4. Manpower Availability Report 5. Security and Incident Management Reports 6. Root Cause Analysis Report 7. Video Conferencing Report 8. Interface Bandwidth Utilization Report 9. Asset Detail Report 10. Backup Report 11. Link Availability Report | Clarification: Report extraction & QGR Submission is the responsibility of of successful bidder. |

All Queries

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| 44 | 27 | Clause 6.1 | Manpower Requirement | State Head Quarter-Total 3 Nos | Clarification: The clause may be read as “State Head Quarter – (Total 32 Nos)” |
| 45 | 27 | Clause 6.1 | Manpower Requirement | Working Hours | Clarification: Working Hour of the proposed manpower depends on the Working Hour of the respective Offices. |
| 46 | 37 | Caluse 6.1 Note: a) | Manpower Requirement | CVs of key resources like Project Manager, L3 Network Specialist, L2 Security Specialist and VC Engineer will be submitted by the bidders in the bid document. The selected bidder will deploy the same manpower as mentioned in the bid. In case of any change in key resources during the project period, approval of OCAC is required. | Clarification: Penalty will be applicable as per RFP. |
| 47 | 38 | Caluse 6.1 Note: f) | Manpower Requirement | Table: Indicative Salary for Engineers at BHQs and DHQs The agency will provide minimum Rs. 15,000/- per month as Net Salary (Take Home Salary after deducting EPF & ESI Contribution) to all Network Support Engineer (L1) for BHQs – Total 319 nos. Similarly, Net Salary for Network Engineer for DHQs will be minimum Rs. 20,000/- per month. The bidders will quote accordingly in the Financial Bid. An indicative salary chart for Network Support Engineer (L1) for BHQs and Network Engineer for DHQs has been mentioned below for reference purposes only. | Addendum: All manpower mentioned in resource table must be in payroll employee of successful bidder or its Agency |
| 48 | 44 | Clause 6.1.7 | PoP Up-Time SLA-IT Infrastructure | Penalty calculation | Clarification: Understanding is correct |
| 49 | 46 | Clause 6.1.8 | Network operation and Helpdesk Management | The selected OSWAN Operator would be required to setup a Helpdesk team in PBH Hrs (Excluding Govt Holidays) with a Network Monitoring and Helpdesk management system in place. The helpdesk shall function as ITIL standards and framework. The helpdesk shall act as a single point of contact for escalation/reporting of all information, issues, etc. as reported by departments, users and stakeholders of Odisha SWAN. | Clarification: Bidders are advised to visit OSWAN NOC for experience of existing Tools and for detailed configuration etc. |
| 50 | 46 | Clause 6.1.10 | Manpower Deployment for OSWAN: | 6.1.11 At the DHQ/BHQ level attendance will be captured from the format signed by DeGM/BDO/CP and at SHQ OCAC through Biometric device for QGR purpose. | Clarification: Selected Bidder may provide Biometric attendance system. |
| 51 | 47 | Clause 6.1.12 | Service Level for Manpower Availability | Manpower Penalty Amount Cost of Manpower (not available period) during the period will be deducted per quarter on pro-rata basis | Clarification: Backup Manpower may be provided by Bidder to maintain the SLA without any additional cost to OCAC. |

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| 52 | 51 | Caluse 9.1 | Pre-Qualification Criteria SI No-4: Technical Capability | <p>The bidder must have executed / executing similar nature of work in any Government / Semi-Government / PSU / BFSI / Power Utilities</p> <p>At least one number of similar nature of project (with minimum 300 Nodes/PoP).</p> <p>OR</p> <p>At least two number of similar nature of project (with minimum 200 Nodes/PoP).</p> <p>OR</p> <p>At least three number of similar nature of project (with minimum 100 Nodes/PoP).</p> <p>Note: SImiliar projects means where Scope of work shall include: implementation of active components such as router /switch etc for Government / SemiGovernment/PSU/BFSI/Power Utilities.</p> | <p>The Clause may be relax/revised as ---</p> <p>The bidder must have executed /executing similar nature of work like Operation & Maintenance service in any SWAN/Any WAN in any Government / Semi-Government/PSU/BFSI/Power Utilities</p> <p>At least one number of similar nature of project (with minimum 300 Node Location/PoP) or with minimum project value of 10 Crore.</p> <p>OR,</p> <p>At least two number of similar nature of project (with minimum 200 Node Location/PoP each) or with minimum project value of 8 Crore each.</p> <p>OR,</p> <p>At least three number of similar nature of project (with minimum 100 Node Location/PoP each) or with minimum project value 6 Crore each.</p> <p>Note: More than one work order against any tender shall be treated as one work order. However, orders against rate contract shall not be clubbed. Value of Operation and Maintenance services shall only be considered for qualification of bids. Assumed/projected values for such services shall not be considered.</p> <p>"Similar Nature" is defined as, Operation & Maintenance (AMC & FMS) Project includes implementation of active components such as router /switch etc for any two services (Data / Voice / Video) in trunky basis for Govt / Semi-Govt / PSU / BFSI / Power Utilities in India</p> |
| 53 | 51 | Caluse 9.1 | Pre-Qualification Criteria SI No-5: Quality Certification | <p>The bidder must possess the following certification</p> <ul style="list-style-type: none"> • a valid ISO 9001 Certification • CMMI L3 Certificate for SVC | <p>The Clause may be relax/revised as ---</p> <p>The bidder must possess the following certification</p> <ul style="list-style-type: none"> • A valid ISO 9001 Certification |
| 54 | 51 | Clause 9.1 | Pre-Qualification Criteria SI N0-2: Turnover | <p>Financial: Turnover</p> <p>The average annual turnover of the bidder during the last 3 financial years ending with 2023-24 should not be less than INR 80 Crores from IT/ItES (as per the last published audited balance sheets).</p> | <p>The Clause may be relax/revised as ---</p> <p>The average annual turnover of the bidder during the last 3 financial years ending with 2023-24 should not be less than INR 75 Crores from IT/ItES (as per the last published audited balance sheets).</p> |
| 55 | 57 | Clause 11.2 | Evaluation & Tabulation of Technical Bids Organizational Strength SI No-1 | <p>The Bidder should have experience in providing Facility Management Services (FMS) to any SWAN / any WAN having at least 100 Nodes/PoPs in Government/Semi-Government/ PSU/BFSI/Power sector or utilities for a period of minimum 1 years.</p> | <p>The Clause may be relax/revised as ---</p> <p>The Bidder should have experience in providing Operation & Management Services (FMS & AMC) to any SWAN/ any WAN having at least 100 Node Location/ PoPs in Government/ Semi-Government/ PSU/ BFSI/Power sector or utilities for a period of minimum 1 year.</p> |

All Queries

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| 56 | 58 | Clause 11.2 | Evaluation & Tabulation of Technical Bids Organizational Strength SI No-5 | Average Annual Turnover of the bidder from IT / ITeS during last three financial years as on 31st March 2023. | The Clause may be relax/revised as --- Average Annual Turnover of the bidder from IT / ITeS during last three financial years as on 31 st March 2024 =INR 80 Crore = 5 Mark > INR 80-100 Crores = 10 Mark > INR 100 Crores = 15 Mark |
| 57 | 58 | Clause 11.2 | Evaluation & Tabulation of Technical Bids Organizational Strength SI No-3 | The Bidder should have experience in implementation of project which includes implementation of NMS/EMS in Government/Semi-Government/ PSU/BFSI/Power sector or utilities • Minimum one number of such project with minimum project value of Rs. 10 Cr. | The Clause may be relax/revised as --- The Bidder should have experience in AMC & FMS project which includes Operation & Maintenance of NMS/EMS in Government/Semi-Government/ PSU/BFSI/Power sector or utilities • Minimum one number of such project with minimum project value of Rs. 10 Cr. |
| 58 | 58 | Clause 11.2 | Evaluation & Tabulation of Technical Bids Organizational Strength SI No-4 | The Bidder should have experience in providing Operation & Maintenance Services (O&M) in all the following areas where the end customer is Govt/PSU/BFSI/Power sector Or Utilities • Experience in providing VoIP/ Video Conferencing Operation & Maintenance Services. • Experience in maintenance of NOC services • Experience in Management of EMS (Enterprise Management System) /NMS (Network Management System) | The Clause may be relax/revised as --- The Bidder should have experience in providing Operation & Maintenance Services (O&M) in all the following areas where the end customer is Govt/PSU/BFSI/Power sector Or Utilities Experience in Implimentation & Maintenance of mimimum 100Nos of VoIP/ Video Conferencing End points in to any SWAN / Any WAN. No = 0 Mark Yes = 5 Mark Experience in Implimentation & Maintenance of SDWAN / IPv6 in to any SWAN / Any WAN. No = 0 Mark Yes = 5 Mark Experience in Implimentation & Maintenance of Any Enterprise Security Devices (NGFW/ Web Security/ LLB/ WAF/ AAA..etc) in to any SWAN / Any WAN. The Bidder should have above OEM Certified Engineer in his payroll as on date of submission of bid. No = 0 Mark Yes = 5 Mark |
| 59 | 59 | Clause 11.2 | Evaluation & Tabulation of Technical Bids Organizational Strength SI No-6 | Operation & Service Support Center in Odisha. (Copy of Registration Certificate under Odisha Shops & Commercial Establishments Act / Trade licenses to be submitted) | The Clause may be relax/revised as --- Operation & Service Support Center in Odisha. (Copy of Registration Certificate / PAN & GST Certificate to be submitted) |

All Queries

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| 60 | 75 | Clause 13.5 | Annexure-5 | Manufacturer's Authorization Form (MAF) (To be submitted in OEM Letterhead) | Clarification: OEM may chose their business partner as per their policy. But ensure to provide support services to OCAC as per RFP. |
| 61 | 127 | All Items S1 Nos | Annexure - A (Bill of Materials) | Items not listed | Clarification: OSWAN Equipment Details will be provided to the successful bidder. |
| 62 | 127 | All Items S1 Nos | Annexure - A (Bill of Materials) | MAKE & MODEL | Clarification: Please refer to revised Annexure-A for make, Model & Serial Number of the Equipments |
| 63 | 127 | All Items S1 Nos | Annexure - A (Bill of Materials) | Annexure - A (Bill of Materials) | Clarification: The Selected Bidder has to provide CAMC services including consumables without any additional cost to OCAC. |
| 64 | 127 | All Items S1 Nos | Annexure - A (Bill of Materials) | OCAC has mentioned "Warranty/AMC Support End Date" against each line item | Clarification: Understanding is correct. Equipments, which are not deleared EoS/EoL are under by respective OEM support. |

Last date and time for submission of RFP : 07/03/2025 by 3 PM
Date and time for opening of Pre-Qualification Bid: 07/03/2025 at 4 PM