



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
1	14	4.2 point b	Bidder should have implemented 2 DVS projects, each of similar size or more as a project across the country in the last two years.	We would request NPCI to consider references for DVS projects around the globe since this is a technology in India and is at a very nascent stage		No Change in RFP
2	14	4.2 point b	Bidder should have implemented 2 DVS projects, each of similar size or more as a project across the country in the last two years.	We would also request NPCI to consider references for Virtualization since the competency required is similar		No Change in RFP
3	11	2.2	The identified vendor has to provide the support for the entire solution for the 5 years from the date of acceptance. NPCI invites responses from reputed vendors in India for Supply, Installation, Implementation and Handover of overall complete solution for Desktop Virtualization Solution (DVS), including post implementation support for 5 years from the date of acceptance.	Operation support to be factored for 5 years (Vmware / VDI knowledge necessary)		It is expected that hardware and software support is available for 5 years.
4	13	3	The existing desktops / laptops have MS Office and Antivirus already installed. The software licensing is to be worked out keeping this in mind.	If existing Laptops / Desktops going to re-purpose by NPCI then for VDI clients and infra VMs require the additional agents / license , need to check the existing licensing for factoring Costs		Please submit quote for unit licenses. Details will be shared with successful bidder.
5	13	3	Currently there is no replication of user data envisaged between Mumbai and Chennai SAN. The profiles of users need to be available at both sites, so that in case of failure of one site, users can start working from the next site.	RPO / RTO not mentioned in BCP, in case of failure of one site and need a failover to other site then data replication is must. This can be achieved by various solution (Automated, manual, etc). Please Provide more information around this requirement?		User profile to be available on both sites. User to get a ringtone on failure of one site. Expected response and resolution times are mentioned in the RFP.



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
6	27	8.7	The Equipment consisting of hardware and software, for NPCI Chennai and Mumbai shall be delivered within 6 weeks of acceptance of the purchase order. The installation and implementation of the solution should be carried out within 4 weeks from delivery date,	We request NPCI to modify the Delivery timelines to 8 weeks (since the equipment is shipped from abroad and takes time to reach and get custom cleared) and Implementation timelines to 8 weeks.		No Change in RFP
7	36	9.1 point 3	The solution should cater to users both on the intranet (LAN or WAN) as well as the internet.	accessing VDI through LAN/WAN is not a challenge but required specific infra		NPCI will take care of network. Solution should have capability to be accessed across LAN or WAN or internet
8	36	9.1 point 5	The solution should include a backup proposal with suitable hardware, licenses, implementation and support for 3 years for DVS infrastructure.	Backup solution need to be factored for VDI infra at DC and DR. Could you please elaborate on the Backup Requirement		Backup proposal to include the hardware, software and licenses required in order to backup the vm's and the data.
9	37	9.2 point 8	5 TB of storage at both location	How has the sizing been achieved? What is the stoarge requirement per VDI?		OS Disk size 40GB,user data size 40GB
10	33	8.25	The selected bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor	We would request to limit Liquidated Damages to 10% of the PO value.		No Change in RFP
11	55	FMS Support	(i) FM onsite support for Yr 1 (ii) FM Onsite support for Yr 2	A. How many FMs are required? B. What shall be the role of the FMs ? C. What will be the timings for the FMs? D. Where will the resources sit - Mumbai or Chennai?		A. Please quote for unit cost. B. Ensure uptime of infra and maintain solution. C. To be discussed with successful Bidder. D. To be discussed with successful Bidder.



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
12	36	9.1 point 3	The solution should cater to users both on the intranet (LAN or WAN) as well as the internet.	Will NPCI be providing the solution to access the DVS over the internet. If yes kindly share the details		NPCI will take care of network. Solution should have capability to be accessed across LAN or WAN or internet
13	37	9.3 point 5	The solution must ensure that the proposed DVS Licenses are of the highest edition with 5 Years 24 x 7 Support and Software Assurance. The support should be email / web / telephonic and must be provided by the OEM / Software vendor.	Licenses offering varies from one vendor to another and so is the functionality offered by them.		Please submit quote for unit licenses with options and functionality highlighted. Details will be shared with successful bidder.
14	37	9.3 point 5	The solution must ensure that the proposed DVS Licenses are of the highest edition with 5 Years 24 x 7 Support and Software Assurance. The support should be email / web / telephonic and must be provided by the OEM / Software vendor.	Does NPCI mean by "proposed DVS Licenses are of the highest edition" is the License that's meet the RFP features requirement		Please submit quote for unit licenses with options and functionality highlighted. Details will be shared with successful bidder.
15	38	9.3 point 7	Provided solution should be able to deliver Application virtualization at no extra cost.	Will NPCI be sharing the requirement details of Application virtualization. Or this is an optional requirement		No application virtualisation is planned for now. This may be planned in future.
16	37	9.3 point 2	The solution must include proposal for software for virtualization, clients, antivirus, backup and MS Office	How many MS office licenses do we need to quote? And is it that the license need to be quoted with 5 years support?		Please submit quote for unit licenses. Support for 3 years plus 2 years to be included for licenses.
17	36	9.1 point 2	Desktop Virtualization Solution (DVS) must have native clients for Windows 8, Windows 7, Windows XP, Macintosh, Linux, Crome OS, Blackberry OS, IOS, Android and HP WebOS	Is Blackberry OS & HP Web OS required?		No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
18	37	9.2 point 1	The solution should include the proposal of suitable hardware to meet the requirements to cater to 200 concurrent / named users initially, across Mumbai and Chennai with the split being 120:80 between Mumbai and Chennai.	Does NPCI require that the users at Chennai location to be connected to Chennai DC? & users at Bangalore to be connected to Bangalore DC? Or all the users connecting to Bangalore & during disaster resources at Chennai site needs to be provisioned		80 users from Chennai will access Chennai VDI servers and 120 users from Mumbai will access Mumbai VDI servers.
19	51	Annexure T, Point 5	The solution should include a backup proposal with suitable hardware, licenses, implementation and support for 3 years for DVS infrastructure.	The entire bid is with 5 years support, pl confirm the backup licenses would be required only for 3 years or 3+ 2 additional years support		All support is required for 3 + 2 additional years support
20	52	Annexure T, Point 10	Proposed hardware solution should have a blade center in both locations with FS SAN connectivity and High availability for DVS.	Blade center is OEM specific term request you to dilute it to blade chassis, also request you to define the scalability required in chassis or quote as enterprise class blade chassis for uniformity.		Hardware can be considered to be blade chassis. Scalability of hardware to be considered to scale upto 300 users.
21		General		Do we have to quote for Microsoft licenses that would be required in terms of Microsoft OS, SQL DB, Windows CALS, Windows VDA access to support the solution, If so, Pl specify with how many years support & does NPCI have any EA/SA with Microsoft?		Please submit quote for unit licenses. Support for 3 years plus 2 years to be included for licenses.
22		General		Users will get dedicated desktops or floating desktops ?		Please submit quote for unit licenses with options and functionality highlighted. Details will be shared with successful bidder.



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
23		General		To ensure easy redundancy (user profile and data) for each site, we need NAS configured for user profile in case of floating desktops. There is no provision of NAS storage in the tender. Plz Elaborate on the NAS requirement.		No Change in RFP
24		General		Plz Provide the Sizing for the below components : a) System Disk b) User Data Disk		OS Disk size 40GB, user data size 40GB
25		General		User profile has been specified as medium to heavy? Define the size per user on below metrics a) CPU b) RAM c) IOPS		Medium users: 2 CPU, 2GB RAM, 5 IOPS Heavy Users: 2 CPU, 4GB RAM, 10 IOPS
26		General		Since each site should have capability to manage the entire load of 200 users (in case of disaster). In this case separate management setup will need to be created at each site with total size of 200/300 users. We hope our understanding is correct		Individual management setups for 300 users and 200 concurrent users need to be created at both sites.

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
27		General		<ul style="list-style-type: none"> • Is it going to be desktop virtualization or only application virtualization. • Replication between Primary and DR? Sync or Async .. • What about FCIP routers required? • Please provide proper sizing of Storage (User Data Size) • What applications will NPCI run on the VDI. 		1) Desktop virtualisation. 2) There is no data replication between PR and DR. Only user profiles need to be available at both sites. 3) FCIP routers not required 4) SAN of 5 TB usable space required. User data size will be shared with successful bidder. 5) Details will be shared with successful bidder.
28	49	Annexure I, point 3	Bidder should be a profit (profit after tax) making company in the last financial	Please change the criteria to <u>any one</u> of the following: - Bidder should have a positive networth in each of the last three financial years - Bidders should have a positive cumulative net profit over last five financial years - Bidders PBIT (Profit before Interest expense & taxes) for each of the last three financial years should be Positive - Bidder should be profitable in at least 2 years during the last three financial years.	Please alter the profitability criteria. We have made Profit before tax & interest but overall there is a loss in lasy FY.	Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2011-12 or calendar year 2011 or the Bidder's financial year.
29	49	Annexure I, point 4	Bidder should have implemented 2 DVS projects, each of similar size or more	Please change the criteria to "Bidder should have implemented 2 DVS projects, each of <u>100 users</u> or more..."	Please alter the project size to minimum of 100 users	No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
30	36	9.1 point 1	The Desktop Virtualization Solution (DVS) should cater to the following clients at the minimum: a. Desktops b. Laptops c. Ipads	Ipad only supported for connecting via RDP software no CMO client - would this be acceptable by NPCI		No Change in RFP
31	36	9.1 point 1	The Desktop Virtualization Solution (DVS) should cater to the following clients at the minimum;	The virtual machine configuration? Hard drive requirement per user? Memory requirement per user? Operating System Required?Application Requirement? Major Application used? Is Apps virtualization mandatory for NPCI ? & which applications need to be virtualized?	The virtual machine configuration? Hard drive requirement per user?	Medium users:2 CPU, 2GB RAM,5 IOPS Heavy Users: 2 CPU , 4GB RAM,10 IOPS both OS Disk size 40GB,user data size 40GB
32	36	9.1 point 2	Desktop Virtualization Solution (DVS) must have native clients for Windows 8, Windows 7, Windows XP, Macintosh, Linux, Chrome OS, Blackberry OS, IOS, Android and HP WebOS	No client for Macintosh, Linux, Chrome OS, BB OS, IOS & HP WebOS	Memory requirement per user?	No Change in RFP. Details will be shared with successful bidder.
33	36	9.1 point 5	The solution should include a backup proposal with suitable hardware, licenses, implementation and support for 3 years for DVS infrastructure.	What sort of Backup is NPCI looking for; backup for vm's or backup site for the whole infra	Operating System Required?	Backup proposal to include the hardware, software and licenses required in order to backup the vm's and the data.
34	36	9.1 point 13	The solution should offer security functions within and across Physical servers and Network components.	What type of security function is NPCI requesting in this point?	Application Requirement?	All desktop security features should be considered for this requirement.
35	37	9.2 point 4	Hardware should be sized for a maximum of 300 users across the two locations	So hardware needs to be divided 50 50 or what would be the scalability for both sites?	Major Application used?	Hardware at each location should be sized for 300 users with 200 concurrent users.

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
36	37	9.2 point 5	Proposed hardware solution should have a blade center in both locations with FS SAN connectivity and High availability for DVS.	HA with in the sites or one site acting as DR site to another?	Is Apps virtualization mandatory for NPCI ? & which applications need to be virtualized?	HA is not required. One site has to act as DR to another. No application virtualisation is planned for now. This may be planned in future.
37	37	9.2 point 10	10. Proposed solution should have to use existing network infrastructure in the organization.	What is the existing infrastructure at NPCI, band with at each site & bandwidth between Mumbai & Chennai?		Details will be shared with successful bidder
38	37	9.3 point 2	2. The solution must include proposal for the software for the virtualization, clients, antivirus, backup and MS office.	Antivirus software/backup/ MS office software would be provided by us Also MS VAD licences to be provided by us?		Please submit quote for unit licenses. Support for 3 years plus 2 years to be included for licenses.
39	38	9.3 point 7	Provided solution should be able to deliver Application virtualization at no extra cost.	So NPCI wants APP virtualization included with DVS solution? ----- Can we integrate different vendors Apps virtualization software?		No application virtualisation is planned for now. This may be planned in future.
40	38	9.3 point 9	9. The proposed DVS solution should be capable to support Antivirus deployment on individual VM level/ Hypervisor level/ Storage level	Need more clarity on this point?		Given Antivirus solution need to work with existing McAfee antivirus Solution for VDS at any level - be it on virtual machine or storage.
41	38	9.3 point 12	12. The proposed DVS software should able to replicate the user profile to remote location using existing network infrastructure.	Need more clarity on this point?		Changes in user profiles at one location should be replicated to the other location
42	38	9.3 point 13	13. Proposed DVS solution should support any device in the market over the internet.	Need more clarity on this point what type of devices support NPCI requires with DVS solution?		Any device that has iOS, Android or web browsers should be able to access the DVS.
43	13	4.2	Bidder should have implemented 2 DVS projects, each of similar size or more as a project across the country in the last two years.	May we request this be relaxed to 2DVS project in India / Global reference.		No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
44	32	8.23		<p>May we request the following to be added,</p> <p>Other than the obligations to make payments that are due and owing under the agreement, a party's and its affiliates' entire and collective liability arising out of or relating to this agreement, including without limitation on account of performance or non-performance of obligations hereunder, regardless of the form of the cause of action, whether in contract, tort (including without limitation negligence), statute or otherwise, shall in no event exceed the total contract value.</p> <p>In no event will either party be liable for any form of indirect, incidental, special, economic or consequential loss or damage, loss of revenue, profits, goodwill, bargain or opportunities or loss of anticipated savings incurred or suffered by any of the parties whether in an action in contract, tort statute or otherwise and whether or not either party was aware or should have been aware of the possibility of such loss or damage.</p>		No change in RFP

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
45	33	8.24		May we request the following to be added, a) Customer shall notify in detail Vendor of any non-performance and shall provide 30 days or any other timeline as mutually agreed to cure any non-performances. b) Upon termination, Vendor shall be paid for the services performed till the date of termination including any cost incurred by Vendor for supply of any equipment as required in the Agreement.		No Change in RFP
46	10	1 point 7	Current submission date - 10/10/2013	May we request the same be extended by two weeks.		No Change in RFP
47	37	9.2 point 8	Proposed SAN should have minimum storage of 5TB usable capacity with RAID 5 on each location and can have capacity to expand up to 15TB storage with RAID 5 on both the locations.	Please specify the Current user profile and User data size, also incremental data changes /growth would happen per year.		Currently there is no user profile. User data size is 40 GB. Assume 10 % growth per year.
48	37	9.2 point 10	Proposed solution should have to use existing network infrastructure in the organization.	Please clarify existing ethernet connectivity speed (i.e. 1 Gbps /10 Gbps) and available core switch L2 or L3.		Details will be shared with successful bidder
49	37	9.3 point 1	The solution must include the supply of 200 concurrent / named user licenses to access desktop OS VM instances for scoped users.	Please bifurcate DVS delivery mechanism type Task worker and Normal user (Dedicated or Pooled desktops).		Can consider some dedicated and some pooled desktops. Exact ratio will be decided during implementation.
50	38	9.3 point 12	The proposed DVS software should able to replicate the user profile to remote location using existing network infrastructure.	Please specify available bandwidth for Profile replication between Mumbai and Chennai.		Details will be shared with successful bidder

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
51	31	8.22	Indemnity clause	<p>The proposed change to this clause from Bidder is: Each Party shall indemnify defend and hold harmless, the other Party and its licensors from and against, any and all third party claims arising due (i) infringement of intellectual property rights; (ii) death or personal injury attributable to the acts /omissions / negligence of the other Party (including its employees or representatives); (iii) breach of statutory or regulatory obligations (iv) breach of confidentiality obligations (v) breach of warranty or Software license terms by the customer; provided the indemnifying party is given with sole authority to and control of the defense and (if applicable) settlement of the claim and necessary information by the indemnified party.</p> <p>The foregoing states Bidder's entire liability and Customer's sole and exclusive remedy with respect to any infringement or misappropriation of any IPRs of any other party.</p>		No change in RFP
52	36	9.1 point 2	Desktop Virtualization Solution (DVS) must have native clients for Windows 8, Windows 7, Windows XP, Macintosh, Linux, Crome OS, Blackberry OS, IOS, Android and HP WebOS	The View infra strucure can be used through a browser also if there is no client for that device. For Blackberry OS and HP OS native client is not currently available	For smaller form factors on a device even if a client is there the end user experience will not be good. Hence, it does not make any practical reason to have a client on Balckberry. And even if the user still wants to access his virtual desktop he can through a browser.	No Change in RFP

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
53	13	3	The identified vendor has to provide support for the entire solution for 5 years from the date of acceptance by NPCI.	<ol style="list-style-type: none"> 1. Does NPCI expect onsite / remote support from vendor for 5 years? 2. If yes then can we propose Service Desk & DC support from remote Bidder location and Deskside support onsite? 3. What is the service window expected for Service Desk, DC and Desksize support? 4. Do we need to factor Service Mgmt tool in our solution or will it be provided by NPCI? 5. Will any monitoring and management tools be extended by the customer to Bidder team? 		<ol style="list-style-type: none"> 1. Remote support from vendor for 5 years, 2. On site support not required. 3. Response and resolution times are defined in RFP. 4. NPCI has service management tool. This is not to be factored in solution. 5. Monitoring and management will be done by NPCI.
54	37	9.3 point 5	The solution must ensure that the proposed DVS Licenses are of the highest edition with 5 Years 24 x 7 Support and Software Assurance. The support should be email / web / telephonic and must be provided by the OEM / Software vendor.	We assume this is required over and above the 5 year sustenance support provided by the vendor		Please submit quote for unit licenses with options and functionality highlighted. Details will be shared with successful bidder.
55	29	8.16	<p>The software support for the entire offering should be global 24 x 7 access to adhere to:</p> <ol style="list-style-type: none"> a) Fast response time of < 4 hours. b) Unlimited number of support requests c) Online access to: <ul style="list-style-type: none"> · Knowledge bank and technical documentation · Knowledge base · Discussion forums · Product updates and upgrade d) Being telephonic / fax / online or email support. 	We understand that this support is expected with OEM backlining		No change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
56	30	8.17	For any violation in meeting the above SLA requirements leading to critical incident (severity 1), NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes	The said penalty to be capped at a maximum of 5% of the Monthly FM Support billing		No Change in RFP
57	37	9.2 point 4	Hardware should be sized for a maximum of 300 users across the two locations	Is that we will size for 300 at each location and consider 200 as concurrent		Each location should be sized for 300 users with 200 concurrent users
58	37	9.2	Hardware Specifications	Users will get dedicated desktops or floating desktops ? To ensure easy redundancy (user profile and data) for each site, we need NAS configured for user profile in case of floating desktops.	There is no provision of NAS storage in the tender	Can consider some dedicated and some pooled desktops. SAN to be FC and NAS compatible.
59	36	9.1	Technical Specifications	Request your help with sizing for the below components - System Disk - User Data Disk		OS Disk size 40GB,user data size 40GB
60	36	9.1	Technical Specifications	User profile has been specified as medium to heavy? Define the size per user on below metrics - CPU - RAM - IOPs		medium users: 2 CPU, 2GB RAM, 5 IOPS Heavy Users: 2 CPU , 4GB RAM, 10 IOPS
61	36	9.1	Technical Specifications	Since each site should have capability to manage the entire load of 200 users (in case of disaster). In this case separate management setup will need to be created at each site with total size of 200/300 users		Each location should be sized for 300 users with 200 concurrent users

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
62	11	2.2	The desktop virtualization solution includes the hardware and software to implement a virtual desktop infrastructure for NPCI across Chennai (80 users) and Mumbai (120 users) and also to re-use the existing thick clients that have already been procured by NPCI. The identified vendor has to provide the support for the entire solution for the 5 years from the date of acceptance. NPCI invites responses from reputed vendors	Existing thick client support is not with Bidder. Hence Will the Management of those thick clients be under our purview of Bidder or the existing vendor. If we have to manage the same NPCI has to pass on the AMC to Bidder. Any applications or software used outside the VDI environment being set up by Bidder will not supported.		Existing thick clients hardware AMC will not be with bidder. There will not be any applications or software outside VDI environment.
63		General	AD architecture	is AD centralised of local to each loaction		Centralised AD available.
64	11	2.2	120 Users in Mumbai & 80 Users in Chennai	is it expected that 80 users in chennai should Hit the Chennai VDI servers and not Mumbai . If yes then where are the applications. Using compute from chennai and fetching application from Mumbai could bring in latency and not as per best practice		80 users from Chennai will access Chennai VDI servers and 120 users from Mumbai will access Mumbai VDI servers.
65	13	3	use existing AV	it is advisable to use Hypervisor level AV than User based in VDI. Could NPCI Check with existing AV on trade off		Please submit quote for unit licenses.
66		General	Bandwidth	what is the bandwidth between Mumbai & Chennai		Details will be shared with successful bidder
67		General	Application	Could NCPI eloborate on applications being used		Details will be shared with successful bidder
68		General	Peripherals	What are the printers, scanners used		Details will be shared with successful bidder

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
69	16	5.9	<p>The EMD made by the bidder will be forfeited if:</p> <p>a) Bidder withdraws his bid before opening of the bids.</p> <p>b) Bidder withdraws his bid after opening of the bids but before Notification of Award.</p> <p>c) Selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee.</p> <p>d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.</p> <p>e) Selected Bidder fails to accept the order within seven days from the date of receipt of the order. However NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.</p> <p>f) Bidder fails to submit the Performance Guarantee within stipulated period from the date of execution of the contract. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.</p>	<p>The EMD made by the bidder will be forfeited if:</p> <p>a) Bidder withdraws his bid before opening of the bids.</p> <p>b) Bidder withdraws his bid after opening of the bids but before Notification of Award.</p> <p>c) Selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee.</p> <p>d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.</p> <p>e) Selected Bidder fails to accept the order within seven days from the date of receipt of the order. However NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.</p> <p>f) Bidder fails to submit the Performance Guarantee within stipulated period from the date of execution of the contract. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.</p>		No Change in RFP
70	17	5.1	<p>Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time.</p>	<p>Bidder will quote with a bid validity of 30 days from the date of submission of the BID.</p>		No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
71	27	8.6	Prices should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi shall be reimbursed to supplier by NPCI at actual on production of original receipt. The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the Supplier to NPCI.	The Price offered here is exclusive of taxes , all taxes & duties will be be charged extra as per the current rate of taxation in force.Any increase in taxes and duties will be passed on to customer. Any change in statutory taxes, duties and levies shall be borne by the customer on sufficient documentary proof is submitted by the Bidder.	The contract term is 5 years. Hence we need the price variation clause.	No Change in RFP
72	27	8.7	The Equipment consisting of hardware and software, for NPCI Chennai and Mumbai shall be delivered within 6 weeks of acceptance of the purchase order. The installation and implementation of the solution should be carried out within 4 weeks from delivery date,	Bidder Will deliver the material within 6-8 weeks from the date of the receipt of the Purchase order 5 to 6 weeks time for installation from the date of delivery		No Change in RFP

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
73	27	8.8	<p>If the Supplier does not deliver the entire hardware and software as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:</p> <p>a) Non Delivery of above at NPCI Chennai and Mumbai locations at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% (i.e. 10 weeks).</p> <p>b) In case the delay exceeds twelve (two plus ten weeks as above) weeks beyond the stipulated delivery period, NPCI reserves the right to impose double this penalty and/or cancel the order without prejudice to other remedies available to NPCI.</p>	<p>If the Supplier does not deliver the entire hardware and software as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:</p> <p>a) Non Delivery of above at NPCI Chennai and Mumbai locations at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% (i.e. 10 weeks).</p> <p>b) In case the delay exceeds twelve (two plus ten weeks as above) weeks beyond the stipulated delivery period, NPCI reserves the right to impose double this penalty and/or cancel the order without prejudice to other remedies available to NPCI.</p>		No Change in RFP
74	28	8.12	<p>NPCI has right to alter (increase or decrease) the number of quantities in the Bill of Material mentioned in the RFP.</p> <p>NPCI has right to place repeat order to the Bidder for any or all of the equipment and licenses mentioned in this RFP, not exceeding 100 licenses at the unit rate quoted in the commercial format during the period of one year from the date of acceptance of the solution.</p>	<p>1.It should be restricted to +/-10% maximum of the quantity quoted as per RFP.</p> <p>2. Bidder agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.</p>		No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
75	29	8.15	<p>70% on delivery, 20% on acceptance of the solution, and 10 % on completion of warranty period.</p> <p>For software : 90 % of license cost will be paid on delivery of software.</p> <p>b) 10 % of software cost will be paid after acceptance of the solution</p> <p>For Implementation : 100 % of the implementation cost will be paid on completion of installation and acceptance sign-off from NPCI</p>	<p>Bidder standard term is 90% on Delivery, 10% on Installtion.</p>		No Change in RFP

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
76	31	8.22	(A) The Bidders shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by the Purchase Order, (ii) breach of any of the terms of the Purchase Order or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder, (iii) bonafide use of the deliverables and or services provided by the Bidder, (iv) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project, (v) employment claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the Bidder, under this Purchase Order, (vi) breach of confidentiality obligations of the Bidder, (vii) gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor or any of their employees by the bidder for the purpose of any or all of the	(A) The Bidders shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by the Purchase Order, (ii) breach of any of the terms of the Purchase Order or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder, (iii) bonafide use of the deliverables and or services provided by the Bidder, (iv) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project, (v) employment claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the Bidder, under this Purchase Order		No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
77	31	8.22	The Bidder shall further indemnify NPCI against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on NPCI for malfunctioning of the equipment or software or deliverables at all points of time, provided however, (i) NPCI notifies the Bidder in writing immediately on being aware of such claim, (ii) The Bidder has sole control of defense and all related settlement negotiations	Since Bidder is acting as a reseller of completed products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.		No change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
78	31	8.22	<p>Bidder shall be responsible for any loss of data, loss of life, etc. due to willful misconduct of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk.</p> <p>The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <ol style="list-style-type: none">1. Non-compliance of the Bidder with Laws / Governmental Requirements.2. Intellectual Property infringement or misappropriation.3. Negligence and misconduct of the Bidder, its employees, sub-contractor and agents.4. Breach of any terms of Agreement, Representation or Warranty.5. Act of omission or commission in performance of service.6. Loss of data.	<p>Bidder shall be responsible for any loss of data, loss of life, etc. due to willful misconduct of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk.</p> <p>The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <ol style="list-style-type: none">1. Non-compliance of the Bidder with Laws / Governmental Requirements.2. Intellectual Property infringement or misappropriation.3. Gross Negligence and Wilful misconduct of the Bidder, its employees, sub-contractor and agents.4. Breach of any terms of Agreement, Representation or Warranty.5. Act of omission or commission in performance of service.6. Loss of data.		No Change in RFP

PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
79	32	8.23	<p>The selected Bidder will be liable for all the deliverables.</p> <p>The selected Bidder will be liable for all the deliverables. Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract.</p> <p>Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.</p>	<p>The selected Bidder will be liable for all the deliverables.</p> <p>Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract. All indirect and consequential damages are excluded.</p> <p>Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.</p>		No Change in RFP
80	33	8.24	<p>For Convenience: NPCI by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving six months prior notice. The notice of termination shall specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective</p>	<p>In the event of termination by owner, the Bidder shall be paid for the:</p> <ol style="list-style-type: none"> 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 6. unrecovered investments shall be paid by customer as per termination schedule till the date of termination. 		No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
81	33	8.24	For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI.	1. Requesting a cure period of 30 days and In the event of termination Customer shall pay Bidder for goods delivered and services rendered till the date of termination.		No change in RFP
82	33	8.25	The selected bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor.	Request deletion	This is indemnity for performance breach with a LD cap of tcv is not acceptable.	No change in RFP
83	42	Last para	Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.	Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.		No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
84	45	Annexure E	<p>I have carefully gone through the Terms & Conditions contained in the RFP Document for Selection of vendor for "Request for Proposal for Desktop Virtualization Solution (DVS)" for a period of five years. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India. I further certify that I am competent officer and duly authorized by my company to make this declaration.</p>	<p>I have carefully gone through the Terms & Conditions contained in the RFP Document for Selection of vendor for "Request for Proposal for Desktop Virtualization Solution (DVS)" for a period of five years subject to the deviations submitted. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India. I further certify that I am competent officer and duly authorized by my company to make this declaration.</p>	To be included	No change in RFP
85	47	Annexure G	<p>I have carefully gone through the Scope of Work contained in the RFP document for Selection of vendor for "Request for Proposal for Desktop Virtualization Solution (DVS)". I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.</p>	<p>I have carefully gone through the Scope of Work contained in the RFP document for Selection of vendor for "Request for Proposal for Desktop Virtualization Solution (DVS)". I declare that all the provisions of this RFP / Tender Document are acceptable to my company subject to the deviations submitted. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.</p>		No Change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
86		General	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	To be included	No change in RFP
87		General	Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the customer upon dispatch of such products to the customer	To be included	No change in RFP
88		General	Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	To be included	No change in RFP
89		General	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	To be included	No change in RFP



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
90		General	Clause not present in RFP	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	To be included	No change in RFP
91	13	4.2 point a	Bidder should be a Company registered under the Companies Act, 1956 since the last three years.	We request NPC to allow participation by all other business entities (Pvt ltd, Partnership, LLC, Proprietorship etc) to participate for this bid as long as the other qualifying criteria are fulfilled by such organisations and it possess the requisite experience, resources and capabilities in providing and implementing the solution to meet the requirements, as described in the tender document.		No Change in RFP
92	37	9.3	General Software Specifications for the bid	In the current RFP, Referring to Page 37, Point 4 & 6 contradict each other. Please suggest which one to consider		No Change in RFP
93	18	7.2	Evaluation of Technical Bid	List of Applications apart from the application mentioned in the RFP.		Details will be shared with successful bidder
94	18	7.2	Evaluation of Technical Bid	Do they possess client server architecture?		Details will be shared with successful bidder
95	18	7.2	Evaluation of Technical Bid	Has the User Profiling been done? If Yes, Can the list be shared?		Details will be shared with successful bidder
96	18	7.2	Evaluation of Technical Bid	List of Medium to Heavy users across Mumbai and Chennai.		Details will be shared with successful bidder
97	18	7.2	Evaluation of Technical Bid	Bandwidth between Mumbai and Chennai.		Details will be shared with successful bidder
98	18	7.2	Evaluation of Technical Bid	Do you need sizing done for 300 users on each location?		Yes, in order to cater to failure of one site.



PRE BID REPLIES FOR NPCI:RFP/2013-14/0017 DATED 16.09.2013- RFP FOR DESKTOP VIRTUALIZATION

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark	NPCI's Replies
99	18	7.2	Evaluation of Technical Bid	Are they looking for DR solution for the desktops.		One site has to act as DR to another.
100	18	7.2	Evaluation of Technical Bid	What is the per user CPU & memory?		Details will be shared with successful bidder
101	18	7.2	Evaluation of Technical Bid	What is the storage allocation for per user?		Details will be shared with successful bidder
102	36	9.1 point 5	The solution should include a backup proposal with suitable hardware, licenses, implementation and support for 3 years for DVS infrastructure.	1. Do we need to propose per TB based license?.	Backup software	Yes.
103	36	9.3 point 2	The solution must include proposal for the software for the virtualization, clients, antivirus, backup and MS office	What is the current licensing mechanism for Microsoft Office and other Microsoft software		Details will be shared with successful bidder
104	36	9.3 point 2	The solution must include proposal for the software for the virtualization, clients, antivirus, backup and MS office	What are the other software that is running on the desktops		Details will be shared with successful bidder
105	37	9.3	For 200 numbers of concurrent / named users (initially, scalable to 300 concurrent / named users in 1 year)	Are all of the users of the similar profile. If not please clarify how many are local profile users and how many are roaming profiles	Please provide the different profile behaviors as that will help to optimize the solution	Details will be shared with successful bidder
106	37	9.3	For 200 numbers of concurrent / named users (initially, scalable to 300 concurrent / named users in 1 year)	Please specify the current computing environment for the users including RAM, HDD size and processor		Details will be shared with successful bidder
107	14	4.2	Bidder should have implemented 2 DVS projects, each of similar size or more as a project across the country in the last two years.	We will want to showcase large and complex DVS deployments done by us globally and hence requesting NPCI to consider two global references on the same.		No Change in RFP