

PRE BID REPLIES FOR NPCI:NPCI/RFP/2014-15/IT/0018 dated 11.11.2014 - RFP for Supply and Installation of Desktops

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification sought	Additional Remarks (if any)	Reply to Query
1	NPCI Confidential NPCI:RFP:2014-15/0018	Page 8	3.1 Scope of Work	Multi Location Mumbai, Chennai, Delhi and Hyderabad	Clarify location details	Required Clarification	Already defined in the RFP
2	NPCI Confidential NPCI:RFP:2014-15/0018	Page 25	Section 9 Technical Requirements	McAfee anti-virus latest version with DLP	Point deviates as per Page No 36	Required Clarification	Please refer to Section 9 - Technical Requirements (A)- Point 20
3	NPCI Confidential NPCI:RFP:2014-15/0018	Page 36	Annexure H Price Format	McAfee Endpoint Protection with 3 years support.	Point deviates as per page No. 25	Required Clarification	Please refer to Section 9 - Technical Requirements (A)- Point 20
4	NPCI Confidential NPCI:RFP:2014-15/0018	Page 36	AMC Rates	AMC 4th year / 5th year	Whether NPCI requires McAfee anti-virus AMC 4th / 5th year	Required Clarification	Not required
5	NPCI Confidential NPCI:RFP:2014-15/0018	Page 35	Annexure G - Technical Compliance	Optical drive Not Required.	Please clarify	Required Clarification	Optical Drive is not required
6	NPCI Confidential NPCI:RFP:2014-15/0018	Page 25	Technical Requirements	4th Gen Intel® Core™ i5-3470 Processor	Which processor NPCI needs - 4th Generation or 3rd Generation	Suggested 4th Generation Intel® Core™ i5-4460 processor (6M Cache, up to 3.4 GHz)	Equivalent or Higher is preferred
7	NPCI Confidential NPCI:RFP:2014-15/0018	Page 35	Annexure G - Technical Compliance	Cabinet Energy Star 6.0 Or EPEAT registered	Clarification for Cabinet type Mini Tower ( MT) / Small Form factor ( SFF)	Required Clarification	Cabinet type
8	NPCI Confidential NPCI:RFP:2014-15/0018	17 and 25	Section 9	7.2 and Section 9 Technical requirement	4th Gen Intel® Core™ i5-3470 Processor (Quad Core) equivalent or higher	i5 -3470 is 3 <sup>rd</sup> Generation Processor . Need to change as 4th Generation Intel® Core™ i5-4460 processor (6M Cache, up to 3.4 GHz)	Equivalent or Higher is preferred
9	NPCI Confidential NPCI:RFP:2014-15/0018	8	3.1	procurement and installation of McAfee Antivirus Latest version with DLP Endpoint Encryption.	Where is your existing central Antivirus server ? Is it managed by centrally?		Yes, it is managed centrally
10	NPCI Confidential NPCI:RFP:2014-15/0018	25	4	4th Gen Intel® Core™ i5-3470 Processor (Quad Core) equivalent or higher	Change the processor # as below 4th Generation Intel® Core™ i5-4460 processor (6M Cache, up to 3.4 GHz)		Equivalent or higher is preferred

11	NPCI Confidential NPCI:RFP:2014- 15/0018	20	8.11.2	8.11.2 Response: Within 4 hours.	For calls logged after 2 pm, response time should be more.		No change in RFP
12	NPCI Confidential NPCI:RFP:2014- 15/0018	20	8.11.2	8.11.2 Resolution: Next Business Day.	In case of hardware replacements ,resolution time may be more.		No Change in RFP for response and resolution time
13	NPCI Confidential NPCI:RFP:2014- 15/0018	20	8.11.2	8.11.2 Call Registration Process: Via Web, Phone & mail	Dell has it, but after warranty, we do not offer Web call logging		No Change in RFP
14	NPCI Confidential NPCI:RFP:2014- 15/0018	20	8.11.2	8.11.2 Upgradation	WE can do patches and service pack updates, but OS upgrade is not included.No upgrade for any hardware components.		As OS is inbuilt upgrade is not required
15	NPCI Confidential NPCI:RFP:2014- 15/0018	20	8.11.2	8.11.2 To provide support for the Computers in case they are shifted to other locations.	If the location is out of Mumbai?		Chennai/Delhi/Hyderabad
16	NPCI Confidential NPCI:RFP:2014- 15/0018	20	8.11.1	8.11.1 The successful bidder shall provide comprehensive on-site maintenance (AMC) of the hardware for a period of 2 years after expiry of the warranty period.	Do we need to position onsite engineer after warranty		No on-site engineer is required after the warranty period. But the bidder should maintain the response and resolution time during any issues.