

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
1	Vol. I, Disclaimer, Pg. 2	The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct their own investigations and analysis and should check the accuracy, reliability and completeness of assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.	Proposal is prepared based on information mentioned in RFP. Any subsequent change in the scope of work due to incorrect/incomplete/inaccurate/incomplete information in the RFP will be change request process.	As per RFP
2	Vol. I, 1, Pg. 11-12 Vol. III, 3 & 4, Pg. 7 Vol. III, 2.1.2, Pg. 19 GCC 2.1.3, Pg. 56	<p>To that end the specifications laid out in this RFP are given as the indicative requirement whereas the Suppliers are expected to focus on the objectives of this project and formulate their solution offerings in a manner that enables achieving those objectives both in letter as well as spirit. Towards achieving the stated objectives, the Supplier will be required to deploy additional IT infrastructure and services as felt necessary and not be restricted to indicative bill of material provided in this RFP.</p> <p>In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with Purchaser to execute the Scope of Work as mentioned in Volume I of the RFP w.e.f. _____ as per the provision of this Agreement</p> <p>The Supplier shall perform all such work and/ or supply all such items and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and/ or items and Materials were expressly mentioned in the Contract.</p> <p>The Supplier's obligations under the Contract will include all items required for successful implementation of the Project.</p>	This being a fixed price project, we understand that the scope of work will also be fixed. Please confirm.	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
3	Vol. I, 12.1, Pg. 121 Vol. III, 5.8, 5.9, 5.10, Pg. 31	Acceptance	<p>All products (hardware and software) will be accepted on delivery. Bidder will provide notice to Purchaser when the Deliverables are ready for acceptance. Acceptance of Deliverables will occur upon the date Bidder demonstrates to Purchaser, by the successful completion of acceptance tests that the Deliverables substantially conform to the acceptance criteria as agreed between Bidder and Purchaser. Acceptance will not be delayed for any reason (s) other than non-conformance with the requirements specified in the terms of Contract. The acceptance test results will be declared by Purchaser within a maximum of 7 (seven) days from the completion of acceptance tests. In case the 7 (seven) days period after completion of acceptance tests has elapsed without the acceptance test results being declared, then the system or the portion thereof, subject to acceptance testing would be deemed accepted. If Purchaser fails to give Bidder written notice of non-conformance within the 7 (seven) day period or, prior to expiry of the 7 (seven) day period, uses the system or any part thereof supplied by Bidder for productive use (other than testing purposes), it will be deemed accepted. In the event that any Deliverable fails to confirm to the agreed acceptance criteria, Bidder will have a reasonable time to remedy such non-conformance by either repair or replacement of the Deliverable, following Bidder's receipt of written notice from Purchaser specifying in reasonable detail the nature of such non-conformance.</p>	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
4	Vol. I, 12.1, Pg. 121 Vol. III, 5.8, 5.9, 5.10, Pg. 31	Acceptance	<p>Bidder delivered products will be deemed accepted if the delay in implementation services is caused due to Purchaser' instructions or due to Purchaser' failure to fulfil its obligations. In such cases, Bidder will be entitled to payment for price of the delivered goods.</p> <p>Bidder shall not be liable for any delay or failure on the part of the Purchaser to supply adequate infrastructure or support as agreed. Such delay or failure in providing the adequate infrastructure which hinders the implementation or installation activities would amount to the site not being ready for the said activities to be conducted and Bidder shall not be liable for any penalties or damages that may be levied due to this. Further, in cases where Bidder has delivered the materials and the site is not ready or not made ready within a period of five (5) business days, then such deliveries would amount to deemed acceptance.</p>	As per RFP
5	Vol. III, 7.6, Pg. 42	Audit	Bidder requests that such audit will not be by Bidder's competitor as third party auditor and Purchaser and its auditors must comply with Bidder's reasonable security and confidentiality procedures.	As per RFP
6	Vol. II, 2.7, Pg. 9	Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder	Bidder proposes for the deletion of "at the risk and cost of Bidder".	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
7	Vol. II, 2.14, Pg. 10 Vol. II, Annexure II, Pg. 20	The bidder shall certify that there is no deviation in Technical & Financial Proposal We agree to the unconditional acceptance of all the terms and conditions set out in the RFP documents. We have read all the terms and conditions set out in the RFP documents and confirm that these are unconditionally acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our Proposal shall not be given effect to. We also hereby certify to unconditionally withdraw all additional conditions, suggestions, variations, deviations, assumptions if any, found in our Proposal.	Bidder requests to relax this term in order to enable the Bidder to provide assumptions on the material terms and conditions of the RFP which could be mutually agreed between the parties at the contracting stage.	As per RFP
8	Vol. II, 2.19, Pg. 14	The EMD may be forfeited: ii. In case of a successful bidder, if the bidder fails to sign the contract	Bidder understands that the contract will be mutually agreed.	As per RFP
9	Vol. II, 4.3.1, Pg. 17	Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award.	Bidder understands that the contract will be mutually agreed.	As per RFP
10	Vol. II, 4.2, Pg. 17	The notification of award will constitute the formation of the contract.	Bidder seeks to clarify that it shall not be bound by pre-contractual documents. Only a contract, mutually signed by the parties, shall have a binding effect.	As per RFP
11	Vol. II, 4.4, Pg. 17	PBG	PBG will be provided within 10 days of the execution of the contract and remain valid till the term of the contract.	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
12	Vol. III, 1.1.1(C) (xiii) Vol. III, 4.1, Pg. 24	Custom Software or BESPOKE Intellectual Property Rights	The Purchaser grants the Bidder a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for the Bidder and its designees to perform the ordered services. If deliverables are created by the Bidder specifically for the Purchaser and identified as such in the scope of work, the Bidder hereby grants the Purchaser a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.	As per RFP
13	Vol. III, 4.1.8, Pg. 24	"The parties shall enter into such escrow arrangements in relation to the Source Code to some or all of the Software as specified in the SCC and in accordance with the SCC. The contract shall allow the purchaser to use the source code in case the purchaser renews the contract with supplier. This escrow arrangement shall not be applicable in the case of Custom Software and Custom Material as mentioned in section 4.1.6 above."	Please clarify the escrow requirement as SCC does not provided for it. The Source Code of the Software may not be available from OEM.	This clause is modified as below: "The parties shall enter in to such escrow arrangements in relation to the source code of the custom software designed, developed, deployed and tested by the bidder for this project. The contract shall allow the purchaser to use the source code in case of the purchaser renew the contract with supplier or awarded the contract to other supplier as per the terms & conditions of the agreement. Contractor should specify the type of software which are proposed in the bid i.e. whether it is Custom Software or Standard Software."

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
14	Vol. III, 4.1.6, Pg. 24 Vol. III, 6.3, Pg. 38	The Supplier shall indemnify, defend and hold harmless the Purchaser and its respective officers, employees, successors and assigns, from and against any and all losses arising from claims by third parties that any Deliverable (or the access, use or other rights thereto) created by Supplier pursuant to this Agreement, the SLA or any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided by Supplier or subcontractors to the Supplier pursuant to this Agreement and/or the SLA (i) infringes a copyright enforceable in India, (ii) infringes a patent issued in India, or (iii) constitutes misappropriation or unlawful disclosure or use of another Party's trade secret under the laws of the India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by (A) Purchaser; (B) third parties (i.e., other than Supplier or Supplier's sub-contractors) at the direction of the Purchaser.	Please clarify that indemnity for IPR infringement by OEM products will be flow-down by the Supplier to the Purchaser. Also, clarify that the indemnity will be to defend and settle claims and pay court awarded damages.	As per RFP
15	Vol. III, 4.2, Pg. 24	Software License Agreement	Bidder requests that all software, including Standard Software, will be provided as per standard license and support terms of software licensor/OEM .	As per RFP
16	Vol. III, 4.3, Pg. 25	Confidential Information	Bidder requests the following: 4.3.4 - Relax the requirement of specific NDA; all such employees, agents will be bound by confidentiality no less restrictive than the terms contained in the RFP; Does the confidentiality period end 6.5 years post termination?	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
17	Vol. III, 5.3, Pg. 28	With the prior approval of the Purchaser, Supplier may be allowed to sub-contract Project activities relating to GIS work (Survey, mapping, creation of GIS database, etc.), O&M support for running SEWA KENDRAS, Digitization and Civil works only. The subcontracting for these activities may be allowed with the pre-conditions that the total subcontracted work under the Contract shall not be more than 20% of the total value of the Contract. Supplier shall be responsible and liable for the subcontracted scope of work.	Since "Supplier shall be responsible and liable for the subcontracted scope of work", Bidder requests for relaxing this term to allow subcontracting without restriction	As per RFP
18	Vol. III, 5.6, Pg. 30	Product Upgrades	Bidder requests that the product upgrades will be as per OEM's standard terms.	As per RFP
19	Vol. III, 6.1.2 Pg. 35	Defect Liability Warranty	Please clarify that the warranty will be as per the standard term provided by the OEMs and begin from date of delivery. Beyond the OEM warranty period, the product will be supported through AMC/ATS. Please delete any warranty extension provision as we will be bound to support for a fixed period of time during which we	As per RFP
20	Vol. III, 6.1.2.11, Pg. 36	If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by the Purchaser because of such defect and/or making good of such defect.	Bidder seeks for the deletion of this clause.	As per RFP
21	Vol. III, 6.2.1, Pg. 37	Intellectual Property Rights Warranty	Bidder will not represent that bidder commercial products (such as COTS software) or services do not infringe, given the risks of innocent or unknowing infringement and the sheer impossibility of conducting complete searches. Bidder (like many other companies) will provide an appropriate indemnity. That is and must be the customer's sole protection.	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
22	Vol. III, 7.1, Pg. 40 Vol. III, 7.3, Pg. 40	The Supplier shall make good at its own cost any loss or damage that may occur to the System or Subsystems from any cause from the date of Delivery and throughout the contract period.	The risk will be transferred to the Purchaser upon delivery of the product Bidder shall only be liable for loss or damage caused to the system/subsystem upon delivery due to its gross negligence and wilful misconduct	As per RFP
23	Vol. III, 7.2, Pg. 40 Vol. III, GCC 7.2.1, Pg. 60	Insurance	Bidder will ensure that it maintains insurance with a reputable insurer up to a financial level and coverage that is adequate for the liabilities assumed by Bidder under the contract. Bidder has a set of global insurance policies and for most deals cannot change its insurance arrangements to suit individual Customers.	As per RFP
24	Vol. III, GCC 1.6.2.1, Pg. 56	Settlement of Dispute	Bidder requests that the arbitration be done by panel of three arbitrators, parties appointing one arbitrator each and such appointed arbitrator selecting the presiding arbitrator.	As per RFP
25	8.10.10 Page 84	Backup Solution Features	Please explain the Backup policy (Frequency for incremental / full backup, DB Log Backup and Retention Time, Retention Location)	As per RFP Selected bidder shall prepare draft of the backup policy in accordance with requirement of the RFP, which shall dully approved by purchaser.
26	8.10.1 Page 82	Application server would be required as middle tier for various web based applications. It would take care of the necessary workflow and Web server would be required for the interfacing with the end user. Both the web and application server would be seamlessly integrated to provide high availability and performance. These servers should be installed and operated in clustered configuration to ensure high availability and reliability.	Can these server be virtual severs provisioned on physical server with HA. Please confirm.	As per RFP For more details on how virtual servers are envisaged on physical servers with HA, refer Attachment 4 to Vol-1 of RFP.

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
27	8.10.4 Page 83	Mailing & Messaging Infrastructure would provide workflow functionality to ULB Employees. The Messaging Server should provide a highly scalable, reliable, and available platform for delivering secure communication services. PAWAN's Mail messaging solution (through DoGR) will be used by Department for this project. However, Supplier will act as system administrator for Department users and coordinate with DoGR for user related queries/rights. The messaging system implemented under this project shall have provision to use e-Mail facility from the mail servers at PAWAN. All employees will have email facilities.	Employees would be accessing the mails on desktop / Laptop in the office or does this include access on Phone / Remote Access as well. Please confirm.	Employees should be able to access emails on desktop / laptop/ mobile/ etc.
28	8.11.1 Page 85	The Data Center for this project will be based at State Data Centre (SDC). SDC is planned to locate at Plot No D-241, Phase-VIII B Industrial Focal Point, Mohali. In case the SDC doesn't get commissioned when the Centralized Application becomes ready for deployment, the Supplier would host the same at a Temporary Data Center (TDC). TDC is located at Mahatma Gandhi State Institute of Public Administration, Institutional Area, Sector 26, Chandigarh, 160019. Subsequently, TDC will be moved to the SDC.	Does the Temporary DC have raised flooring, false ceiling, power and LAN cabling, Building management system, fire protection, rodent repellent, Surveillance, access control system etc. Please confirm.	As per RFP Roles & responsibilities of Supplier with respect to TDC have been clearly defined in the RFP.
29	8.11.1 (h) Page 86	The system should be designed to remove all single point failures and comply to prevent information, system etc. and match requirement. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The agency shall perform various tests including network, server, security, DC/DR fail-over tests to verify the availability of the services in case of component/location failures. This shall also verify the availability of services to all the ULB users/Citizen/Employees in the defined locations/department and state governance forum	Kindly confirm the frequency of DC / DR Failover tests and other required tests - per year	As per RFP DC/DR failover test and other tests shall be carried out quarterly, in general, and on demand basis as & when required by Purchaser.

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
30	8.13 Page 89	Supplier is required to set up, operationalize and run this centralized helpdesk, accessible through telephone, the Local Government web portal, mobile phone where the Employees/Operators can call to register complaints and/or make suggestions.	Please provide the number of employee expected to use this service	As per RFP All users (around 6233 employees) shall be using the helpdesk services. In addition, second level queries from the helpdesk of Sewa Kendra project which pertain to application & operation of services being rendered by Local Government , Punjab will also land on this heldesk.
31	9.1 Page 92 / Page 95	Security Architecture & Requirements Security Monitoring: The security solution implemented for portal must be capable of comprehensive logging of the transactions and access attempts to the resources/applications through the portal. It should be capable of logging transaction history, unauthorized access attempts, and attempts to login that fail. It should also be capable of notifying appropriate parties of suspicious activity.	Kindly confirm the log retention period	Supplier shall produce and maintain logs on the system for a period agreed by Supplier and Purchaser, at which point they will be archived and stored at off-site or as desired by Purchaser.
32	10.2 (i) Page 99	The Selected Supplier undertakes to ensure that regular back-up copies of data are created and maintained safely.	Kindly confirm the backup frequency / Retention Type and Retention Period (with location)	As per RFP Refer response to S.No. 25
33	10.3 (c) Page 100	Supplier shall produce and maintain system audit logs on the system for a period agreed by Supplier and Purchaser, at which point they will be archived and stored at off-site or as desired by Purchaser. Supplier would deploy tools for automated correlation of audit logs for relevant security exceptions in real time or in near real time and take immediate remediation action.	Kindly confirm the log retention period (On System / Archival and on tapes)	As per RFP
34	10.8 Page 109	Messaging Administration - Backup and Archival management and Transaction Log management	Mail backup and archival management and transaction logs for server can not be done for PAWAN managed mail systems	The PAWAN main server management including backup shall be responsibility of PAWAN operator. However, any backup required for the email user shall be responsibility of the bidder.
35	Pg.No 114,11.2 Data Digitization Requirements	The Supplier will be responsible for the data entry and digitization of the existing paper based records / physical files	Plese confirm. Is there a need of migration from any legacy systems where data is in electronic format?	Refer section 11.1 of Vol-1 of RFP, Page No. 115 for migration related requirements

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
36	Pg.No 40, Accounts & Finance, Attachment to Volume1	The system should have provision for separate logical periods for the purpose of annual closing activities Municipal fiscal year closing are allowed. Multiple sets of same books of accounts are permitted	Kindly explain this scenario.	The functional requirement shall be further discussed with selected bidder (Supplier) at the time of finalising FRS.
37	Pg.No 46, Funds Management Attachment to Volume1	PF, Non contributed PF and Pension, Sinking Funds – Special Funds Management	How to handle sinking and Special funds. Please explain.	Refer response to S. No. 36
38	Pg.No 40, Accounts & Finance, Attachment to Volume1	S.No 1, General	How many employees shall be executing processing of monthly payroll. Please confirm.	Around 200 users shall be required to process monthly payroll. However, Employee self service facilities are to be accessed by all employees.
39	Pg.No 40, Accounts & Finance, Attachment to Volume1	S.No 1, General	Do all employees need to have access to Accounts & Finance module or it is sufficient for employees to get copy of Monthly Salary through email via pdf document? Please confirm.	Role based access will be given to access the module. Employees self-service facilities will be provided to all employees as per RFP.
40	Pg.No 40, Accounts & Finance, Attachment to Volume1	S.No 1, General	If Access to Accounts & Finance reports is required for Municipal commissioners and officers, Pls provide total count of all those who should be given access to Accounts & Finance. Please explain	Detailed assessment of roles to access various reports will be finalised based on the detailed study to be conducted by selected bidder (Supplier).
41	Generic		What is the age of Archival I,e after how many months/years, A document or Data item should be sent to archival. Please confirm.	Refer response to S. No. 31
42	Volume I, Section 8.8, Pg 77	Buy back the existing IT Infrastructure <i>(Extract from the clause)</i> - Supplier should note that there may be difference in actual quantities with respect to the quantity given in this RFP. In this case, unit rate as provided by Supplier will be considered for calculating total amount of buy back of actual IT Infrastructure. - Total actual buy back amount shall be deducted from the immediate payments to be made to Supplier.	Please made the following changes: - In case of any increase in actual quantities to be buy back under this contract, the supplier will provide the quote separately depending upon nature / age / model of the particular equipment. - Total actual buy back amount shall be paid separately and not to be deducted from the payments to be made to supplier. the process will be discussed during the contracting stage with the customer. - Please mention Whether "Buy back" amount to be quoted is inclusive or exclusive of taxes.	- As per RFP -As per RFP -Buy back amount to be quoted will be exclusive of taxes. Tax, if any, shall be responsibility of the Department.

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
43	Volume III, Section 3.2.3, Pg 21	Terms of Payment Supplier shall raise the invoice and submit to the Purchaser, the payment of which shall be made within thirty days of approval of invoice.	Payment shall be made within 30 days from the date of invoice.	As per RFP
44	Volume III, Section 8.1, Pg 44	Changes to the System In the event the Supplier is unable to meet the obligations as defined in the CCN then the cost of getting it done by third party will be borne by the Supplier.	Please delete this clause.	As per RFP
45	Volume III, Section 8.3.1.3, Pg 44	Termination for Purchaser's Convenience In the event of termination of the Contract under GCC Clause 8.3.1.1, the Purchaser shall pay to the Supplier cost of only the system supplied and paid/payable according to the milestones achieved.	The Customer shall pay following "Termination charges" in case of termination for convenience: a) Customer will pay for all goods delivered and services rendered till the effective date of termination. b) Customer also agrees to pay any applicable adjustment expenses incurs as a result of such termination taking into account reasonable shutdown costs, transition charges, including termination costs of third party contracts and employee costs.	As per RFP
46	Volume III, Section 8.3.2.6, Pg 47	Termination for Supplier's Default If the Purchaser needs to complete the System, the cost of completing the System by the Purchaser shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 8.3.2.5, plus the reasonable costs incurred by the Purchaser in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 8.3.2.5, the Supplier shall pay the balance to the Purchaser, and if such excess is less than the sums due the Supplier under GCC Clause 8.3.2.5, the Purchaser shall pay the balance to the Supplier. The Purchaser and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid. The Performance Bank Guarantee shall be invoked in case of termination under clause 8.3.2.	The Customer has enough remedies in the form of PBG, Penalties, LDs, Termination etc. and therefore this clause should be deleted.	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser																																																																																		
47	Volume III, SCC 6.1, Pg 58	<p>Extract from the clause The maximum Liquidated damages/ Penalty on account of the above only would be limited to Ten (10%) percent of the Contract Price, or relevant part of the Contract Price if the Liquidated damages/ Penalty apply to a Subsystem. However the above limit of 10% would not include any deductions for the Service Levels for Operation & Maintenance (O&M) Phase, which have been provided separately in Annexure I to this Contract.</p>	<p>Overall Liquidated damages and SLA penalties in the contract will be capped at following: 1) For Implementation Phase: 5% of the relevant deliverable values of the respective phases. 2) For O&M Phase: 5% of the respective quarterly fees.</p>	As per RFP																																																																																		
48	Volume III, Annexure 1, Pg 61	<p>Terms of Payment schedule: a) Category I (Capital Costs): <i>40% of Contract value based on several milestones over implementation period of 18 months.</i></p> <table border="0"> <tr><td>Mobilization advance: (To be adjusted in next 5 payments)</td><td>5%</td></tr> <tr><td>Installation & Commissioning of Infrastructure at DC:</td><td>6%</td></tr> <tr><td>Installation & Commissioning of Infrastructure at all ULB:</td><td>6%</td></tr> <tr><td>Installation & Commissioning of Infrastructure at DR:</td><td>3%</td></tr> <tr><td>Installation & Commissioning of Infrastructure at Near DR:</td><td>3%</td></tr> <tr><td>Completion of Pilot Phase 1:</td><td>5%</td></tr> <tr><td>Go Live of Phase 1:</td><td>6%</td></tr> <tr><td>Completion of Pilot Phase 2:</td><td>5%</td></tr> <tr><td>Go Live of Phase 2:</td><td>6%</td></tr> </table> <p>b) Category II (O&M for Phase 1): 29.4% of Contract value over 20 quarters (1.47% per quarter)</p> <p>c) Category III (Incremental O&M for Phase 2): 30.6% of Contract value over 18 quarters (1.70% per quarter)</p>	Mobilization advance: (To be adjusted in next 5 payments)	5%	Installation & Commissioning of Infrastructure at DC:	6%	Installation & Commissioning of Infrastructure at all ULB:	6%	Installation & Commissioning of Infrastructure at DR:	3%	Installation & Commissioning of Infrastructure at Near DR:	3%	Completion of Pilot Phase 1:	5%	Go Live of Phase 1:	6%	Completion of Pilot Phase 2:	5%	Go Live of Phase 2:	6%	<p>Request to amend the payment schedule for better Project Management and Cash flows. Adjustments in Payment Milestones</p> <p>a) Category I (Capital Costs): <i>66% of Contract value based on several milestones over implementation period of 18 months. (Out of this, 50% to be paid during the implementation of Phase 1.)</i></p> <table border="0"> <tr><td>Mobilization advance: (To be adjusted in next 5 payments)</td><td>5%</td></tr> <tr><td>Installation & Commissioning of Infrastructure at DC:</td><td>8%</td></tr> <tr><td>Installation & Commissioning of Infrastructure at all ULB:</td><td>8%</td></tr> <tr><td>Installation & Commissioning of Infrastructure at DR:</td><td>8%</td></tr> <tr><td>Installation & Commissioning of Infrastructure at Near DR:</td><td>8%</td></tr> <tr><td>Completion of Pilot Phase 1:</td><td>8%</td></tr> <tr><td>Go Live of Phase 1:</td><td>9%</td></tr> <tr><td>Completion of Pilot Phase 2:</td><td>8%</td></tr> <tr><td>Go Live of Phase 2:</td><td>9%</td></tr> </table> <p>b) Category II (O&M for Phase 1): 16% of Contract value over 20 quarters (0.80% per quarter)</p> <p>c) Category III (Incremental O&M for Phase 2): 18% of Contract value over 18 quarters (1.00% per quarter)</p>	Mobilization advance: (To be adjusted in next 5 payments)	5%	Installation & Commissioning of Infrastructure at DC:	8%	Installation & Commissioning of Infrastructure at all ULB:	8%	Installation & Commissioning of Infrastructure at DR:	8%	Installation & Commissioning of Infrastructure at Near DR:	8%	Completion of Pilot Phase 1:	8%	Go Live of Phase 1:	9%	Completion of Pilot Phase 2:	8%	Go Live of Phase 2:	9%	<p>Payment Terms has been revised as below:</p> <table border="1"> <thead> <tr> <th>#</th> <th>Milestone</th> <th>Payment (% of contract price)</th> <th>Category Wise Total Payment %</th> </tr> </thead> <tbody> <tr> <td></td> <td>Mobilization Advance (against Advance Bank Guarantee of amount equal to 10% of Mobilization Advance value as per format specified in Annexure-I of volume-II of this RFP). Advance will be adjusted against next 5 payments due (1% each)</td> <td>5%</td> <td>5%</td> </tr> <tr> <td rowspan="10">Category I/Capital Costs</td> <td>Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at DC</td> <td>6%</td> <td rowspan="10">45% (50%-5%)</td> </tr> <tr> <td>Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at all ULB and other Department offices)</td> <td>6%</td> </tr> <tr> <td>Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at DR</td> <td>4%</td> </tr> <tr> <td>Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at Near DR</td> <td>4%</td> </tr> <tr> <td>Completion of Pilot Phase-1 & Issuance of Operational Acceptance Certificate by Purchaser</td> <td>7%</td> </tr> <tr> <td>Go-Live of Phase-1 & Issuance of Operational Acceptance Certificate by Purchaser</td> <td>8%</td> </tr> <tr> <td>Completion of Pilot Phase-2 & Issuance of Operational Acceptance Certificate by Purchaser</td> <td>7%</td> </tr> <tr> <td>Go-Live of Phase-2 & Issuance of Operational Acceptance Certificate by Purchaser</td> <td>8%</td> </tr> <tr> <td colspan="4">Note-Payment on the above milestones shall be subject to the terms & conditions of the Contract and the sign-off given by the Purchaser.</td> </tr> <tr> <td>Category II/O&M for Phase-1</td> <td>Equal Quarterly payment of 1.15% of total contract value for a period of 5 years after Go-Live of phase-1</td> <td></td> <td>23%</td> </tr> <tr> <td>Category III/Incremental O&M for Phase 2</td> <td>Equal Quarterly payment of 1.5% of total contract value for a period of 4.5 years after Go-Live of phase-2</td> <td></td> <td>27%</td> </tr> <tr> <td colspan="4">Note-Quarterly payment shall be subject to terms & conditions of the Contract and monthly achievement of SLAs.</td> </tr> <tr> <td align="right" colspan="3">Total</td> <td>100%</td> </tr> </tbody> </table>	#	Milestone	Payment (% of contract price)	Category Wise Total Payment %		Mobilization Advance (against Advance Bank Guarantee of amount equal to 10% of Mobilization Advance value as per format specified in Annexure-I of volume-II of this RFP). Advance will be adjusted against next 5 payments due (1% each)	5%	5%	Category I/Capital Costs	Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at DC	6%	45% (50%-5%)	Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at all ULB and other Department offices)	6%	Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at DR	4%	Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at Near DR	4%	Completion of Pilot Phase-1 & Issuance of Operational Acceptance Certificate by Purchaser	7%	Go-Live of Phase-1 & Issuance of Operational Acceptance Certificate by Purchaser	8%	Completion of Pilot Phase-2 & Issuance of Operational Acceptance Certificate by Purchaser	7%	Go-Live of Phase-2 & Issuance of Operational Acceptance Certificate by Purchaser	8%	Note-Payment on the above milestones shall be subject to the terms & conditions of the Contract and the sign-off given by the Purchaser.				Category II/O&M for Phase-1	Equal Quarterly payment of 1.15% of total contract value for a period of 5 years after Go-Live of phase-1		23%	Category III/Incremental O&M for Phase 2	Equal Quarterly payment of 1.5% of total contract value for a period of 4.5 years after Go-Live of phase-2		27%	Note-Quarterly payment shall be subject to terms & conditions of the Contract and monthly achievement of SLAs.				Total			100%
Mobilization advance: (To be adjusted in next 5 payments)	5%																																																																																					
Installation & Commissioning of Infrastructure at DC:	6%																																																																																					
Installation & Commissioning of Infrastructure at all ULB:	6%																																																																																					
Installation & Commissioning of Infrastructure at DR:	3%																																																																																					
Installation & Commissioning of Infrastructure at Near DR:	3%																																																																																					
Completion of Pilot Phase 1:	5%																																																																																					
Go Live of Phase 1:	6%																																																																																					
Completion of Pilot Phase 2:	5%																																																																																					
Go Live of Phase 2:	6%																																																																																					
Mobilization advance: (To be adjusted in next 5 payments)	5%																																																																																					
Installation & Commissioning of Infrastructure at DC:	8%																																																																																					
Installation & Commissioning of Infrastructure at all ULB:	8%																																																																																					
Installation & Commissioning of Infrastructure at DR:	8%																																																																																					
Installation & Commissioning of Infrastructure at Near DR:	8%																																																																																					
Completion of Pilot Phase 1:	8%																																																																																					
Go Live of Phase 1:	9%																																																																																					
Completion of Pilot Phase 2:	8%																																																																																					
Go Live of Phase 2:	9%																																																																																					
#	Milestone	Payment (% of contract price)	Category Wise Total Payment %																																																																																			
	Mobilization Advance (against Advance Bank Guarantee of amount equal to 10% of Mobilization Advance value as per format specified in Annexure-I of volume-II of this RFP). Advance will be adjusted against next 5 payments due (1% each)	5%	5%																																																																																			
Category I/Capital Costs	Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at DC	6%	45% (50%-5%)																																																																																			
	Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at all ULB and other Department offices)	6%																																																																																				
	Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at DR	4%																																																																																				
	Installation & commissioning of Infrastructure (i.e. Hardware, software, networking) at Near DR	4%																																																																																				
	Completion of Pilot Phase-1 & Issuance of Operational Acceptance Certificate by Purchaser	7%																																																																																				
	Go-Live of Phase-1 & Issuance of Operational Acceptance Certificate by Purchaser	8%																																																																																				
	Completion of Pilot Phase-2 & Issuance of Operational Acceptance Certificate by Purchaser	7%																																																																																				
	Go-Live of Phase-2 & Issuance of Operational Acceptance Certificate by Purchaser	8%																																																																																				
	Note-Payment on the above milestones shall be subject to the terms & conditions of the Contract and the sign-off given by the Purchaser.																																																																																					
	Category II/O&M for Phase-1	Equal Quarterly payment of 1.15% of total contract value for a period of 5 years after Go-Live of phase-1			23%																																																																																	
Category III/Incremental O&M for Phase 2	Equal Quarterly payment of 1.5% of total contract value for a period of 4.5 years after Go-Live of phase-2		27%																																																																																			
Note-Quarterly payment shall be subject to terms & conditions of the Contract and monthly achievement of SLAs.																																																																																						
Total			100%																																																																																			

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
49	Additional Clause	Non Standard terms & Conditions as compared to Other RFPs related to IT projects issued by Punjab Government	The Terms and Conditions of this RFP is Non-Standard and not in sync as compared to Other RFPs related to IT projects issued by Punjab Government in the past. Please change the T&Cs accordingly.	As per RFP
50	5.5.1 - Experience -Bidder/Prime member in case of consortium (3)	Projects of value more than Rs. 50 Crores each in the areas of Turn-key computerization of ULB functions in atleast 10 ULBs for Government/PSU projects in last 5 years in India.	Kindly explain that ULB functions means in the PSU projects.	As per RFP
51	5.5.1 - Experience -Bidder/Prime member in case of consortium (5)	Projects involving Integration of value more than Rs. 50 lakhs in India.	Kindly Please explain the definition of Integration in this clause.	Project involving integration of offered system with any other system.
52	5.2.7 Summary of Eligibility Criteria (6)	Should have SEI-CMMi Level 5 Certification and ISO 9001 Certification	Bidder/its Group companies should be at CMMi level 5 certification	Should have CMMi level 5 certificate in name of a) bidder OR b) any subsidiary company of bidder OR c) holding company of bidder OR d) any subsidiary of bidder's holding company. In case other than a), adequate documents/evidences to support the relationship between the companies must be submitted as part of Pre-Qualification proposal.
53	1.2 Specific Eligibility, Vol Iim, Page no. 4	Should have undertaken at least 3 e-Governance projects of value more than Rs. 50 Crores each in any or all of the following areas of: a. Turn-key computerization of ULB functions across multiple geographical locations b. Turn-key implementation of computerized system and O&M support for Government/PSU projects across multiple geographical locations in last 5 years.	Request to please clarify that bidders can submit the projects from Indian as well as global Government/PSUs organisations, as we have two projects from India and one from Philippines.	As per RFP. Projects of similar nature executed by bidder in India as well as other countries will be considered.
54	1.2 Specific Eligibility, Vol Iim, Page no. 4	Should have at least 1000 IT professionals on its rolls as on March 31, 2014 as evidenced by the certificate issued by the authorized person of Bidder's HR department	Request to please clarify that bidder can submit the employee strength on its roll including its subsidiaries else we request to please consider off rolls employees also.	IT professionals on the rolls of subsidiary company(ies) of bidder will be considered.
55	5.1 Enterprise Servers (30 Cores Servers)	Others Should have minimum 2 PCI/PCI e based slots scalable to 4 PCI slots	Should have minimum 2 PCI/PCI e based slots scalable to 3 PCI slots	This requirement is modified as below: "Should have minimum 2 PCI/PCI e based slots scalable to 3 PCI slot"

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
56	5.5 SAN Switch	The switch shall support different port types such as F_Port, E_Port, EX_Port.	The switch shall support different port types such as F_Port, E_Port, FL_Port.	The switch shall support different port types such as F_Port and E_Port.
57	5.5 SAN Switch	The switch should have USB port for firmware download, support save, and configuration upload/download.	The switch should have USB port for support.	This requirement is modified as below: "The switch should have USB port/remotely via SSH/Telnet, for firmware download, support save, and configuration upload/download. "
58	5.5 SAN Switch	Offered SAN switches shall be highly efficient in power consumption. Bidder shall ensure that each offered SAN switch shall consume less than 120 Watt of power.	Offered SAN switches shall be highly efficient in power consumption. Bidder shall ensure that each offered SAN switch shall consume less than 125 Watt of power.	This requirement is modified as below: "Offered SAN switches shall be highly efficient in power consumption. Bidder shall ensure that each offered SAN switch shall consume less than 125 Watt of power."
59	5.5 SAN Switch	Switch shall support POST and online/offline diagnostics, including RAStrace logging, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).	Switch shall support POST and online/offline diagnostics, including RAStrace logging/Equivalent, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).	This requirement is modified as below: "Switch shall support POST and online/offline diagnostics, including RAStrace logging/Syslog/equivalent, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port)."
60	5.10 Firewall	The Firewalls should be Hardware based, Reliable, purpose-built security appliance with 6 Nos. of 10/100/1000 Base Tx interfaces and 10G & 1G fibre connectivity.	The Firewalls should be Hardware based, Reliable, purpose-built security appliance with 6 Nos. of 10G & 1G fibre connectivity.	As per RFP
61	5.10 Firewall	The Firewall should provide advanced inspection services to detect and optionally block instant messaging, peer-to-peer file sharing, and other applications tunneling through Web application ports	The Firewall should provide advanced inspection services to detect and optionally block instant messaging, peer-to-peer file sharing.	As per RFP
62	5.10 Firewall	Comprehensive OSPF dynamic routing services	Comprehensive OSPFv6 and BGPv6	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
63	5.10 Firewall	Concurrent Sessions of at least 4,50,000	As connection per second also determine the performance of the firewall and critical parameter which can impact the firewall performance later. For this scalability we would like to recommend minimum 120K connections per second. Kindly confirm	As per RFP
64	5.11 WAN Router	All interface modules, power supplies should be hot swappable for high availability.	All interface modules, power supplies should be hot swappable/OIR for high availability.	This requirement is modified as below: "All interface modules, power supplies should be hot swappable/OIR for high availability. "
65	5.12 Core Switch	c) The forwarding rate should be scalable to 400 Mpps for both IP V4 and IP V6.	c) The forwarding rate should be scalable to 390 Mpps for both IP V4 and IP V6.	This requirement is modified as below: "The forwarding rate should be scalable to 390 Mpps for both IP V4 and IP V6. "
66	5.12 Core Switch	4. Support for 30,000 MAC addresses and 100K IP routes and 1000 multicast routes.	4. Support for 30,000 MAC addresses and 100K IP routes and 1000 multicast routes for IPv4 and IP6	As per RFP
67	5.13 L3 DMZ Switch	Minimum 32 supplicant of 802.1x per port	Remove this clause as, 802.1x is only applicable for access switches with client accessing network. DMZ switches do not require this feature	As per RFP
68	5.23 Intrusion Prevention System (IPS)	IPS should be available as a plug-n-play appliance.	Remove this clause	This requirement is deleted.
69	5.23 Intrusion Prevention System (IPS)	Filters traffic based on IP address or network range, protocol, and service in support of organizational security policy to allow/disallow specific types of activity between hosts. Should support Active/Passive and Active/Active for the appliance, the HA should be out of the box solution and should not requires any third party or additional software for the same.	Filters traffic based on IP address or network range, protocol, and service in support of organizational security policy to allow/disallow specific types of activity between hosts. Should support Active/Passive for the appliance, the HA should be out of the box solution and should not requires any third party or additional software for the same.	This requirement is modified as below: "Filters traffic based on IP address or network range, protocol, and service in support of organizational security policy to allow/disallow specific types of activity between hosts. Should support Active/Passive OR Active/Active for the appliance, the HA should be out of the box solution and should not requires any third party or additional software for the same."

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
70	5.23 Intrusion Prevention System (IPS)	HA solution should support High Protection that is should maintain state such that there is no gap in protection during failure of one of the appliances.	Remove this clause	This requirement is deleted.
71	5.23 Intrusion Prevention System (IPS)	IPS centralized management console should manage all the products network and Vulnerability Assessment solutions.	Remove this clause	This requirement is modified as below: "IPS centralized management console should manage all the IPS solution components."
72	5.33 Anti-Virus Solution	Gateway Security Web Content Filtering URL Filtering Features	Makes this as separate solution	As per RFP
73	5.41 Location Router (for ULBs/other offices)	Router shall have advanced Multi-Service Architecture delivering enhanced, integrated data, voice and security services	Does voice services means that router should be able to do conferencing, transcoding and Voice Gateway OR should be able to support and prioritize voice traffic.	As per RFP
74	5.43 Advanced Persistent Threats (APT) Protection	The proposed solution should support the native CEF, LEEF format for SIEM log integration	Pls change it to: "Solution should support SNMP, syslog for integration with SIEM Solution"	This requirement is modified as below: "The proposed solution should support the native CEF/LEEF/Syslog for SIEM log integration"
75	5.43 Advanced Persistent Threats (APT) Protection	Sandbox must supports multiple operating systems and for both 32-bits and 64-bits OS	Sandbox must supports multiple operating systems and for both 32-bits from day 1 and should have future 64-Bit support	This requirement is modified as below: "Sandbox must supports offered Operating System."
76	5.43 Advanced Persistent Threats (APT) Protection	Solution must be capable of performing multiple file format analysis which includes but not limited to the following: LNK, Microsoft objects, pdf, exe files, compressed files, .chm, .swf, .jpg, .dll, .sys, .com and .hwp	Solution must be capable of performing multiple file format analysis which includes but not limited to the following: LNK, Microsoft objects, pdf, exe files, compressed files, .chm, .swf, .dll, .sys, .com	As per RFP
77	5.43 Advanced Persistent Threats (APT) Protection	The proposed solution should have capabilities to configure files, IP, URLs and Domains to Black list or white list	The proposed solution should have capabilities to configure files, IP, URLs and Domains to Black list or white list and applications	As per RFP
78	5.43 Advanced Persistent Threats (APT) Protection		"solution should be capable of blocking threats on the following protocols: HTTP, HTTPS, SMTP, IMAP, POP3, FTP & NetBIOS-ssn in same appliance"	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
79	5.44 WAN Optimization Solution	2. Proposed solution should seamless able to integrate with industry leading data recovery solutions including, but not limited to ,CA XOSoft, Commvault, Dell Compellent, Dell EqualLogic, Double-Take -EMC Celerra Replicator, EMC SRDF/A, FalconStor, Hitachi HDS, HP & HP LeftHand (HP P4000), IBM Tivoli Fast Back, IBM Tivoli Storage Manager, NetApp SnapMirror, Symantec NetBackup	Proposed solution should seamless able to integrate with industry leading data recovery solutions	As per RFP
80	5.44 WAN Optimization Solution	5. Should support correct addressing, transparent addressing and correct addressing with server side transparency (CAST) mode of operation for seamless integration.	Should support correct addressing/ transparent addressing mode of operation for seamless integration.	As per RFP
81	5.44 WAN Optimization Solution	11. Network Interface: 1*10/100/1000 ports and 2 numbers of Inline Gigabit Ports Solution must support single instance store technology to store content on disk. Storage support should be 2TB	Network Interface: 4*10/100/1000 ports and future support for 2 numbers of 10 Gigabit Ethernet SFP+ Ports Solution must support single instance store technology to store content on disk. Storage support should be 2TB	As per RFP
82	5.44 WAN Optimization Solution		Detailed sizing at DR and Near DR WAN optimizing devices are missing	As per RFP
83	5.44 WAN Optimization Solution	12. Branch Locations	Will request to allow integrated hardware/software module option for branch locaitons as this will have better cost efficiency and operating efficiency over the WAN	As per RFP
84	5.44 WAN Optimization Solution	12. Solution must support single instance store technology to store content on disk. Storage support should be 500GB	Remove this clause	As per RFP
85	5.44 WAN Optimization Solution	12. Network Interface: 1*10/100/1000 ports and 2 numbers of Inline Gigabit Ports	12. Network Interface: 1*10/100/1000 ports and 2 numbers of Gigabit Ports	As per RFP
86	5.44 WAN Optimization Solution	14. Solution should support content aware deduplication for optimized compression history in order to meet desired performance. Solution should not keep protocol header information in compression history for superior matching when data is transferred using different protocols.	Remove this clause	As per RFP
87	5.44 WAN Optimization Solution	15. Should support correct addressing mode of operation for out-of-path deployment	15. Should support correct addressing/Transparent mode of operation for out-of-path deployment	As per RFP

Clarifications to queries received against Revised RFP floated on 24-07-2015 regarding "Implementation of e-Governance and automation in Urban Local Bodies and Department of Local Government, Punjab"

S. No.	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarifications	Clarifications by Purchaser
88	5.44 WAN Optimization Solution	Should support correct addressing with server side transparency (CAST) mode of operation. Correct Addressing with Server-Side Transparency should provide Correct Addressing mode on the WAN and Transparent Addressing on the LAN Application acceleration blueprints: Solution should provide Layer 7 application intelligence to mitigate not only the chattiness of legacy protocols but also to improve the performance of protocols such as	Should support correct addressing/ Transparent Addressing on the LAN Application acceleration blueprints: Solution should provide Layer 7 application intelligence to mitigate not only the chattiness of legacy protocols but also to improve the performance of protocols such as	As per RFP