

Pre-bid Queries- Rate Contract for Antivirus Solution for TPCODL, TPNODL & TPWOODL.

Sl. No.	Section No.	RFP Clause	Queries/Change Request	TP Odisha DISCOM Response
1	1.7 1.7 Qualification Criteria:	The intending bidder must have successfully undertaken at least the following numbers of similar assignments during the last three years of the value specified herein: a) One project of similar nature of not less than the amount Rs. 1 Cr. Or b) Two projects of similar nature of not less than the amount Rs. 50 Lakh (each) Or c) Three projects of similar nature of not less than the amount of Rs. 35 Lakh (each). Order copies has to be submitted by bidder in this regard.	Kindly amend "The intending bidder/OEM must have successfully undertaken at least the following numbers of similar assignments during the last three years of the value specified herein: a) One project of similar nature of not less than the amount Rs. 1 Cr. Or b) Two projects of similar nature of not less than the amount Rs. 50 Lakh (each) Or c) Three projects of similar nature of not less than the amount of Rs. 35 Lakh (each). Order copies has to be submitted by bidder in this regard.	Amended Clause for the Tender shall be read as follows: "The intending bidder/OEM must have successfully undertaken at least the following numbers of similar assignments during the last three years of the value specified herein: a) One project of similar nature of not less than the amount Rs. 1 Cr. Or b) Two projects of similar nature of not less than the amount Rs. 50 Lakh (each) Or c) Three projects of similar nature of not less than the amount of Rs. 35 Lakh (each). Order copies has to be submitted by bidder in this regard.
Sr. No.	Detailed Reference to Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TP Odisha DISCOM Response
1	2	3	4	5
1	8. Scope of Work & Service Lable Agreement	Will all three units (TPCODL, TPNODL, and TPWOODL) have a single central licence server deployed for all endpoints and servers, or will each unit have a separate server deployed?	Clarification	Individual Discoms already have separate Deployment Servers at their locations.
2	8. Scope of Work & Service Lable Agreement	2. Installing a client's agent is included in the Vendor's scope or not? Payment: Full payment after submission of bill within 45 days	Clarification	Client Agent installation will be under Vendor Scope.
1	7.1 Special Condition Of Contract		Clarification	Payment terms as per tender is reiterated below: "On delivery of the materials/ licenses in good condition and certification of acceptance by certified official, Associate shall submit the Bills/ Invoices in original in the name of DISCOM to Invoice Desk. The payment shall be released within 45 days from the date of submission of error free certified bills/ invoices."
Sl. No.	RFP Document Reference(s)	Clause Details as per RFP	Query / Clarification / Suggestion	TP Odisha DISCOM Response
1	1.3. Calendar of Events			
2	1.7 Qualification Criteria	(e) Last date and time of receipt of Bids: 03.01.2024; 20:00 Hrs	In view of the up-coming Christmas and New Year holidays where in the OEMs are not available for providing the necessary support required for RFP response preparation we would request TPCODL to kindly extend the bid submission deadline to 17th January 2024.	Tender calendar shall prevail.
3	1.7 Qualification Criteria	II. The intending bidder must have successfully undertaken at least the following numbers of similar assignments during the last three years of the value specified herein: a) One project of similar nature of not less than the amount Rs. 1 Cr. OR b) Two projects of similar nature of not less than the amount Rs. 50 Lakh (each) OR c) Three projects of similar nature of not less than the amount of Rs. 35 Lakh (each). Order copies has to be submitted by bidder in this regard	We have a PO which has the following deliverables as part of the scope of work: • Anti-Virus with EDR for Desktop • Anti-Virus with EDR for Windows based Servers • Anti-Virus with EDR for RHEL based Servers The order value of the above deliverables is more than INR 8 Crore. Please confirm the acceptance of the above PO as a valid project experience of "similar assignment" for Qualification Criteria compliance.	Tender terms & conditions shall prevail. Relevant order as per RFQ shall be considered.
4	1.7 Qualification Criteria	II. The intending bidder must have successfully undertaken at least the following numbers of similar assignments during the last three years of the value specified herein: a) One project of similar nature of not less than the amount Rs. 1 Cr. OR b) Two projects of similar nature of not less than the amount Rs. 50 Lakh (each) OR c) Three projects of similar nature of not less than the amount of Rs. 35 Lakh (each). Order copies has to be submitted by bidder in this regard	During the FY 2020-21 our organization underwent an internal restructuring exercise where in the Business Unit relevant for this RFP has been moved to a new company created as a wholly owned subsidiary of the main Parent Company. In view of the above we would request TPCODL to kindly consider the relevant project experience of both the Parent Company and the Subsidiary Company (Bidder) for Qualification Criteria compliance. Please confirm the acceptance of our request.	Necessary Documents for COI, AOA, company name change documents needs to be shared for consideration.
5	ANNEXURE I- Schedule of Items	IV. Bidder should be a company registered in India with an office in State of Odisha. Supporting documents to be submitted in this regard. In case of bidders not having Office in State of Odisha, they should submit the undertaking for opening of office in state of Odisha within 01 month after Award of order.	The Group Company / parent company has a registered office in Odisha. We understand that the office premise of the Group Company / parent company would be considered for Qualification Criteria compliance. Please confirm our understanding.	The same shall be considered. Self undertaking of the bidder has to be submitted.
6	B. Scope of Work & Service Level Agreement 1. Overview of required solution	The material (License) shall be delivered as per the location captured in the Release Order.	Please provide the complete address of all the locations where the solution has to be supplied & implemented.	Solution to be deployed across TP Odisha Discoms (TPNODL, TPCODL, TPWOODL). Licenses to be added to existing AV Environment and to be added under individual Discom Customer License Portal account.
7	2. Project Completion Timeline	Antivirus needs to be deployed and updated using the central management server over the Internet/LAN network. Our employee workforce is distributed and are connected over Internet and WAN connectivity. Request you to design a solution considering the above specified points and the points mentioned below.	We understand that the entire solution would be implemented centrally through remote service with no effort or activity at the end-user end. Please confirm our understanding.	Solution to be deployed across TP Odisha Discoms. Licenses to be added to existing AV Environment and to be added under individual Discom Customer License Portal account. Remote installation is applicable for Agent Client Installation & troubleshooting.
8	5. Scope of Work	The expected timelines for complete delivery and installation of Antivirus Solution at central server data center is 1 week from date of placement of purchase order and further 2 weeks for installation of Antivirus solution at every individual system.	In view of the size and complexity of the assignment we would request TPCODL to kindly amend the Project Completion timeline as suggested below: The expected timelines for complete delivery and installation of Antivirus Solution at central server data center is 4 weeks	AS PER RFP
9	5. Scope of Work	Install and verify antivirus client software for user workstation devices (desktop and laptop)	We understand that the entire solution would be implemented centrally through remote service with no effort or activity at the end-user end. Please confirm our understanding.	Solution to be deployed across TP Odisha Discoms. Licenses to be added to existing AV Environment and to be added under individual Discom Customer License Portal account. Remote installation is applicable for Agent Client Installation & troubleshooting.
10	5. Scope of Work	Provide two set of trainings to minimum five Nos of each DISCOM's employees on deployed antivirus solution for basic troubleshooting and the functionality of all features and applications of the solution.	(a) Please confirm if the training can be conducted virtually through online mode. (b) In case training has to be delivered through offline / physical mode then please confirm the location. (c) We understand that in case of training through offline / physical mode the bidder / vendor will provide only the Trainer and all other facilities such as venue, connectivity, projector etc. would be provided by TPCODL. Please confirm our understanding.	ONSITE TRAINING
11	(a) Maintenance Services	• The bidder is expected to provide post implementation support after go live for bug fixing, syncing issues, response time improvement, training, etc. • The bidder is expected to support for installation of upgrades available for central server.	(a) Please confirm if deployment of onsite support resource is required as part of the deliverables. If yes, then please share the location, support window and minimum head-count. (b) Please confirm if the required support services can be provided remotely from the centralized helpdesk of Bidder / OEM.	REMOTE SUPPORT ALLOWED
12	7. Delivery Time	(b) Response and Resolution Time 1 Hour Response Time and 6 hours resolution time	In view of the complexity of the project we would request TPCODL to kindly amend the call response & call resolution time as requested herewith: 4 hours Response Time and 10 hours resolution time	AS PER RFP
13	13. Liquidated Damages	The devices should be delivered within 4 weeks from issue of release order. Delivery will be accepted at Odisha, India.	We would request TPCODL to kindly amend the Delivery Time as suggested below: The devices / solution should be delivered within 8 weeks from issue of release order. Delivery will be accepted at Odisha, India.	AS PER RFP
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1	C. Scope of Work	In case uptime commitment of device as per SLA is not met, the same would attract a Penalty (ANTIVIRUS SOLUTION: Rs. 500 per day). The penalty money will be recovered from the payment due to vendor or through performance guarantee	We would request TPCODL to kindly introduce an overall cap of the penalty charges. Please confirm that the cumulative maximum penalty charges for the project will be a maximum of @ 5% of Rate Contract Value.	AS PER RFP
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