

**Schedule No 3 - Clarifications for queries raised by the Bidders - IFB No: MTDI/GOSL/IS/ICB/2016/15 - Volume 2 (as at 07.06.2016)**

Q#	Volume	Page Number	Item	Content detail	Questions	Responses
1	2	15	3.5.13	The employer will procure service providers in order for integrating existing solutions or for developing new solutions for beneficiary programs.	The stakeholder organisations are not clearly identified and listed in the BID document. The existing systems are not known and the level of improvement expected is also not known. Please clarify?	Please refer the bidding document carefully
2	2	24	4.3.7	4.3.7. The portable unit shall be easily carried, easily set-up and ready to use and all-in-one device.	Portable unit described includes the integration of multiple physical devices. However it is expected to be all-in-one device in the RFP. More information on this requirement will be helpful for the bidders to understand the right expectation.	It should be a portable all-in-one kit.
3	2	26	4.4.21		"The bidder shall provide appropriate tools for administering, monitoring and troubleshooting various software provided by them". Please share specific requirements.	Please refer the bidding document carefully. FYI - Software should be centrally administered and monitored.
4	2	26	4.4.20 / 4.4.27.3.3	4.4.20 - "The NDI solution shall have a Single-Sign-On (SSO) mechanism which will ensure that salient information and options are available to authorized users". 4.4.27.3.3 - "SSO API - it is required to provide API to be used for single sign on purpose."	Please provide unique scenarios in which SSO will be used and the actors?	SSO refers to the standard web definitions
5	2	48	-	-	When the HTM receives a digital instruction from a welfare institution for a fund transfer, should the transaction flow be automated or do you anticipate user involvement (i.e.: for approval and validation)?	Automated, using business rules. Business rules should be created by Administrators
6	2	32	4.4.28.2.1.1		"Speed & Response Time for authentication". Can we know the basis for proposing 1 sec response time and similar standards as we would like to understand the user story boundaries governing these SLAs?	Bidders Responsibility
7	2	71	6.1.2.1		Please provide 1. Response and resolution SLA duration for deskside support services for critical and non-critical locations 2. Average handling time for Helpdesk 3. First Caller Resolution % for Helpdesk	Refer Section 5 Warranty and Service Level Agreement (SLA). The bidder shall provide 24x7 Help Desk support. At the end of the contract period, the bidder shall ensure that the support knowledge shall be transferred to a party specified by the employer.
8	2	-	-		Is the service provider expected to bring in new ITSM ticketing tool, monitoring and other management tools? If no, can the existing tool be leveraged?	Bidders Responsibility. Bidder can also subscribe to a cloud based service ticketing tool

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9	2	-	-		For service desk, what are the modes by which the end users can contact the service desk	Calling, emails, chat
10	2	-	-		We understand that connectivity between the two datacentres has already been established. Is the service provider expected to procure additional bandwidth for the two data centres?	NO.
11	2	-	-		Are the 2 datacentres owned by Ministry of Telecom or co-located with other parties?	Not applicable
12	2	73	7.1.1		Is the service provider expected to load the end user laptops with MS Windows operating system?	Bidders responsibility, as per the solution.
13	2	-	-		Please provide the volumetric distribution of users across the locations in scope.	Not applicable
14	2	-	-		For Datacenter, what are the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements?	RTO = 1 minute, RPO = 15 minutes
15	2	-	-		What is the expectation around backup policy, replication strategy on storage (async, sync etc.)?	Bidder has to propose the best and most suitable backup and replication policies and architecture.
16	2				No. of ports required is not mentioned in the specification. Also clarify whether the requirement of 10G copper ports or fibre (SX) ports is in scope?	Bidders responsibility, but preferred fiber
17	2	-	-		Explain how NDI/HTM systems will be used if funds/subsidies are transferred to a beneficiary group or an organisation? Because the concept or the process of authenticating an individual might not be applicable in this scenario.	Please refer the bidding document carefully
18	2	37	4.6		Please elaborate more clearly on what is the expectation of Phase 1 DTC Cards and the timelines for Phase 1 delivery. Also please mention, what is the phase 1 successful criteria to initiate phase 2 and phase 1 cards replacing procedure with phase 2 cards.	Please refer the bidding document carefully
19	2	20	4.1.31		Under List of documents to be provided: Other than the compliance check list on RFP for functional and non-functional requirement(s) , what are the compliance document(s) expected to be delivered by the bidder? Other than periodic / ad-hoc internal audits that will be conducted by the employer, what are the IS Audit reports and certifications expected to be delivered by the bidder?	Bidders responsibility.
20	2	-	-		Are you open for commercial software? i.e. Database, Document Management System - (DMS), Workflow and API Management solutions ect?	Bidders responsibility.

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21	2		3.5.6/4.1.2		Need clarification on scope of device procurement on DI. (Section 3.5.6 bullet 2 under DI subheading) "Employer will procure required biometric & data capturing devices and other equipment" contradicts with section 4.1.2 - Bidder compliance Supply, delivery, installation & commissioning of data collection equipment ..."	Bidders responsibility.
22	2	-	-		Does the vendor/bidder have the liberty to propose alterations to the architecture, hardware and database configurations ect if we see a risk in not being able to meet performance requirements?	Strict to the basic architecture, improvements can be proposed under the relevant section.