

CBEC RESPONSES_THIN CLIENT LAN RFP [28082006]

Serial Num	Ref Answer Num	Query Raised on :	Query	CBEC RESPONSE
1	79	Infrastructure	If there are two or more Range offices / divisions etc. in the same building, can the infrastructure (UPS,DG sets, LAN)be clubbed into one single set or it needs to be physically separated for every office in the same building also.	Infrastructure can be clubbed for offices in the same building.
2	Section 5, Page 16	Thin Clients	As per the RFP, wherever there are less than 3 ranges in a building, no LAN needs to be provided. However, without a LAN and associated WAN connectivity, these thin clients will not be able to access any applications in the central data centre or have any usable storage space. Please clarify if the LAN is not required in such a situation.	Specifications for Thin clients includes serial port,RJ-45 and USB ports which can be used to connect to an external dial up modem or a broad band connection. [PPP: normal dial up /PPP on E: point to point protocl on ethernet /PPP-TP: PPP tunneling protocol]
3	87	L-1 Application Support	Please provide us with a list of Applications which require L-1 support to enable us for cost estimation	ICES [customs application]; ACES [service tax and excise application]
4	88	SLA	Other clauses of tender permit 4 hours of resolution time, while CBEC has specified in clarification response no.88, individual downtime incidents can not be longer than 1 hour per incident. This is a contradiction. Please clarify.	The one hour cap is for measurement of down time of a node on a quarterly basis.
5	91	EMS	EMS has not been asked for in the tender. Please clarify if an EMS is required to be supplied by the vendor.	EMS not required. However to be read with clause 9.1 of section V.
6	101	SLA	The first sentence specifies the up-time to be 99% whereas the second sentence of the answer doesn't permit me to utilise the leverage hours available as per the 99% uptime SLA , so both are contradictory. Please clarify.	The one hour cap is for measurement of down time of a node on a quarterly basis.
7	102	LAN	The answer applies to a WAN and doesn't have any relevenace to any LAN & Thin client. Request if this clause can be deleted.	Switch is a network device. the QoS applies to all the LAN devices so that there can be a chain for monitoring the LAN + WAN till the node.
8	144	Print Servers	Please confirm if the Hot Swap PCI slot feature has been deleted.	"Hot swap PCI slot" feature has not been deleted.

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9	195	Helpdesk	Clause in tender says that 24 x 7 telephonic support required but according to another clause in the tender, the helpdesk is reqd for the business hours only which is a maximum of 16 hours for Customs locations and 12 hours for Excise and Service Tax locations. Please confirm which clause is correct.	International airports have business hours defined as 24 hours. Hence in effect the help desk would need to be operational 24x7.
10	200	Helpdesk	Please tell us a tentative time schedule of the setting up of the CBEC national call center as proposed in the tender to help us estimate the time duration for which the vendor operated call center shall require to be operated.	By end of 2007
11	205	DG sets	Since consumables like Diesel and lubricating oil, filters etc. depend on the actual usage, which in turn is dependent on the power outages, it is not possible to arrive at a reasonably accurate estimate of expenditure. It is requested that the cost of such consumables is separated from the tender cost and reimbursed by CBEC on actuals.	Estimate is required to be included in the bid for a period of six hours of usage on any working day. However the reimbursement would be only on actuals.
12	212	Price	Since the price changes with volume of the equipment, we request that the variation in quantity should not be more than 5% from the stated/quoted quantities. Please confirm.	payment is on actuals and the quantity has been given for each kind of equipment to arrive at a bid price.
13		Infrastructure	If both, Customs and Excise are in the same building by chance, then can their infrastructures be clubbed into a single solution (LAN Switches, DG sets, UPS)?	Yes.
14	94,95	Training	(A) CBEC has specified the training contents for the Level-1 training, but for Level-2 training, no such details are provided. Please provide a brief detail of this training and also confirm if Level-2 training is also required for all 20,000 persons.	Level 2 training refers to the training support for the call centre service providers.
15	94,95	Training	(B) Please clarify whether the physical infrastructure (room, sitting arrangement, projection system, catering arrangement for tea/coffee etc.) shall be made available by CBEC in various office locations or these resources need to be arranged by the vendor.	Arrangements would be by CBEC's offices.