

## Employer's Response to Bidder's Query for KUKL/G/03/22

(Supply & Installation for the upgradation of Computerization and Automation of KUKL Billing and Accounting System)

Query No.	Reference clause	Query	Response
1	For both LOT – 1 and 2	Can we combine only software part in LOT 1 and only hardware part in LOT 2. Doing this will make easy for both software bidders as well as hardware bidders. Can we make the amendment in the RFP document?	It is as per the bidding document provided earlier.
2	For both LOT – 1 and 2	Bid Submission date – Jan 11th 2019 Due to Christmas and New Year; we are not getting a proper response from OEM outside the country.  So, we request you to extend the submission date by 14-30 working days.	We have more than one-week time even after issuance of Addenda. So, this period is assumed to sufficient for the bidders.
3	Section 3 2.2.1 Contractual Experience	"Successful completion as main supplier within the last 3 (three) years, of at least 2 (two) contracts each valued at not less than for: Lot-1: 38.37 million NPR or equivalent USD, Lot-2: 38.865 million NPR or equivalent USD, with nature, and complexity similar to the scope of supply described in Section 6 (Schedule of Supply)."  Since this is the national competitive bidding, there are very limited software company in Nepalese market who have developed the software product of that worth. So can we have amendment on this?  In case of Nepal, such greater will value will not be able to meet by the vendors To meet this value there must be at least JV between 4 or more companies which further might create internal issue with JV companies.  Here we request you to ask the possible bidder to show their expertise by the project they had made success and the nature of task they are performing in the society's requirement instead of asking for	The contractual experience requirement is as per ADB's User's Guide for Procurement of Goods 2016

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		greater value	
4	Section3 2.3.2 2.3.2 Size of Operation (Average Annual Turnover)	<p>"Minimum average annual turnover for (i) Lot-1 NRs 76.74 million or equivalent USD and  (ii) Lot-2 NRs 77.73 million or equivalent USD Calculated as total payments received by the Bidder for contracts completed or under execution over the last 3 (three) years."</p> <p>In case of Nepal there are very limited number of customer and value of project will be lower but the major value will be covered under the support and customization process required in following years.</p> <p>The turnover value is the very maximum in case of companies in Nepal; we guess this is as per the guideline of ADB, 2016 and was especially for construction works and incase of IT Hardware and software, vendors will have issue to meet this.</p> <p>This greater value will only be met by few companies like 2-3 not more than that.</p>	The turnover requirement is as per ADB's User's Guide for Procurement of Goods 2016
5	Section 3 2.2.2 Technical Experience	<p>Section 3 2.2.2 Technical Experience of page 3-9 for both Lot-1 and Lot-2 says that the goods offered have (I) Been in production for at least three(3) years (II) been sold a minimum of three(3) units of similar type and specification over the last three(3) years (III) Been in operation for a minimum of three (3) years</p> <p>How to relate this clause if we want to upgrade the existing software? Or this clause doesn't apply if we want to upgrade the existing software (which is we are providing service not goods)</p>	This clause is not applicable for software.
6	Section 3 2.2.2	<p>Section 2.2.2 page 3-9 The bidder shall demonstrate that the services offered have (i)</p>	The bidder shall ensure handling 500 concurrent users in both the cases.



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	Technical Experience	been in service with an ability to handle 500 concurrent users for at least two years  How to justify this clause_if we are upgrading the existing software (which we are providing service) instead of providing our software products.	
7	Section 3 2.2.2 Technical Experience i	"The Bidder shall demonstrate that the goods offered have: (i) Been in production for at least three (3) years and"  There are multiple products and Manufacture do not provide such declaration, so request to accept the Bidders declaration	The Bidders should establish the requirement through their convenient document; however, it should be authentic in case of clarification
8	Section 3 2.2.2 Technical Experience ii	""The Bidder shall demonstrate that the goods offered have: (ii) been sold a minimum of 3 units of similar type and specification over the last 3 year"  There are multiple products (bid includes from Software, hardware to motorbike), it is difficult to get reference for all the products so we request you to ask such reference for major Components only and also accept user reference of Manufacture as well	The Bidders should establish the requirement through their convenient document; however, it should be authentic in case of clarification
9	Section 3 2.2.2 Technical Experience iii	""The Bidder shall demonstrate that the goods offered have: (iii) Been in operation for minimum of 3 years:"  Request you to ask the reference for major Components only and also accept user reference of Manufacture as well	The Bidders should establish the requirement through any available convenient documents; however, it should be authentic in case of clarification
10	Section 3 2.2.2 Technical Experience i	"The Bidder shall demonstrate that the services offered have (i) Been in service with an ability to handle 500 concurrent users for at least 2 year"  There are multiple services so we would like like to request you to specify the major components for which reference is required	The Bidders shall establish that the software services which will be used by multiple users at a time should meet the requirement
11	Section 3 2.2.2	"The Bidder shall demonstrate that the services offered have (ii) Been implemented such service of similar type and	The Bidders shall establish that the software services offered should meet the specified


  
 4/3/22    [Initials]    [Initials]    Satish    [Signature]

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	Technical Experience ii	specification for minimum 1 year financial institution or Government/Semi Government organization or utility operator over last 2 years" There are multiple services so we would like to request you to specify the major components for which reference is required	requirement
12	2.2.3	"The bidder or manufacturer shall demonstrate that it can supply the type, size and quality of the goods and quantity of the goods as requested by purchaser in accordance with delivery and completion Schedule in Section 6." Applicable for software but for hardware Manufacturer doesn't issue such letters, so the declaration from bidder should work to fulfill this requirement.	Yes
13	LOT-1	The RFP mentions about licensing of the billing software. As per pre-bid meeting discussion, the bidders are open for both upgrade of the existing software as well as providing the products. Please clarify the licensing issue.	Refer to Addenda 1
14	Section 6 2.1.7 Firewall for Data Center	No Firewall Subscription is mentioned. As it is the Firewall for Data Center- We suggest it need to have firewall subscriptions like antivirus and IPS, anti-spam, URL filtering, sandbox	Refer to Addenda 1
15	Section 6 2.1.12 Storage Area Network	Do we need variable host controller?	Yes
16	Section 6 2.1.12 Storage Area Network	Do we need more RAID Controller all version mentioned?	Yes
17	Section 6 2.1.12 Storage Area Network	Why do you need unified storage protocol?	Yes, both the storage protocol types are required
18	Section 6 1.12.1 Providing Email Service and Facilities to the	No details were mentioned, whether cloud based or on-premise Request you to let us know which type of email server who are looking for? Is it cloud-based or on-premise one?	The cloud-based solution is required and it should be within the border of the country



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	Employees	Please confirm.	
19	Section 6 2.1.11 Upgradation of License	Existing ASA license problem will occur because OEM will support the older reseller	License for existing ASA device is required
20	2.4.1	"Operating System for Servers" Pls check if the qty of OS in BOQ will be sufficient for the both servers (2 servers x 2 processors with 16 cores each)	Quantity specified in BOQ is sufficient
21	2.4.5	"Auto Backup" Please provide the no of processors to be backed up.	Please refer to Quantity in BoQ 2.4.5
22	Section 6 2.5.1	"NMS" We would like to request to remove the authorization requirement for Open source software as there is option to propose open source NMS.	The authorization letter is not required for Open source software.
23	For both LOT – 1 and 2	Please let us know whether the internet connectivity is on Lot-1 or is it on Lot-2 because as per financial it's on Lot-1 but as per technical it's on Lot-2.	It is in LOT – 1. In the event of any discrepancy or inconsistency within the contract document, then the documents shall prevail in the order as listed in contract agreement form of the bidding document.
24	Section 6 1.12.1 Providing Email Service and Facilities to the Employees	Please let us know about the email solution required ie do you want to update on your existing one want to have the new solution	The bidder can propose the solution based on the existing domain of KUKL
25	For both LOT – 1 and 2	Regarding the previous software, will be able to get the source code once any bidder is awarded the bid.	Yes
26	Section 6 2.1.11 Upgradation of License	License renewal for Cisco ASA 5512, Please provide us the serial number of the device- we need it to request OEM for the license.	The serial number will be provided
27	LOT-2	Device Colocation, please provide us the lists of that devices that need to be collocated along with the power calculation which will be required to operate the devices	The specification is provided in Section 6 2.1.14

