

Clarification 2

04 March 2009

**Support & Maintenance of the
Government Network of Maldives**

Clarifications

Question 1: Will NCIT provide storage space for spare equipments?

Answer to Question 1: NCIT can provide storage space for spare equipments. However it will be the responsibility of the Contractor to ensure the safety of these equipments, NCIT will not be held responsible for any damages incurred while in storage.

Question 2: The Tender Specification requests a maintenance cost for the WiMAX network, as this is the responsibility of the service provider, what would be the scope of the support & maintenance contractor.

Answer to Question 2: The support & maintenance of the WiMAX network will be provided by the contractor. As the WiMAX equipments are installed under this project, the support & maintenance of the WiMAX equipments and network should be undertaken by the support & maintenance contractor.

Question 3: Is there a requirement for minimum number of spare equipments to be maintained?

Answer to Question 3: The bidder is requested to propose the number of spare equipments to be maintained, such that the availability requirements of the network can be met.

Question 4: Is there a recommended/required spare for equipments that have reached the "End of Sale"?

Answer to Question 4: There is no specific requirement for spares for equipments that have reached the "End of Sale". The bidder is free to propose any equivalent equipment as long as the network availability requirement is maintained.

Question 5: Will NCIT facilitate us to establish communications with the equipment vendors?

Answer to Question 5: It is the responsibility of the bidder to establish communications with the equipments vendors to arrange the necessary warranty for the equipments.

Question 6: As the tender document demands should the bidder provide detailed costing such as "per visit" cost, "per site" cost, "per device" cost etc.

Answer to Question 6: Bidders are advised to provide as much detail in breakdown of the costs so that when there is any change of the scope of the network the cost of the maintenance of the network can be amended accordingly when required.

Question 7: Please provide the following information for the VSAT:

- a. Equipment Brand
- b. Service Provider Name
- c. Service Provider's Scope

- d. Previous Service Agreement details, if any.

Answer to Question 7:

- a. Satellite Hub is by Andrew and Island VSAT terminals are by Agilis.
- b. Service Provider Name: Currently bandwidth taken from INSAT 4A managed by the current contractor. The support and maintenance contractor will be required to maintain the satellite bandwidth as well in liaison with the satellite bandwidth provider after handover.
- c. Satellite service provider should provide service levels that are required to provide end-to-end availability of 99.8% and a maximum Bit Error Rate (BER) of 10^{-6} even in rain conditions.
- d. Currently there is no service agreement except for the requirement to meet the terms stated in point c above.

Question 8: What are the payment terms?

Answer to Question 8: The payments terms may be negotiated. NCIT proposes to make payments quarterly or every 6 months. The payment will always be made after the end of the service period after performance review.

Question 9: What are the penalty terms?

Answer to Question 9: Exact penalty terms will be stipulated in the service level agreement which will be formulated by the time of contract awarding. The penalties will be based on how the contractor meets the service levels and availability requirements.

Question 10: Please provide existing system configuration diagrams.

Answer to Question 10: Please see Attachment 1 for the detailed diagrams of the GNM setup.

Question 11: Will the existing supplier handover the equipments to the maintenance contractor with serial numbers for the maintenance contractor to give warranty prices for the equipments?

Answer to Question 11: Full inventory of the equipments with serial numbers will be provided at the time of handover.

Question 12: Is the maintenance contractor required to maintain a service level with the ADSL service provider (Dhiraagu) and is the maintenance Contractor required to maintain the ADSL service provider's equipments?

Answer to Question 12: NCIT will manage the service level agreement with the ADSL service provider and the GNM maintenance contractor will not be required to maintain any of the ADSL service provider's equipment.

Question 13: Contractor has to show the problem resolving process and the reporting structure. Where can the maintenance contractor setup the helpdesk and the software etc?

Answer to Question 13: A station will be provided for the maintenance contractor at the NCIT NOC. The maintenance contractor may setup monitoring software and equipment at NCIT premises after review and approval by NCIT. Any additional software shall compliment or provide additional performance to the existing monitoring tools instead of replacing them.

Question 14: Where can the contractor locate their staff when they recruit maintenance staff for the project? Will NCIT provide locations and work premises?

Answer to Question 14: The maintenance contractor is fully responsible to manage all the logistics including food and accommodation of the maintenance staff. NCIT will not provide any facilities or premises for the maintenance staff except for the work station provided at the NCIT NOC.

Question 15: What are the NCIT requirements for the capacity and availability of the Hosting Facility?

Answer to Question 15: The maintenance contractor is required to provide support and maintenance for the network part of the hosting facilities (which is the routing and switching equipment) same as any other part of the network. The network maintenance contractor is not required to provide support for the application servers. The capacity and availability of the application servers will be managed by the application maintenance contractor.

Question 16: What are NCIT's security audit requirements? Does NCIT require penetration tests by recognized firms?

Answer to Question 16: Security Audits will be carried out independently by Security audit consultants hired by NCIT. The maintenance contractor will be required to take remedial actions for any issues identified by the Security consultant as well as any issues identified by NCIT and the maintenance contractor too.

Question 17: What is the level of redundancy in the network?

Answer to Question 17: See Attachment 1 for the redundant connectivity of the core equipments. There are currently 37 sites with physical fibre redundancy (dual fibre connectivity) which includes all ministries and main government agencies.

Question 18: "Cisco 4507R Chassis" only mentioned in the BOM do we have to cover only the chassis under maintenance?

Answer to Question 18: The maintenance contractor shall cover all the equipments including all modules and components and parts that are in the scope of the GNM. Full details of all the equipments including the modules and parts will be provided at the time of handover.

Question 19: Can the bidder provide services from Off shore location? Or the bidder is expected to perform only from the NOC implemented in Maldives?

Answer to Question 19: The maintenance team should be located in Maldives. Only the technical staff helping the NCIT staffs with monitoring and manning the helpdesk will be operating from the NCIT NOC. Work premises for the rest of the maintenance staff should be provided by the maintenance contractor.

Question 20: Can the bidder respond to only particular set of services rather than the entire scope?

Answer to Question 20: No. The maintenance contractor should cover the entire scope of support and maintenance of the GNM.

Attachment 1

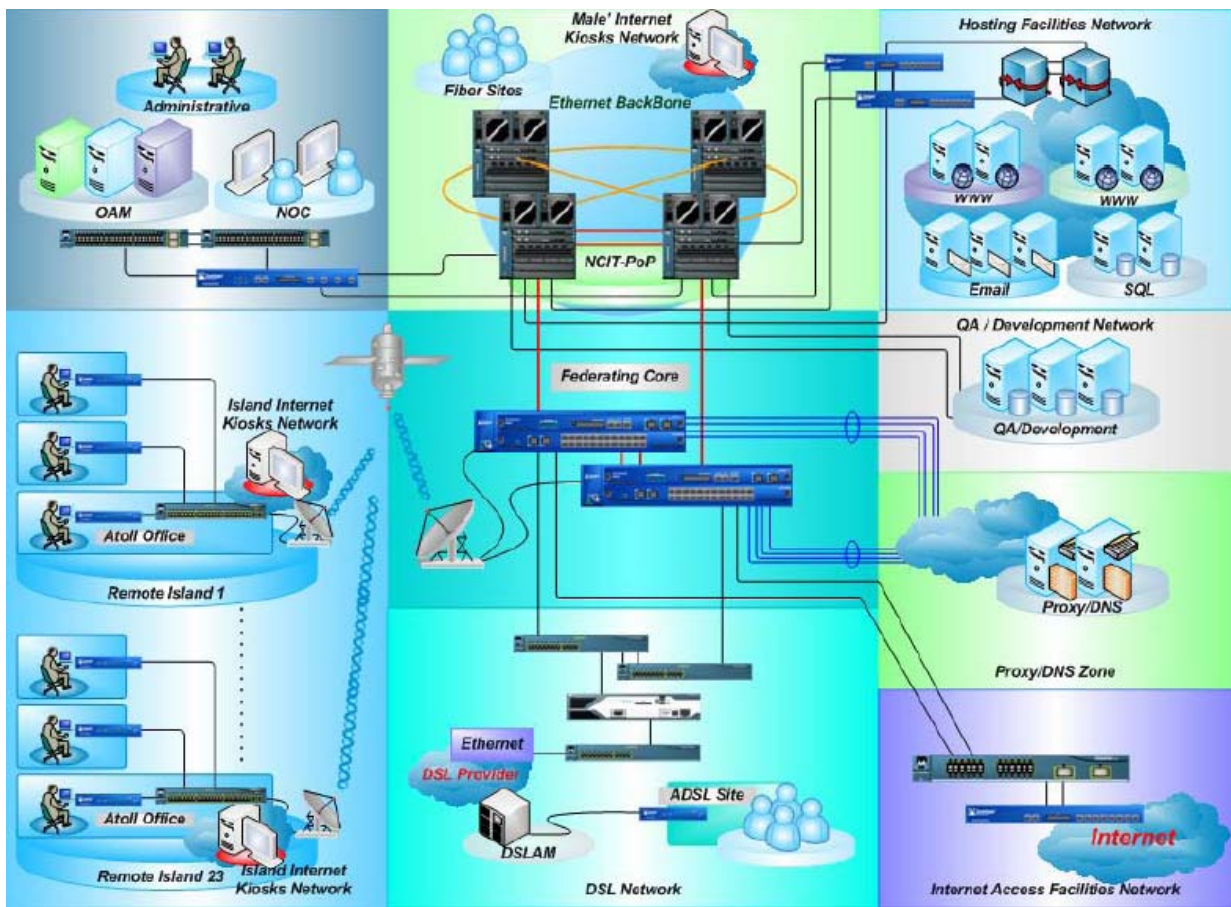


Figure 1: Diagrammatic representation of the core equipment showing redundant connectivity. There might be minor changes to the connections at the time of handover.