

**Tender CE - 25**  
**Reply of Queries**

S.No	Queries from Bidders	Reply from DMRC
<b>Queries received through E - Mail</b>		
<b>01</b>	Procurement, setup and support of server hardware and base software (e.g. OS, RDBMS, app server, Web server, MS Excel etc.) will be in DMRC scope. Contractor to provide application software on license basis.	No, all are in the scope of Contractor
<b>02</b>	SMS and E - Mail gateway will be provided by DMRC	To be provided by Contractor
<b>03</b>	If cloud is not an option why do the contractor has to follow meghraj policy guidelines.	To seek changes in web based user interface in future tender terms and conditions for policy may be changed, so bidders to take care of guidelines of Meghraj
<b>04</b>	Please elaborate on your requirement for maintenance portal and predictive maintenance and part replacement log	Please follow tender conditions.
<b>05</b>	What data polling frequency for lift, escalator and equipment would be required by DMRC ?	Real time basis.
<b>06</b>	By web based application, DMRC means that access will be browser based over intranet or internet?	Both , Intranet or Internet
<b>07</b>	Implementation of security policy and configuration would be in the scope of DMRC?	Scope of contractor
<b>Queries raised during pre bid meeting</b>		
<b>08</b>	Price of fiber optic cable laying from SCR to TER ?	As the length of fiber optic cable may vary as per site conditions, so DMRC will pay the price of per meter length of cable separately based on actual.
<b>09</b>	Requirement of storage capacity for backup of data ?	Storage capacity for backup of data should be minimum one year after that contractor should provide a suitable hardware to store the backup data.