Queries and Replies for the RFP # 2741

s.#	Queries	Response
1	Does 12/7/365 monitoring require a dedicated vendor monitoring team or only remote support?	Refer to RFP Section VI Scope of Work –Clause b)
2	Please define the expected response and resolution times (SLA) for critical and non-critical issues.	Refer to RFP Section VI Scope of Work –KPI Table
3	Will NRSP provide secure VPN/remote access for monitoring and troubleshooting?	YES
4	Which SolarWinds modules and licensed features are required to be configured?	Refer to RFP Section VI Scope of Work –Clause c)
5	Are monthly and quarterly preventive maintenance reports both required?	YES
6	How many NRSP IT staff members require training, and should it be onsite or online/Local or International training?	YES, Onsite or Online any method
7	How many onsite visits are expected annually, and which data center locations are covered?	NRSP Data Center, Sihala, Islamabad, it depends successful bidder can effectively handle remotely
8	Are additional NMS-related tasks included in the annual support contract or treated separately?	in support
9	The minimum operating experience requirement be reduced to at least 2 years. This amendment would enable more technically capable and qualified firms, including Leading Edge Technologies, to participate and offer competitive solutions and services, ultimately benefiting the procuring organization.	To obtain healthy competition, we should consider 2 years' experience / SECP incorporation but with same three Purchase order requirements for SLA services in NMS.