

**RFP NO: 12/NBN/2024**

**“Licenses Renewal and support for network management system “SolarWinds”**

**Q and A**

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Q1	<p>The RFP document outlines that the solution should include the supply, delivery, installation, configuration, testing, support, and warranty for each item provided. It also specifies a 45-day project duration starting from the commencement date, followed by 36 months of support, maintenance, and warranty from the preliminary acceptance date. Additionally, the Winning Bidder Activities section mentions that the integration into the existing network manager is required.</p> <p>Q: Given that this is a 3-years license &amp; support renewal, could you confirm if the project timeline aligns with the fixed start and end dates set by Solar Winds? Furthermore, could you provide more details about installation, configuration, and integration?</p>
A1	<ul style="list-style-type: none"><li>• The start and the end dates of the project will be determined by MODEE (commencement date of the project), these dates will not be set by Solar Winds.</li><li>• Installation, configuration, and integration will be implemented during 45 days after the commencement date.</li><li>• The support period (36 months) will be started from the date of the preliminary acceptance date.</li></ul>