CLARIFICATION #2: Supply of (i) Lot 1- Remote Control Software and (ii) Lot 2 - Cloud Connector (MCA-N/PM/SH/039)

SN	Questions	Response of Millennium Challenge Account
		Nepal (MCA-Nepal)
1.	We are participating as an OEM in the tender bid process for the "Supply of (i) Lot 1- Remote Control Software and (ii) Lot 2 - Cloud Connector" having Ref No: 'MCA-N/PM/SH/039'. We have few clarifications with respect to the RFP compliance points for "(i) Remote Control for System Maintenance – 2 Agents License (5 YEARS) - Schedule Sessions: ORIGINAL • The system shall be capable to manage any planned or unplanned remote session as demanded by the client. • Support scheduling need to work with mail clients like Microsoft Outlook or Google calendar system. FACTS Our system always generates the unique session code for security reasons, to prevent anyone abusing the system. It can be generated in advance, but in this case, the session window on the admin side should be opened. -> Invitation to join the one-time session can be sent directly via email, but with no data to sync with MS Outlook or Google Calendar. Admin can easily send invitation via MS Outlook or Google Calendar and paste the join session link there. -> Again, due to security reasons, this is not a practice in the remote desktop industry, to send links in a such way, to prevent abuse. -> Another way to establish the session is via pre-installed agent, which is the industry standard when the administrators providing the remote support inside the organization or for different departments. In that case, they just need to send the MS Outlook or Google Calendar	
	invitation and there is no additional work.	- Yes, we encourage participating in the bidding process along with the ticketing system.

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2.	Please note our Maximum amount of contract length is 3 years. Would that cause any issues? Still ok to proceed with a max contract length of 3 years?	Yes, some products offer maximum 3 years of subscription. In this case, vendor can propose the total costs for: ONE 3-YEAR subscription, and ONE 2-YEAR subscription.