Ref. No.: NDCL/CTO/ICB/02/083-84
Cha. No.: 203

Date: November 06, 2026

Subject: Issuance of Clarification No. 1

To,
All Prospective Bidders,

With reference to the Tender IFB No. NDCL/CTO/ICB/02/083-84 for Supply, Delivery, Installation, Testing, Commissioning and Support of a Convergent Real Time Billing and Customer Support System in Virtualized Platform, we hereby issue Clarification No. 1 in response to queries submitted by prospective bidders.

With Regards,

Drawendra Kumar Chaudhary
Manager,Central Procurement Department
Office of Chief Technical Officer
Nepal Telecom, Bhadrakali, Kathmandu

NEPAL DOORSANCHAR COMPANY LIMITED

Clarification-1 for IFB No. NDCL/CTO/ICB/02/083-84
for
Supply, Delivery, Installation, Testing, Commissioning and Support of a Convergent Real Time Billing and Customer Support System in Virtualized Platform

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
1	Procurement & Qualification	1. Invitation for Bids, Clause 3 (IFB-5): .	The Bidder shall submit along with the Bid Proposal the original Tender Document purchased from Nepal Telecom with duly filled compliance statement on each and every clauses of Section V. The submitted original tender document shall be sealed with official seal of Bidder and signed by authorized person on each and every page.	The tender requires bidders to provide clause-by-clause compliance statements for Section V and submit the original bidding document purchased from Nepal Telecom, duly signed and sealed on each page. Since the original bidding document was issued in hard copy, please confirm whether bidders may prepare the Section V compliance statements electronically, print them, and attach them to the original purchased bidding document, instead of manually completing the compliance statements on the original hard copy.	The requirements in the bid document regarding the bid submission is self explanatory. Please also refer Section I: ITB, Clause 22 and 23.
2	Section I	Section I, ITB 39.3–39.7 Section III §1.3		ITB 39.3 provides for selection of the bid closest to the Average Bid Price. Please define "substantially higher than the cost estimate" and confirm the sequence for applying arithmetic corrections, capacity/item loading and inter-head price absorption before calculating the average. Please also clarify when the exception under ITB 39.7 applies.	The comparison with average is made on the evaluated price of the different bids, after completion of corrections, adjustment of discounts, other adjustments due to non-material non-conformities or omissions, inter-head unit price absorption etc. Please refer Section I: ITB, Section II: BDS and Section III: EQC for more details.
3	Section I – Instructions to Bidders	44.1	44.1 Within fifteen (15) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security in an amount equal to 5 (five) percent of the Bid Price excluding VAT but including PS in accordance with the Condition of Contract, from Commercial Bank or Financial Institution eligible to issue Bank Guarantee as per prevailing Law in Nepal using Sample Form for the Performance Security included in Section VIII (Contract Forms) or another form acceptable to the Purchaser. The performance security issued by any Foreign Bank outside Nepal must be counter guaranteed by Commercial Bank or Financial Institution eligible to issue Bank Guarantee as per prevailing Law in Nepal.	1. Please clarify whether the "Bid Price" used as the basis for calculating the 5% Performance Security is limited to CAPEX, or it includes OPEX (Third Level Support Services and Extended Third Level Support Services) . 2. Please clarify the meaning of "PS" referred to in Clause 44.1. Does it means " Professional Services"?	Performance security is 5% of the total contract price which shall be valid for a period one month more than the completion of warranty period. "PS" is Provisional Sum. Please refer to the relevant clauses with regards to PS in the tender Document.

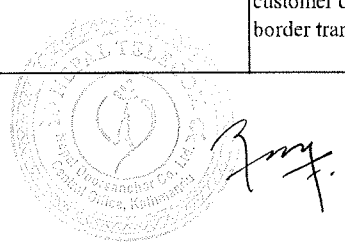
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4	Section II	BDS ITB 4.2 ; EQC §2.4.2		Please clarify how OCS and CRM manufacturing and delivery experience may be demonstrated by different JV members or by a bidder and its parent/holding company. Please confirm whether experience of an authorised product OEM that is not a JV member may be relied upon, and specify the supporting commitments required for each permitted arrangement.	For Parent/holding company, please refer Section II: BDS, Clause ITB 4.2. Only the experience of JV member shall be considered.
5	Section II	BDS ITB 42.1 ; Section V §1.5.10		Please clarify how the ±15% award-stage quantity variation applies to subscriber licences, indivisible software platforms, hardware capacity and support services. Please confirm how corresponding hardware dimensioning, licence quantities, implementation scope and unit prices will be adjusted when the subscriber capacity changes.	The variation of ±15% applies to the offered quantity and shall be finalized during award of contract as per ITB 42.1
6	Section II	C. Preparation of Bids ITB 12.2 (h)	viii: Documentary evidence demonstrating that the proposed Online Charging System (OCS) or its manufacturer has been evaluated in at least one (1) independent market analyst report covering charging, billing, revenue management and monetization for Communications Service Providers (CSPs), published in 2021 A.D. or later by Gartner (Magic Quadrant or Market Guide) or GlobalData. The bidder shall submit the relevant report or a verifiable link sufficient to establish the evaluation and publication date.	The tender does not clearly specify the required report or its assessment scope. Please clarify whether a Gartner Magic Quadrant, a Gartner Market Guide, or a relevant report published by GlobalData would be acceptable, provided it covers the subject matter specified in the tender. Specifically, would a report assessing AI applications within the CRM domain, rather than CRM capabilities themselves be considered sufficient to satisfy this requirement?	The reports from Gartner or Globaldata covering the specific areas of OCS and CRM's capabilities as mentioned in the document shall be acceptable.
7	Section III	EQC 1.3.3 Section III-7	[1] "Deviations in the Terms of Payment as specified in SCC 15.1 are not permitted."	1. Could NT provide the current SCC 15.1 payment table, specifying applicable milestone percentages, triggers, payment periods and guarantees, including any advance, delivery, PAC, FAC, warranty-retention and subsequent support payments? 2. Under the current terms, which payment milestones require quantity acceptance, software-entitlement evidence or active OEM support? What documents trigger provisional acceptance (PAC) and final acceptance (FAC) payments, and how are partial delivery or acceptance payments handled?	1. Please refer to GCC 15.1 Payment Summary. 2. Please refer to Chapter 1 of section V-schedule of supply for trigger documents for PAC and FAC.

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8	Section III	1.3.6.3 Change Request (CR) Service:	[1] "The total quoted cost for 150 CR numbers shall not exceed 70% of the total annual cost of Third Level Support Service." [2] "If the bidder quotes more than the specified percentages, the amount of Change Request (CR) shall be decreased to meet the Bid requirement by increasing the unit price of the Scoping, Installation, Testing, Commissioning and Migration services proportionately."	We need Confirm that originally required interfaces, migration, configuration, performance compliance and defect correction are included in the baseline without consuming the 150 CRs or attracting additional charges. Does an approved CR include design, development, testing, deployment, documentation and related defect correction? Please define the measurement boundaries.	The originally required interfaces, migration, configuration, performance compliance and defect correction are included in the baseline without consuming the 150 CRs. The approved CR shall include design, development, testing, deployment, documentation and related defect correction.
9	Section III	2.4.2 Specific Experience	The bidder shall demonstrate that the bidder: shall have experience of supply for contracts related to OCS and CRM with a value of at least USD 16 Million (total of all contracts) in at least two (2) countries within the last five (5) years.	For a joint bid in which CRM and OCS are provided separately, is the USD 16 million contract value requirement applicable to CRM and OCS individually, or can the combined value of CRM and OCS contracts satisfy the requirement?	The 16 million contract value is the combined value of CRM and OCS contracts.
10	Section III	2.4.3 Technical Experience	The Bidder shall demonstrate that the goods offered (OCS and CRM) have: been in commercial operation for a minimum of one (1) year at the time of applications submission deadline, with the OCS handling Real-Time Call Control and Charging for at least 15 million subscribers in at least one (1) Telecom Operator.	If OCS is required to provide a reference site with 15 million subscribers, is CRM also required to demonstrate experience at a site of the same scale?	The offered OCS and CRM shall be in commercial operation for a minimum operation of 1 year at the time of bid submission. Additionally, in such deployment OCS shall have handled real time call control and charging for at least 15 million subscribers.
11	Commercial & Payment	SCC payment provisions ; SCC Third Level/Extended Support securities ; SCC GCC 17.1		The L/C provisions refer to the security percentage determined under GCC 17.1, while the support provisions specify 10% of the relevant support cost. Please confirm the applicable percentage, cost base, validity and release milestone for the Third Level and Extended Third Level Support securities, including whether the base is annual or for the entire support period.	Performance security is 5% of the total contract price which shall be valid for a period one month more than the completion of warranty period. As per GCC 27.3 the Performance Security for Third Level Support Service and Extended Third Level Support Service is 10% of the respective phases.
12	Commercial & Payment	ITB 44.1 ; SCC GCC 17.1		Please explain the term "Bid Price excluding VAT but including PS" in the initial 5% Performance Security requirement. Please provide the calculation formula and clarify whether "PS" denotes an amount already included in the submitted price or requires any gross-up of the security calculation base.	"PS" is Provisional Sum. Please refer to the relevant clauses with regards to PS in the tender Document.

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13	Commercial & Payment	BDS ITB 15.7 and 16.1; SCC		Please confirm the applicable payment schedule for imported goods and software quoted in NPR versus USD/EUR, including whether the advance/DCC/UAC milestones apply or the 80% PAC/10% FAC/10% WCC schedule applies. Please provide the invoicing and payment allocation requirements where a principal supplier, JV members or an authorised local payee receive different portions.	Please refer Section VII: SCC, GCC15.1
14	Commercial & Payment	BDS ITB 15.7 ; SCC Taxes and Duties and local-currency payments		Please provide the tax allocation and invoicing assumptions to be used for imported hardware, electronically delivered software/licences, offshore services, local services and support. Please identify the importer of record and the applicable NT payment/deduction process for customs duty, import VAT, local VAT and withholding tax, including the treatment of replacements and additional equipment supplied without extra charge.	As per bid document and applicable taxation laws of Nepal.
15	Commercial & Payment	SCC insurance and transportation; SoR hardware/spares		Please clarify how the warehouse-to-warehouse insurance and validity until 90 days after delivery of all goods apply to phased deliveries, Phase II spares and replacement shipments. Please confirm the endpoint for each shipment and whether earlier delivered/installed equipment must remain insured until 90 days after the final project shipment.	The insurance policy shall remain valid till ninety (90) days after the delivery of goods at the final destinations for each delivery.
16	Legal & Contract	GCC §30.1 ; NDA §11		GCC 30.1 limits aggregate liability and excludes certain consequential losses, while NDA 11 includes direct and consequential damages such as revenue loss, reputational harm and regulatory penalties. Please clarify whether the GCC exclusions and aggregate cap apply to NDA claims and identify all exceptions and the controlling provision where the clauses differ.	GCC 30.1 provisions liability "Except in cases of gross negligence or willful misconduct" whereas NDA clause 11 applies on breach of the Non-Disclosure and Data Protection Agreement hence broader liablities
17	Legal & Contract	Section V §1.5.7.4(l)–(m) , §1.11 , §9.10 ; SCC liquidated damages ; GCC §30		Please clarify how delivery liquidated damages, SLA penalties, migration penalties and attributable revenue-loss compensation interact when they arise from the same incident. Please specify the applicable individual and aggregate caps, the method and evidence for attributing and quantifying revenue loss, and the process for avoiding duplicate recovery for the same loss.	For Liquidated Damage please refer Section VII: SCC, GCC 26.1 For SLA penalties please refer Chapter 9 of section V- Schedule of supply.

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18	Legal & Contract	GCC §32 ; NDA §10		NDA 10 refers to indemnities arising from unforeseeable external events, including natural disasters, war, pandemics and government lockdowns that make compliance impossible. Please clarify the intended operation of this clause and its relationship with the force-majeure relief under GCC 32, including whether either party must indemnify losses caused solely by such events.	The requirements in the bid document regarding the Force majeure and indemnities is self explanatory.
19	Legal & Contract	SCC GCC 9.2 ; NDA §9		The SCC provides a 30-day amicable settlement period followed by UNCITRAL arbitration with three arbitrators in Kathmandu, while NDA 9 refers to 21 days and a Nepali Arbitrator. Please confirm the procedure governing disputes involving both agreements, the applicable referral deadlines and the tribunal constitution.	The requirements mentioned in the SCC is intended for overall contract management and handling of disputes during contract execution, whereas, NDA provisions are meant for data protection and disputes handling on breach of the Non-Disclosure and Data Protection Agreement.
20	Legal & Contract	GCC §35.3 ; NDA §8.1		Please clarify how the settlement provisions for termination for convenience under GCC 35.3 apply alongside NDA 8.1. Please confirm the treatment of completed work, partially completed services, procured materials, non-cancellable OEM commitments and reasonable cancellation costs, and specify the valuation and certification process.	Please refer GCC 35 and NDA Provisions for details.
21	Legal & Contract	Section V §1.11.6–7 ; §2.6.4 ; §8.24.17		Please define the handover deliverables and usage rights for standard OEM software, pre-existing supplier tools and project-specific configurations/customisations. Please clarify whether source code or escrow is required, which materials NT may modify or provide to a replacement maintainer, and how third-party intellectual-property and licence terms are to be addressed.	The requirements in the bid document regarding the various deliverables including handover, licenses and usage rights are self explanatory.
22	Legal & Contract	Section V §1.11.5–7 ; NDA §8.1(b) ; SCC future migration payments		Please distinguish the scope and duration of no-cost end-of-contract transition assistance from the separately priced future migration services. Please define the included personnel effort, data exports, knowledge transfer, technical assistance and deliverables, and the point at which a separate migration purchase order applies.	The requirements in the bid document regarding the migration are self explanatory.

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23	Legal & Contract	GCC §11.1 and §33 ; Section V §2.6 and §9.2.28–29		Please clarify the boundary between included customisation/support, minor changes to existing interfaces, separately priced new integrations and chargeable CRs. Please specify how new requirements discovered during scoping or introduced during support will be recorded, priced and approved, including approval of any impact on the delivery schedule.	Change Request is for new requirements which are not envisioned in the contract and/or scoping document. Please also refer the relevant clauses related to CR.
24	Legal & Contract	BDS ITB 15.8; SCC GCC 14.2; GCC §31.1		Please confirm how GCC 31.1 adjustments for changes in law or regulation operate alongside the fixed-price/no-price-adjustment provisions. Please clarify the treatment of changes affecting taxes, mandated security controls or statutory compliance after the invitation date, and the evidence and notice procedure required for any time or cost adjustment.	The price quoted by Bidder shall not be adjustable. The requirements in the bid document regarding the changes in law or regulation and its effects are self explanatory.
25	Legal & Contract	GCC §21; NDA §2.7 and §4.6–7		Please clarify the approval process, required documents and expected response time for OEM support organisations, local subcontractors and data sub-processors. Please distinguish prior notification from prior consent and define the process for emergency specialist assistance or replacement personnel needed to meet restoration SLAs.	The requirements in the bid document regarding the Support required to meet SLA and protect data are self explanatory.
26	Data Protection & Security	NDA definition of Scope of Work ; §2.1(k), §2.11 and §4.8		Please provide the applicable NT security, access, data-handling and audit policies, the referenced Schedule 1/Scope of Work, and the required Data Protection Plan template or minimum content. Please identify the baseline versions and how subsequent policy changes and their implementation effort will be handled.	The requirements in the bid document regarding the data protection during data-handling and audit activities are self explanatory.
27	Data Protection & Security	NDA §2.4–2.7 ; Section V §14.25 and Chapter 17		Please specify the permitted hosting, backup, remote-support and data-processing locations, including the approval conditions for access by offshore OEM support teams. Please clarify whether external AI/LLM services may process prompts, logs or customer data and what restrictions apply to cross-border transfer, model training, caching and retention.	NT plans to deploy on-prem sovereign AI agent; there will be no external cloud based AI/LLM outside NT premises, accessing data from BSS



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28	Data Protection & Security	Section V §11.3.3 and §11.3.11–14 ; NDA §2		Please provide the National ID integration specifications, access/approval process and test facilities. Please identify which biometric data, identity documents and signatures the solution must retain, versus verify through an external service, and specify the consent, access-control, encryption, retention and deletion requirements for each data class.	The details shall be provided before the integration and the interface shall be based on industry standard protocols and data formats
29	Data Protection & Security	Section V §2.45.4 ; NDA §2.8 and §8.1(a)		Please provide the approved retention and deletion matrix for customer, financial, service-history, document, log and backup data, including terminated customers. Please clarify how "Always" retention is reconciled with authorised deletion requests, contract-end return/deletion and immutable backups, and identify the party responsible for authorising exceptions and legal holds.	The requirements in the bid document regarding the retention of data is self explanatory.
30	Delivery & Acceptance	Section V §1.5.7 , §1.10.6.2 ; Annex 2 ; SCC LD Note 3		Please provide a responsibility and availability matrix for legacy data extraction, incumbent-vendor assistance, network/IT interface changes, credentials, test facilities and third-party licences. Please confirm which party contracts and pays for third-party work and how unavailable dependencies are documented for schedule and acceptance purposes.	The existing providers have the responsibility for ensuring smooth migration. NT shall also facilitate as required.
31	Delivery & Acceptance	Section V delivery schedule , §1.5.7.1–2 ; SoR		Please confirm the functional and interface baseline required at each phase go-live, including how Phase I OCS/Billing will work with legacy CRM, VoMS and other systems until Phase II. Please identify the mandatory interim interfaces and legacy functions to remain operational and the criteria for approving a different application migration sequence.	Please also Refer to Delivery Schedule and SCC Clause GCC 26.1 The implementation plan may be decided by the supplier of this contract meeting the requirements of tender documents.
32	Delivery & Acceptance	Section V delivery schedule ; GCC §34 ; SCC LD Notes 3 and 6		Please confirm the procedure and decision times for recording NT/third-party dependencies, delayed scoping approvals and delayed provision of test access. Please clarify how approved extensions affect each phase milestone, securities and LD calculations, and how the schedule will be formally revised if both phases are migrated together.	The requirements in the bid document regarding the Liquidated Damages and responsibility for the delay is self explanatory.

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33	Delivery & Acceptance	Section V §1.5.7 ; Annex 3 ; Annex 5		Please provide a migration inventory by source system and data object, including active/inactive/terminated subscribers, history periods, records, database/file sizes, attachments, growth rates and data-quality findings. Please confirm the snapshot date and deduplication basis for Annex 3 and reconcile the minimum three-month ledger CDR migration reference with the other historical data requirements.	The tentative information required for estimating the different information in order to dimension the system are already provided in the bid document and its annexures. Any other required information shall be discussed to the successful bidder during scoping.
34	Delivery & Acceptance	Section V §1.5.7.4		Please specify the permitted cutover/freeze windows, migration batch sizes, coexistence duration, rollback triggers and reconciliation sign-off process. Please clarify the denominator and observation period for the 0.01% affected-subscriber threshold, the definition of a financial mismatch, and how pre-existing source-data errors are distinguished from migration defects.	The details shall be provided by the successful bidder during the implementation before migration inline with allowed migration timeline
35	Delivery & Acceptance	Section V §1.10.6.2 and §1.10.9.1 ; SCC LD Notes 1–2		PAC may proceed where NT cannot provide a test environment, with deferred tests allowed before WCC, while FAC requires completion of all technical obligations. Please clarify the effect of such deferred tests on FAC, WCC, payment and warranty, and define the evidence and conditions for accepting minor outstanding items.	Such test shall be done as soon as the environment is available. Please also go through the requirements mentioned related to FAC, WCC, Payment and LQD.
36	Delivery & Acceptance	Section V §1.10.3.5 , §2.45–2.48 ; Annex 4		Please provide the acceptance workload and measurement rules for normal operation, busy-hour peaks, bill runs, backup/reporting overlap, node failure and full site failure. Please specify test duration, warm-up, permitted error rates, latency percentiles, test-data scale and who supplies the traffic generators and external-system simulators.	The requirements in the bid document regarding the required information is self explanatory.
37	Delivery & Acceptance	Section V §1.10.7 ; §8.25.5		The stabilisation criterion requires full-system availability above 99.99%, while service tiers specify 99.999%, 99.99% and 99.9%. Please confirm the availability target and measurement boundary for each service during stabilisation, including planned maintenance, external dependency outages, measurement intervals and the events that restart the 90-day period.	The requirements in the bid document regarding the system availability information is self explanatory.

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38	Operations & Support	Section V §1.11.1.2 , §9.2.21–23 , §9.3.7 and §9.4.5 ; NDA §2.3(b)		Please confirm whether the two onsite OCS/CRM experts for Third Level Support and one onsite expert for Extended Support are project-wide or per site, and how 24×7 cover and absence replacement are to be provided. Please clarify whether the personnel exclusivity requirement applies only to assigned regular onsite staff or also to shared offshore/OEM escalation specialists.	The requirements in the bid document regarding the system availability information is self explanatory.
39	Operations & Support	Section V §1.10.4.1 , §9.9–9.10		Please define the distinction between acceptance deficiencies and operational Critical/Major/Minor incidents, and how incident severity is agreed and disputed. Please confirm the start/stop rules for restoration and resolution clocks, the treatment of repeated incidents with the same root cause and periods awaiting NT access, information or approved maintenance windows.	Deficiencies identified during PAT/UAT are generally categorized as acceptance deficiencies. Operational incident are those issues which arises after system commercialization.
40	Operations & Support	Section V §1.11.1.7		Please clarify the incident-counting period and root-cause rules for warranty extensions, including whether multiple tickets from one incident count separately. Please confirm how successive three-month extensions are calculated, which events qualify and how extensions affect WCC, support commencement, OEM coverage and security validity.	The incident-counting period shall be each consecutive twelve (12)-month period during the warranty period, including any extensions.Each distinct critical or major incident shall be counted separately, while multiple tickets arising from the same incident shall be treated as one occurrence.Further, there is no limit of three-month extensions if incidents are occuring within that period. Also, refer to Clause no. 9.5 of section V Schedule of Supply for Service Level Requirements.
41	Operations & Support	Section V §1.11.5 , §8.2 ; SCC OEM support commitment		Please confirm the OEM support end date to be guaranteed where seven years from DCC and completion of Extended Support fall on different dates, including delayed FAC or warranty extensions. Please clarify the acceptable evidence and the treatment of mandatory hardware replacement and migration needed to maintain coverage throughout the applicable period.	OEM support shall be guaranteed till the completion of Extended Third Level Service Period.

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42	Technical Scope	SoR ; Section V §1.4.1 , §2.25 ; Annex 1 ; Annex 4		Please reconcile the 24-million-subscriber SoR licences and traffic baseline with the revised Annex 1 requirement for 34 million customer licences. Please confirm the binding capacity for OCS, Billing and CRM, distinguish registered, unique active, customer-account and service-subscription counts, and specify whether both capacities must be available from initial deployment.	Quantity of license asked in SoR is for unique active subscriber base as mentioned in Section V: General Technical Specifications, Clause 1.4.1 whereas the Annex 1 refers to the no. of individual subscription of services including active, suspended, barred, terminated etc.
43	Technical Scope	Annex 4 ; Section V §2.45–2.47		Please define the events included in the wireless Voice TPS of 11,733.33 and Data TPS of 9,777.78, including initial, interim, termination and retry transactions. Please provide corresponding TPS/concurrency assumptions for fixed voice, FTTH, IPTV and new services and specify which loads must be sustained simultaneously.	The TPS calculation for voice and data is only for reference purpose only. However, the bidder shall calculate TPS based on their design and dimensioning for the required services and active subscribers and catering to the reqirement in the bid document.
44	Technical Scope	Section V §2.45.4 and §2.50–2.51		Please reconcile the user-request response requirement of less than three seconds with the six-second requirement in 2.51.1. Please also distinguish the less-than-one-second CSR payment KPI from the four/six-second balance, payment and receipt operations, and specify measurement boundaries and the applicable average/percentile rule.	The user-request response time mentioned in 2.45.4 is the time by which system should response the user whether the activity is completed or processing whereas requirements mentioned 2.50-2.51 are the time mentioned to complete the activity also known as Turn Around Time.
45	Technical Scope	Section V §2.45.4 , §12 overview , §15.11 , §16.9.2.2		Please clarify the data-object boundaries between 12-month bill-data retention and 24-month payment/invoice history, and between online-charged and offline-charged CDR retention. Please confirm whether offline/backup periods for VoMS, USSD and AAA are additional to or inclusive of their online periods, and identify the required query access for each storage tier.	The requirements in the bid document regarding the data retention period information is self explanatory.
46	Technical Scope	SoR §1.6.4 ; Section V §12.20		Please define the 100 MPoS Agent licence unit and its relationship to CFM/PFM/dealer/retailer hierarchy levels, named users, concurrent sessions and recharge endpoints. Please provide the expected number of entities and users at each level and confirm which are included without additional licences.	The requirements in the bid document regarding the MPoS agents and hierarchy information is self explanatory. The details list shall be provided during the scoping period.

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47	Technical Scope	Section V Chapter 8 & Chapter 10		Please clarify whether the hardware is specified by brand and model. If the hardware suppliers overlap with those of other integrators, will the bid be rejected? Please clarify whether the hardware supplier requires exclusivity.	The bid proposal shall detail the hardware mentioning at least brand, model and technical specification. Also please refer Section II: BDS, ITB 12.2(h) and Manufacturer's Authorization Letter in Section IV- Bidding Forms
48	Section V	2.3	2.3 k) Interfacing with network elements, VAS systems, central VOMS, existing systems in NT and other external third-party systems, web-based application in WAN networks	Section V 2.3 and annex 2 Required Network Protocols and Links show the new system need to integrate with Existing VoMS/MPoS System, but in section V there is also Chapter 12 for VoMS/MPoS, Please clarify if bidder shall consider new VoMS/MPoS or just the integration with Existing VoMS/MPoS.	Integration to the current MPoS/VoMS may be needed if the bidder migrate OCS in the first phase. However, it both phases are executed in parallel, integration may not be required. The bidder shall offer the MPoS and VoMS system as per the scope of the requirements.
49	Section V	9.3.2	9.2.7 The bidder shall complete the handover process before the completion of the warranty period. Any new service or business flow incorporated after the completion of warranty period shall also be handed over to NT for FLM and SLM before the issuance of certificates for respective service period 9.3.2 The Third Level Support Service shall commence upon successful completion of Warranty period and formal handover of First Line Maintenance (L1) and Second Line Maintenance (L2) responsibilities to Nepal Telecom (NT).	Based on the requirement stated here, which party will be responsible for providing L1 and L2 maintenance services during the warranty period?	The supplier shall be responsible.

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50	Section V	11.5.21.	Data Center and Cloud Service The system shall provide business flow for IaaS (Infrastructure-as-a-Service), PaaS (Platform -as-a-Service) and SaaS (Software-as-a-Service) services to NT Subscribers. The system shall integrate with NT Data Center and Cloud to support Provisioning and Billing of Data Center and Cloud resources to customers. The system shall provide at least the following functions. • The system shall generate the invoice for provided service. • The system shall support creation of different types of packages for different cloud resources such as compute and storage resources • Track usage and generate detailed invoices of the cloud services through a billing engine integrated into CRM. • The system shall support Pay-as-You-Go (PAYG), flat-rate, subscription-based, or hybrid model of charging for Cloud resources. • The system shall support balance inquiries, usage quotas, and charging thresholds for Cloud users. • The system shall support invoice generation based on o Usage data, o Breakdown of resource consumption and associated charges., o Support for discounts, promotions, or penalties.	1. Please confirm which cloud platform is currently in use? 2. Could you please clarify the expected PAYG charging scenario for cloud resources? Is PAYG expected to be based on a predefined time-based rate for the subscribed/provisioned cloud resource, for example, a fixed daily charge for each day the resource is active?	The details shall be provided during scoping.
51	Section V	11.6.5.	The system shall provide the standard interface to provision and de-provision the third-party VAS services.	1. Please calrify is there an unified VAS platform or not? 2. Please clarify how many VAS services need to support automated provisioning in the new system, and approximately how many interfaces will need to be integrated for this purpose.	The details shall be provided during scoping.
52	Section V	11.8	Customer Loyalty Programs for Corporate Customer The system shall implement Corporate Loyalty Programs specifically designed for corporate customers, offering incentives such as service credits, discounts on future services, or bonus features for long-term partnerships.	1. Should the new BSS integrate with the existing loyalty system to support loyalty/points-related scenarios, or is the new BSS expected to replace the existing Loyalty/Points Management System? 2. Will the existing system continue to support the individual customer loyalty points?	Customer Loyalty programs shall be in the scope of the offered CRM system and support both individual and corporate customers.
53	Section V	2.53.2	The system provides a near real-time interface to the NT Data Warehouse.	What is the vendor/stack of the existing NT Data Warehouse (Oracle/Greenplum/Hadoop)? Push frequency?	Current Data Warehouse has hadoop based architecture and push frequecny is once a day.
54	Section V	12.20.3	Dealer Information shall have following attributes of a dealer can be set by the operator: • Dealer Name • Allocated Area • Contract Information: Demographic Information of dealer, Commission Detail, Settlement details, etc.	What is Demographic Information of dealer?	It specifies the personal details of the dealer.

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
55	Section V: 3. Technical Specifications	1.1	Support System shall be a complete solution incorporating all necessary software products & their customization, integration, Hardware, OS, Database, networking equipment, tools, interface adapters & open APIs. The system shall integrate and inter-work with internal and external network elements and systems as per NT requirements and carry out operations smoothly and provide services as per market demand seamlessly. The system shall provide at least the following services: Wireless Services(2G/3G/4G/5G) • Prepaid Service: Numbering and SIM Card resource • Postpaid Service: Numbering and SIM Card resource • Hybrid Service: Numbering and SIM Card resource • WBB Service: Numbering and SIM Card resource • IoT Service: Numbering and SIM Card resources Wireline Services • FTTH Voice Service: Numbering and access resources • FTTH Data Service: Numbering and access resources • FTTH CCTV Service: Numbering and access resources • IPTV Service: Numbering resources • PSTN Voice Service: Numbering resources • VSAT Service: Numbering resources • SIP Voice Service: Numbering resource • SIP PBX Service: Numbering and access resources • SIP Trunk Service Numbering and access resources	The resource management requirements cover FTTH network and MSAG node. 1. Please specify what MSAG node refers to. Does it mean ADSL network? 2. Please identify the equipment vendors for FTTH & MSAG networks. 3. Does the existing system maintain FTTH Optical Distribution Network (ODN) data? If so, is migration and cutover of this data to the proposed system required?	1. MSAG is a traditional network similar to ADSL. 2. The details shall be provided during scoping. 3. The supplier shall be responisble for the migration.
56			• Advance Free Phone Service (Toll Free Service): Numbering resources • Wi-Fi Hotspot Service: Add on service+E17		

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57	Section V: 3. Technical Specifications	2.1	Nepal Telecom, the incumbent and largest telecom operator in Nepal, has been providing telecommunication services throughout Nepal through its various heterogeneous networks, GSM(2G/3G/4G/LTE), VoWiFi, VoLTE, ViLTE, IoT, FTTH, IPTV, VoD, Internet broadband, Leased Line, and wireless broadband and planning to provide 5G, VoNR and IoT in the near future so as to serve its customers with latest technology. Nepal Telecom intends to purchase a complete Operation support system/Business support System of the latest technology in virtualized platform bundling support services with an appropriate and reliable partner to achieve better customer care and increase customer satisfaction. From business point of view, by use of the new system, Nepal Telecom expects to launch new services with minimum of delays, eliminate revenue leakage, provide spending control and self-care capability as well as real time bonus/loyalty programs to the customers and stimulate new service usages. The proposed solution must use advanced technical features to support state-less scalability, DevOps, openness, personalized features to provide better experience to customers, improve the efficiency of maintenance and shorten the time to market.	Please clarify which services are covered by "Leased Line." Does this include B2B services such as L2VPN, L3VPN, and Dedicated Internet Access (DIA)? Leased Line is mentioned on NT's official website and in the general description of the RFP, but is not listed in the product scope under Clause 1.1 on page 104. Please confirm whether the proposed solution is required to support these services.	The leased line management module is not in the scope of the requirement. However, any third party leased line module shall be integrated with the offered CRM using open APIs.
58	Section V	Chapter 14.24	The system shall be able to rate limit Transaction Per Second (TPS) for each external interface.	How many channels (third parties) does an APIG typically need to integrate with? What is the request TPS for each third party? What is the peak TPS for a single API? What is the total TPS?	The details shall be finalized during scoping.
59	Section V	10.3.8	Security Features The offered L3 Switch shall support the following security features: - ACL (v4/v6), 802.1X authentication, MAC address authentication, portal authentication, AAA authentication, RADIUS authentication, HWTACACS authentication, PKI, broadcast storm suppression, ARP security, ICMP attack defense, URPF, CPCAR, Blacklist	HWTACACS authentication is a specific vendor private protocol, which should be replaced by TACACS, which is general one.	The offered L3 Switch shall support the following security features: - ACL (v4/v6), 802.1X authentication, MAC address authentication, portal authentication, AAA authentication, RADIUS authentication, TACACS authentication, PKI, broadcast storm suppression, ARP security, ICMP attack defense, URPF, CPCAR, Blacklist

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
60	Section V	1.16	***Migration of the Offered System and Data to Forthcoming New Billing System:*** Migration of the Offered System and Data to Forthcoming New Billing System The supplier shall provide details of database schema and APIs to migrate all the services running from the offered system to the forthcoming billing system as per NT's requirement. The supplier shall fully assist NT and the new billing system supplier for smooth migration. The supplier shall provide verified migration data, including the following data, to ensure high accuracy of all data from offered systems to forthcoming billing systems. • Payment, Package subscription • Business data i.e. organization, users, tariffs and charges. • Customer profiles including KYC and e-documents, balance, Credit limit. • Customer bills, payment, top-up or recharge related transactions, • Customer calls and usage records. • Inventory data for both wireless and wireline services.	Nepal Telecom has placed significant emphasis on the requirement concerning the migration of the offered system and data to the forthcoming new Billing System. This requirement is crucial to ensuring the successful migration of all services to the forthcoming Billing System. The requirement is addressed in the Schedule of Requirements under Section V, Clause 2.1, Service Delivery and Completion Schedule, and Clause 1.11.5 of Chapter 1, Section V. *As we understand these provisions, the Supplier under this procurement shall be responsible for performing the required migration services to the forthcoming New Billing System, and Nepal Telecom shall make the corresponding payments in accordance with the quoted prices and applicable contractual payment terms.* ***Accordingly, we understand that Nepal Telecom will ensure that the supplier of the existing CRTB and CS systems provides the necessary cooperation, information, and technical support required for the migration to the offered Billing System. The Supplier under this procurement should be responsible for the interworking and migration activities falling within its own contractual scope, subject to the timely availability of the required information, access, and cooperation from Nepal Telecom and the existing system supplier.*** ***Our Query: Kindly confirm whether the above understanding is consistent with the requirements of***	The existing providers have the responsibility for ensuring smooth migration. NT shall also facilitate as required.
61	Section V	1.5.5	The Supplier shall also obtain services of the related network suppliers of NT for necessary documents, integration with networks elements & external systems, call/event/session control & provisioning testing, migration and implementation support services through facilitation of NT. Supplier shall be responsible for these inter-working services.		
62	Section V	1.10.2.1	After submission of the complete Hardware Installation Report and Software Test Report to NT Project Manager, the supplier shall invite Nepal Telecom to carry out User Acceptance testing along with test cases and procedures. The test cases and test procedures shall be approved by NT with modifications (if any) within 7 days of receipt of the invitation. The UAT shall start within 10 working days from the date of receipt of the invitation.	The Bidding Documents specify timelines for the commencement of User Acceptance Testing (UAT) and Provisional Acceptance Testing (PAT). ***However, the corresponding timelines for the completion of these activities do not appear to be clearly specified.*** The completion timelines for UAT and PAT are important for establishing the overall project implementation schedule, planning the deployment of technical resources, and estimating the associated project costs.	The expected duration and completion timeline for UAT and PAT is mentioned in Section V- Schedule of Supply, Table V.1:

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
63	Section V	1.10.3.1	After submission of the complete Hardware Installation Report and Software Test Report to NT Project Manager and all software licenses documents including third party software products and other system/user documents and successful completion of UAT, the supplier shall invite NT to carry out provisional acceptance testing phase wise. The PAT shall start within 7 working days from the date of receipt of such invitation.	***Suggestion: Nepal Telecom is respectfully requested to specify the expected duration and completion timelines for UAT and PAT. This would enable bidders to prepare realistic implementation schedules and competitive financial proposals.***	Delivery Schedule
64	Section V	2.6.2	If NT has new requirements which are not specified in the contract and scoping document, NT shall issue a work order for each required item. The cost of new features (Change Request) shall be considered for evaluation. For additional requirements of Change Request, the unit price quoted shall be applicable during the service period. The delivery schedule for the change request shall be mutually determined based on the volume of change. One (1) Change Request shall be equivalent to minimum 30 Man-days work.	The relevant provision states that, where Nepal Telecom introduces new requirements that are not included in the Contract or the defined scope of work, a separate WO shall be issued for each Change Request. The delivery schedule for the relevant Change Request shall also be determined at the time of issuing the WO. ***However, the provision does not clearly specify how the project timeline and the applicable Liquidated Damages (LD) shall be addressed if the implementation of a Change Request affects the original project schedule or prolongs the overall project duration.*** ***Suggestion: Nepal Telecom is respectfully requested to incorporate the following provision:*** ***'Liquidated Damages shall not be imposed on the Supplier for any delay or project prolongation to the extent directly attributable to the implementation of an approved Change Request.'***	The Change request for new requirements willl be raised only after the migration is successfully completed.

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
65	Section V	9.2.6	System Operation Handover The system operation handover includes at least following tasks: • Daily routine tasks related to system operation, • Application Administration, • Tariff configuration, • New offer and product creation, • OCS performance tuning, • Database Administration and performance tuning, • Network Administration, • Bill runs on each bill cycle, • Virtualization, Hardware, OS and Storage Administration, • Any other operations related task, • On the job skill transfer, • All the documents as required by the contract shall be maintained in a digital repository. The system operation handover includes the handover of First Line Maintenance (FLM) and Second Line Maintenance (SLM) service to Nepal Telecom under the supervision of experts of the supplier along with the required knowledge transfer. The Supplier shall be responsible for Third Line Maintenance (TLM) along with System, Database, Network, hardware and storage administration to ensure the smooth functioning of the system. The details of operation's classification shall be finalized before the completion of the Warranty Period.	Upon reviewing Chapter 9 and its subclauses, it appears that certain activities and responsibilities associated with First-Line Maintenance (FLM) and Second-Line Maintenance (SLM) also be covered under the requirements for Third-Line Maintenance (TLM). This may result in overlapping responsibilities or uncertainty regarding the respective scope of services at each maintenance level. A clear distinction among FLM, SLM, and TLM is essential for determining staffing requirements, technical competencies, resource deployment, service-level obligations, and the associated costs. Without a clearly defined division of responsibilities, bidders may interpret the maintenance requirements differently, potentially resulting in inconsistent technical and financial proposals. ***Suggestion: Nepal Telecom is respectfully requested to provide a clearly defined scope of work for FLM, SLM, and TLM, specifying the responsibilities, activities, response and resolution obligations for each level. Any overlapping responsibilities should also be clarified to avoid duplication of effort and ambiguity in contractual obligations.***	The details shall be finalized before the completion of warranty period.

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
66	Section V	2	**Delivery and Completion Schedule** Contract signing date shall be considered as the Purchase Order (PO) issuance date for phase I and phase II.	The Bidding Documents refer to 3 events associated with the commencement of different project milestones: the Contract Signing Date, the Purchase Order (PO) Date, and the Work Order (WO) Date. As per the Bidding Documents, the Contract Signing Date and the PO Date shall be the same. ***Accordingly, Nepal Telecom (NT) shall issue the PO covering the entire scope of goods and services, excluding Change Orders, for both Phase-I and Phase-II on the date of contract signing .*** The WO for Phase-II shall subsequently be issued for the commencement of Phase-II implementation. As per Table V.1 – Delivery Schedule, the WO for Phase-II shall be issued within 67 days from the Contract Date or PO Date. ***Our Query: Kindly confirm whether the above understanding is consistent with the requirements of the Bidding Documents.***	The delivery schedule may vary as per the proposal of the bidder without exceeding the migration timeline of phase II. The two phases can also be executed parallely.
67	Section V 2.1 Service Delivery and Completion Schedule	2.1 Service Delivery and Completion Schedule	The goods (Hardware & Software) and services shall be delivered and installed as per table V.1 Delivery Schedule and Section IV: Price Schedule Form. All the goods under the Contract shall be delivered in two (2) phases i.e. Phase-I and Phase-II. Phase-I: Access Layer and Online Charging System (OCS) for Wireless and Wireline services Phase-II: Complete Customer Management System (CRM), VoMS/MPoS, API gateway, AAA, USSD system and other modules for Wireless and Wireline services	Given that Phase 1 is for OCS and Phase 2 is for CRM, during OCS delivery, the existing live CRM will still need to be adapted and integrated, and existing business processes and testing will also be required. Please clarify who shall be responsible for these activities; NT or the bidder?	The bidder shall be responsible.
68	Section V	Chapter 8: Hardware, OS, Cloud and Database	8.2 The make, model, and part numbers of all offered equipment shall be clearly specified in the bid. The proposed equipment shall have OEM support for a minimum period of at least seven (7) years from the date of issuance of DCC. This shall include the availability of software updates, security patches, and spares.	If a product has already reached End of Service (EOS) before 7 years from DCC, will NT consider replacing it, or is support still mandatory? If the original vendor cannot provide support, would third-party maintenance support be acceptable?	The support for the offered hardware is mandatory for 7 years from the issuance of DCC.

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
69	Section V	Chapter 9: Technical Support and Warranty Level Services, Third Level Support Services, Extended Third Level Support Services and Service Level Requirements	9.2.1. The supplier shall provide technical support and warranty level services including Hardware, OS, Networking Equipment, Database, Application Software Products, Interface, VAS, External Systems and other Inter-working systems for all service periods from the Original Equipment Manufacturers support channel Local support services for the respective goods (Hardware, Software, and Database) shall also be provided by the supplier or their authorized Dealer/Partner in Nepal. If the service period needs to be extended due to reasons attributable to the Supplier, the technical support and warranty level services shall be provided for the extended service period without any additional cost to NT.	The tender does not require the OEM to provide a back-to-back SLA agreement. Please clarify whether the SLA commitment may be provided only by the Bidder or the vendor's local agent, without requiring the OEM's commitment.	The supplier shall submit authorized support service commitment from the manufacturer of the offered third-party goods (server, storage, database, third-party applications).
70	Section V	8.14 Server, OS, Storage and Network Equipment	GPU/Accelerator Card/ NPU with at least 40 GB memory	The AI computing power section of the tender document does not explicitly specify the required computing capacity. To ensure our proposal accurately responds to your requirements, we kindly request clarification on the following: What is the required AI computing power in FLOPS? Please specify the value and unit (e.g., TFLOPS, PFLOPS). What precision should the required FLOPS be based on (e.g., FP32, FP16, FP8, INT8)? How many AI computing servers and/or AI accelerator cards, along with the associated HBM, need to be provided?	The bidder shall provide the GPU to meet the specified specification. It can be card/node and one on each site.
71	Section VI. General Conditions of Contract (GCC) Section VII. Special Conditions of Contract (SCC)	All Clauses	<u>Inconsistency in Clause Numbering Between the GCC and SCC:</u> GCC and SCC should be properly aligned and cross-referenced in accordance with the applicable PPMO Standard Bidding Document (SBD). The SCC is intended to supplement or amend the relevant provisions of the GCC; therefore, the corresponding clause references should be consistent with the prescribed SBD structure. However, in the present Bidding Document, the clause numbering of entire provisions in the GCC and SCC does not appear to be aligned. For example, the payment provision is referenced as Clause No. 16 in the GCC, whereas the corresponding provision in the SCC is numbered Clause No. 15. Some Examples are Given Below (SN 1.1 to 1.5):	Such inconsistencies, if not corrected, may create confusion when preparing Bid Proposal, interpreting the contractual provisions, identifying the applicable terms and conditions, and determining whether a particular SCC provision supplements, modifies, or overrides the corresponding GCC provision. They will also complicate Bid Proposal preparation, contract administration and dispute resolution. ***Suggestion:*** ***Nepal Telecom is respectfully requested to review the GCC and SCC and ensure that the clause numbering and cross-references are consistent with the applicable PPMO SBD. Any necessary corrections should be made.***	As per the amendment published on October 14, 2026.

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
72	Section VI (SCC) and (GCC)	GCC (16) SCC (15)	**General Conditions of Contract (GCC)** **Payment Terms** **Clause 16.1. The Contract Price shall be paid as Specified in SCC** ***Note: In consistency with PPMO SBD***	**Special Conditions of Contract (SCC)** **Clause GCC 15.1 - The terms of the payments to be made to the Supplier under Contract shall be as follows:** ***Note: Inconsistency with GCC***	As per the amendment published on October 14, 2026.
73	Section VI. General Conditions of Contract (GCC)	**11.1**	Unless otherwise stipulated in the Contract, the Scope of Supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Delivery and Completion of the Goods and Related Services as if such items were expressly mentioned in the Contract.	We think that the List of Document specified in ITB 11.1 of SCC should be included in ITB 12.1 of SCC. This is because Shipping Documents neither relevant to this clause ITB 11.1 nor this clause refers to SCC ***Suggestion: Nepal Telecom is kindly requested to Amend the Clause No. ITB 11.1 of SBD by removing the List of Shipping Documents***	As per the new amendment published on October 14, 2026.
74	Section VI. General Conditions of Contract (GCC)	**12.1**	Subject to GCC Sub-Clause 32.1, the Delivery of the Goods and Completion of the Related Services shall be in accordance with the Delivery and Completion Schedule specified in the Section V, Schedule of Requirements. ***The details of documents to be furnished by the Supplier are specified in the SCC.***	Whereas, the Shipping Documents specified in ITB 11.1 are relevant only to this clause ITB 12.1. Further this clause also specifies that ***the details of documents to be furnished by the Supplier are specified in the SC*** C. ***Suggestion: Nepal Telecom is kindly requested to Amend the Clause No. ITB 12.1 of SBD by adding the List of Shipping Documents***	As per the new amendment published on October 14, 2026.
75	Section VI. General Conditions of Contract (GCC)	14.2	The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with GCC Sub-Clause 13.1.	We think that the 'Price Adjustments: Not Applicable' specified in this ITB 14.2 of SCC should be included in ITB 15.2 of SCC. This is because ITB 4.2 is neither associated with 'Price Adjustment' nor it refers to SCC. . ***Suggestion: Nepal Telecom is kindly requested to Amend the Clause No. ITB 14.2 of SBD by removing the 'Price Adjustment: Not Applicable'***	As per the new amendment published on October 14, 2026.
76	Section VI. General Conditions of Contract (GCC)	15.2	Prices charged by the Supplier for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, ***with the exception of any price adjustments authorized in the SCC.***	Whereas, the Price Adjustment provision specified in ITB 14.2 is relevant only to this ITB 15.2 clause. Further this clause also specifies ***'with the exception of any price adjustment authorized in SCC'*** ***Suggestion: Nepal Telecom is kindly requested to Amend the Clause No. ITB 15.2 of SBD by adding the 'Price Adjustments: Not Applicable'.***	As per the new amendment published on October 14, 2026.

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
77	Section VII. Special Conditions of Contract (SCC)	GCC 12.1	The Purchaser shall receive the above documents at least one week before arrival of the Goods at the port or place of arrival and, if not received, the Supplier will be responsible for any consequent expenses.	The Bidding Documents do not provide for any payment to be made at the time of shipment. Under such payment arrangements, banks may be reluctant to release shipping documents unless payment has been made. This could delay the release of shipping documents, resulting in delays in customs clearance and potentially affecting the project implementation schedule. ***Suggestion: Nepal Telecom's support is requested to facilitate the timely release of shipping documents by the relevant bank without requiring payment against shipment.***	No change in the requirement
78	Section VII. Special Conditions of Contract (SCC)	GCC 15.1	**Advance Payment:** Ten percent (10%) of contract Price of all Goods shall be paid through Letter of Credit against submission of Advance Payment Guarantee (APG) as specified in Section VIII for the equivalent amount by the Supplier to the NEPAL TELECOM within 30 days from the receipt date of Advance Payment Guarantee. Initial validity of such bank guarantee shall be at least eighteen (18) months from its issuance date. ***The Advance Payment Guarantee shall be released after the issuance of PAC.***	The Advance Payment is payable only for goods. Accordingly, the Advance Payment Guarantee (APG) should be released upon delivery of the goods and issuance of the Delivery Completion Certificate (DCC), as the purpose of securing the advance payment would have been fulfilled at that stage. If the Advance Payment were also applicable to services, retaining the APG until the issuance of the Provisional Acceptance Certificate (PAC) might be justified. ***Suggestion:*** ***Nepal Telecom is respectfully requested to amend the relevant provision to allow the release of the APG upon delivery of the goods and issuance of the DCC, rather than retaining it until the issuance of the PAC.***	No change in the requirement
79	Section VI-VII	Sections VI–VII		Several SCC headings refer to GCC numbers that differ from the numbering in Section VI, including payment, securities, warranty and liquidated damages. Please issue a corrected cross-reference table and clarify the order of precedence between the main Contract and the Non-Disclosure and Data Protection Agreement where their provisions differ.	Please Refer amendment published on October 14, 2026.
80	Data Protection & Security	NDA §2.11 and §7		Please specify the expected audit scope, notice arrangements, frequency and evidence required for supplier and OEM facilities supporting this project. Please clarify the applicable security baseline, access restrictions protecting unrelated customer information, the severity classification of findings and the timeframes for remediation and re-testing.	The requirements in the bid document regarding the audit of data is self explanatory.

S.No	Section	Clause No.	Particulars of Nepal Telecom's Requirements	Bidder's Request for Clarification	NT's Response
81	Data Protection & Security	NDA §2.2		For the notification required within two hours of awareness, please confirm whether an initial report may contain the information then available, followed by investigation updates. Please specify the notification recipients, required initial fields, update frequency, final-report deadline and the responsibilities for regulator/customer communications and forensic evidence preservation.	Yes, the initial report may contain the information then available, followed by investigation updates. Other fields depends on the nature and extend of incident as mentioned in DPP(Data Protection Plan) or as requested by NDCL.
82	General	General	General Query	For a bid submitted by a Joint Venture (JV), could you please clarify whether it is acceptable for all bid documents requiring an official company stamp to be stamped only by the lead JV partner, or whether stamps from all JV members are required?	The requirements in the bid document regarding the bid submission is self explanatory. Please also refer IFB Clause 3, Section I: ITB, Clause 4, Clause 22, Clause 23 and other relevant requirements in the bid document with reference to preparation of bid.
83	Annex 2	Annex 2	Required Network Protocols and Links	Please provide an inventory and architecture diagram of the existing IT systems, including product names, vendors, versions, purposes, maintenance/support providers, DC/DR deployment details, and an interface catalogue. Please clearly identify which systems require integration and which require replacement.	The details shall be provided during scoping.
84	ANNEX	4	TPS(Voice): 11,733.33 TPS(Data): 9,777.78	Please clarify whether the Voice TPS and Data TPS values shown in Annex-4 are mandatory minimum design, sizing, and acceptance KPIs that the offered system must meet	The TPS calculation for voice and data is only for reference purpose. However, the bidder shall calculate TPS based on their design and dimensioning for the required services and active subscribers and catering to the requirement in the bid document.

