

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-01-2021]



Pre-Bid Clarifications

#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
1		3	NOTICE INVITING REQUEST FOR PROPOSAL	Bid End Date	Bid submission extension	We are asking for Genuine 2 to 3 weeks' extension as we have to remake EMD BG, DD, Tender fee as tender timeline has changed. We also have to make all bid submission document including consortium agreement, POA etc again as Tender ID has changed and all past documents are of no use. All notarisation will have to be done again. Both ATOS & Consortium partners are from different cities and all hard copy notarised documents need to be courier to each other for signing. Document exchange needs time. We have to allow make all the documents again. In between, There are bank holidays in coming week. So, we are not demanding much but requesting 2 to 3 more weeks extension for bid submission. This is MUST. (2 weeks for online & 3 weeks for physical submission) Please not ATOS is demanding this as an SI but it is a request from ALL OEMs / PARTNERS / VENDORS who are working with ATOS in background.	Please refer to Addendum & Corrigendum 1
2		3	NOTICE INVITING REQUEST FOR PROPOSAL	Bid End Date	Currently it is on or before 05.04.2021 up to 18:00 hrs	We request bid submission date to be extended by minimum 1 month to 05.05.2021	Please refer to Addendum & Corrigendum 1
3		3	NOTICE INVITING REQUEST FOR PROPOSAL	NOTICE INVITING REQUEST FOR PROPOSAL EMD, Page no. 3	EMD of Rs. 50,00,000 (Rupees Fifty lakhs only) whereby 50% amount shall be in the form of Demand Draft / Banker's Cheque in favor of "Surat Smart City Development Limited", from a list of approved banks as per the format given in this Bid Document, in favor of Surat Smart City Development Ltd. with validity of 180 days from the date of Bid opening.	Looking to current situation of Corona Pandemic we would request you to please consider EMD in the form of Bank Guarantee, kindly consider it.	No change, RFP term prevails
4		3	NOTICE INVITING REQUEST FOR PROPOSAL	NOTICE INVITING REQUEST FOR PROPOSAL EMD, Page no. 3	Technical Bid Submission (in Hard Copy) along with EMD & Bid fee • In sealed envelope strictly by RPAD/Postal Speed Post on or before 09.04.2021 up to 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003	Considering above concern, please consider Hard Copy in by hand / Courier in physical form or within 7 working days from the submission of online bid. Kindly consider it.	No change, RFP term prevails

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5		3	NOTICE INVITING REQUEST FOR PROPOSAL	Bid End Date	Extend the date of bid submission by at least 3 weeks	Extend the date of bid submission by at least 3 weeks	Please refer to Addendum & Corrigendum 1
6		3	NOTICE INVITING REQUEST FOR PROPOSAL	Bid end date	Last date (deadline) for Online Price Bid Submission: 05.04.2021	Pl extend the (deadline) for Online Price Bid Submission: 23.04.2021	Please refer to Addendum & Corrigendum 1
7	2.1.1	16	TO-BE SCENARIO ENVISAGED FOR SMC	Page 16 Section 2.1.1 b)	The entire hire to retire process needs to be mapped in a single module starting from organization management, personnel management, recruitment & onboarding, performance goals and training, Payroll and compensation management for employees and pensioners along with employees being able to access own records, view service book online, view payroll details and raise requests for name change, NOC, address change, leaves with necessary workflow approvals. This to include provision for Audit checks of service books/ payroll generation. The total number of employees at SMC are as under:	Out of the Employees total number 21691, please let us know for how many employees a. Employees Self services access need to be provided, b. Manager self self service access to be provided, c. Travel Management access to be provided? d. For How many Master records, Payroll solution to be provided?	Please Refer section 2.1.3 for estimated number of users.
8	2.1	16	TO-BE SCENARIO ENVISAGED FOR SMC	2. E-office applications using DMS and BPM, Point a and b	2. E-office applications using DMS and BPM	a) We understand that the requirement is to have a eOffice Application build on an underlying platform having DMS and Workflow Engine like a Digital Experience Platform (DXP) which is a platform comprising of CMS, Portal, DMS, Workflow Engine & Search. Please confirm our understanding. b) Please confirm that all references of DMS, BPM, Workflow in RFP refers to any platform having these capabilities.	Bidder to offer solution meeting the RFP requirement. Please refer to Section 2.1.2.

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9	2.1.1	16	TO-BE SCENARIO ENVISAGED FOR SMC	2.1.1 ERP Off-The-shelf core modules b) Human Resource, Payroll & Employee	General	Please suggest the number of employees for which payroll has to be run?	Payroll is to be processed for 20000.
10	2.1.1	17	TO-BE SCENARIO ENVISAGED FOR SMC	Page 17 Section 2.1.1 ERP Off-The-shelf core modules c)	Supply Chain Collaboration is very important and it is expected that usage of ERP will make it visible across all the levels. Starting from managing demand, material requirement planning, procurement process, inventory management and vendor management. The advantage of which would be that any material utilized can be backtracked to its origin point of demand raising (department wise/ material wise/ quantity wise), as all the processes will be captured in single ERP System. This would include quality management in procurement, inspection by audit department and capturing the results against master inspection characteristics.	Can you please let us know, whether the E-Tendering / E-procurement functionalities are covered in this scope or will be managed through the existing legacy applications.	E-Tendering / E-procurement is not in scope and existing legacy system will continue to be used.
11	2.1.1	18	TO-BE SCENARIO ENVISAGED FOR SMC	b) Human Resource, Payroll & Employee self-service : Total Employee Count (Section 2.1.1 b), Page 18	In the Table given on Page 18, total permanent employee count is mentioned as 21540 while in Summary of BOQ mentioned in Table 1 (Page No. 165) in Point 3. Supply & Activation of Payroll Licenses quantity is 20000	Do we need to consider 21540 Employees or 20000 Employees for providing the commercials	Please consider 20000 Employees for commercial purpose
12	2.1.2	18	TO-BE SCENARIO ENVISAGED FOR SMC	2.1.2 Workflow/ BPM based E-office applications using DMS.	Concurrent users are estimated to be 500 which are distributed across sub-modules with total number of users 1000	The concurrency and total number of users provided in this section are 500 and 1000 respectively. However same user base provided on Page no 19 for Inter-departmental file movement (Inward-Outward) which is e-office application it shows 1500. So there will be change in concurrency if we consider 1600 is the userbase for e-office/DMS based application. Kindly clarify the exact concurrency and total users of the e-office/DMS component	Please recheck the section 2.1.2 and 2.1.3. The total no of users are mentioned as 1500. Concurrent user count is provided for solution designing purpose.

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13	2.1.2	18	TO-BE SCENARIO ENVISAGED FOR SMC	2.1.2 Workflow/ BPM based E-office applications using DMS, Page 18 of 278	Business Process Management/ Workflow based E-office automates and transforms a wide range of administrative processes. It transforms day-to-day government operations like managing end-to-end correspondences, handling queries/RTI, building consolidated knowledge repository, from scheduling meetings to facilitating audits. Government workflows exhibit some unique characteristics; they require high collaboration, adherence to SOPs and routing of documents for approvals. To realize such needs, choosing BPM based E-office should provide Adaptive workflows, Seamless integration with document management system, Real-time monitoring and file tracking	Our understanding is that the eOffice Application should be build on a Platform which has capabilities of Workflow and Document Management System. The expectation is not to limit the solution build only on a DMS and Workflow Engine. For Eg. eOffice Module on a DXP Platform. Please confirm.	Bidder to offer solution meeting the RFP requirement. Please refer to Section 2.1.2.
14	2.1.3	18	TO-BE SCENARIO ENVISAGED FOR SMC	2.1.3 Estimated number of users	Revenue & Expense of SMC – Available on following link https://www.suratmunicipal.gov.in/Departments/Accounts/Balance Sheet Number of citizens availing services on portal – Estimated 1 lakh	Can you please elaborate " Number of citizens availing services on portal – Estimated 1 lakh "? Does that mean there would be a citizen portal as well or will there be integration.	No change, RFP term prevails
15	2.1.2	19	TO-BE SCENARIO ENVISAGED FOR SMC	Page 19 - 2.1.2 Workflow/ BPM based E-office applications using DMS f)	Civic Application & Approval Module for various services - This module should have interface for citizens to apply for various municipal services like new assessment, name change, water connection, etc. The documentation requirement and workflow should be defined and customizable for different type of services. The web interface for citizens as well as the interface for internal employees to be developed along with SLA for application approval/disposal. This will help citizen obtain face less services and would help audit the service delivery timelines w.r.t. different services.	Can you please let us know the total number of citizens to be covered for this perspective? Please also specify how many internal employees will use this application from service delivery perspective?	There should not be any restriction in terms of no. of applications/citizens. Pl. refer 2.1.3 for module wise user details.
16	2.1.3	19	TO-BE SCENARIO ENVISAGED FOR SMC	Page 19 - section 2.1.3 Estimated number of users	The Users mentioned under Integrated Audit, court case management, RTI Application	Please specify how many internal employees will use this applications? (unique and not covered under Citizen services)	Please Refer section 2.1.3 for estimated number of users.

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17	2.1.3	19	TO-BE SCENARIO ENVISAGED FOR SMC	Page 19 Section 2.1.3 Estimated number of users	Revenue & Expense of SMC – Available on following link	For some of the metrics, we need the SMC revenue - In the given link we have revenue for 2018-19 ONLY. Can you please provide the latest revenue that we can consider for the purpose of our Revenue Metrics?	Balance sheet for FY 2020-21 will be available once finalised. Balance sheet of FY 2019-20 is available on https://www.suratmunicipal.gov.in/Departments/Accounts/BalanceSheet . Please check https://www.suratmunicipal.org/Departments/Accounts/Budget for current FY budget information.
18	2.2	20	MODULE WISE FUNCTIONAL REQUIREMENTS	Page 20 Section 2.2 MODULE WISE FUNCTIONAL REQUIREMENTS	Below is the indicative functional requirement for each module	Can you please let us know the format in which the FRS and TRS compliance need to be filled in, if it is required to be filled in and submitted?	Bidder needs to submit the compliance with Functional Requirements as in Section 11.2 & 11.3 and also need to specify whether they are fulfilled through standard out-of-the-box with configuration OR through customization as part of submission under Form-1.6 Project Execution Methodology.
19	2.1.3	20	TO-BE SCENARIO ENVISAGED FOR SMC	estimated No. of Users	Procurement, Material Management & Vendor Management	Can we get functional user breakup for Procurement, Material Management & vendor Management	Please refer section 2.1.3 for module wise user details.
20	2.2/1.8	24	MODULE WISE FUNCTIONAL REQUIREMENTS	Page 24 Section 1.8 Budget, Funds & Grants	Ability of in-built Budget Preparation & Control	Can you please provide the number of users who will be working on the Overall Planning and preparation of the Budget book- a. Number of Users who consolidate the plan and b. number of users who provides inputs for planning?	Please refer section 2.1.3 Estimated number of users for module wise user details.
21	2.9	30	MODULE WISE FUNCTIONAL REQUIREMENTS	Page 30 Section 2.9 Talent management, Training & development, Enterprise knowledge portal	Talent management, Training & development, Enterprise knowledge portal	Can you please let us know the number of employees who will use this Leaning solution?	Please refer section 2.1.3
22	2.2/10.1	44	MODULE WISE FUNCTIONAL REQUIREMENTS : Technical Requirements	Technical Requirements ,Section 10.1 General, Point 1	Solution to be Unicode compliant with support of Gujarati Unicode Font	Can you please let us know the data entry and data screen data will be in English language only?	No, it should support Gujarati language as well.
23	2.2/10.1	44	MODULE WISE FUNCTIONAL REQUIREMENTS : Technical Requirements	Technical Requirements, Section 10.1 General, Point 3	Should support any operating system like Windows, Linux, Unix	Since this is a COTS based RFP, request that the respective Solution OEM to suggest the best suitable and best OS for the proposed solution	Operating system referred here are client operating system.

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24	2.2/10.1	44	MODULE WISE FUNCTIONAL REQUIREMENTS : Technical Requirements	Technical Requirements, Section 10.1 General, Point 6	Ability to create ad hoc reports, generate reports at various organizational levels, facility to download reports in various formats like excel/PDF/text/XML/etc., and send reports electronically	Can you please provide the number of users who will using the Dashboards and Adhoc query reporting tools?	Please refer to section 2.1.3 Estimated number of users
25	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	9.1 Civic Application & Approval Module for various services	General	Our understanding is that Civic application are citizen services provided as multiple forms with fields over the web(responsive design) indicating various services to the citizens and a workflow integrated in the back-end for approval and rejection and the reports for application status. There is no integration involved with any external system. Please clarify if our understanding is correct	Integration with existing system will be required and the exact requirements in this regard will be finalised during the requirement gathering phase
26	2.2/10.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS : Technical Requirements	10.2 Document Management Requirements, Point 5	Email Solution	Request to clarify, if the data to be stored with in India.	Yes, data is required to store within India only
27	2.2/10	47	MODULE WISE FUNCTIONAL REQUIREMENTS : Technical Requirements	Document Management System, Point 13	The scanning will be done from multiple locations/clients and the solution should not have dependency in terms of number of such locations/clients.	Could you please suggest no. of total scanners across these locations/departments that would be aligned with scanning solution?	Necessary details will be shared with successful bidder
28	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS : Technical Requirements	10.2 Document Management Requirements, point 10	10. The solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the Document Management System. The solution should audit scanned documents for resolution, format/ compression, orientation etc.	Automatic Document Quality Analysis is a proprietary technology of a specific solution and is not a standard feature of Scanning Module. All standard scanning modules allows for Manual document quality Analysis and allow for making necessary correction in document before uploading. Please confirm that this is the expectation.	No change, RFP term prevails
29	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS : Technical Requirements	10.2 Document Management Requirements, point 18	System should allow search based on different parameters like file name, folder name, project name, index fields, Full text & Wild card search	We understand SMC is already having existing application which needs to be integrated with the new application. Our understanding is that in such a scenario, the search engine of DMS should have capability to do search across all the application Repositories and show result. Please confirm the Search requirement is for an Enterprise Search across applications and not limited to only DMS.	Requirement is self explanatory.

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30	2.2	48	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool (page 48)	Email Solution	Request to clarify, if the collaboration and mailing solution need to be Meity empaneled.	No change, RFP term prevails. Please refer to section 11.2 for technical specifications
31	2.4.1	52	ERP INFRASTRUCTURE REQUIREMENTS	(Pg No 52; 2.4.1. Key Aspects to be considered (i))	The hardware sizing proposed for hosting the ERP Core Modules and e-office/BPM modules shall have to be certified by the authorized person of the respective OEM either on OEM's letter head or on SI's letter head with OEM's stamp and signature.	If SSCDL requires, it can commission an independent third party for hardware certification. ERP OEMs do not undertake this activity	No change, RFP term prevails
32	2.4.2	53	Key Activities and Deliverables	2.4.2 Key Activities and Deliverables (Point K)	None of the components and sub-components that are declared "End-of-sale" by the respective OEM in next two years as on date of submission of Bid shall be proposed.	Kindly Modify the Point to... None of the components and sub-components that are declared " End-of-Support " by the respective OEM in next two years as on date of submission of Bid shall be proposed.	No change, RFP terms prevail.
33	2.4.2	53	Key Activities and Deliverables	2.4.2 Key Activities and Deliverables (Point O)	The System Integrator would also be responsible for the creation & maintenance of the directory server integrated with security modules like Authentication, Authorisation & Auditing capabilities, Web single sign on, OTP management for critical components and the usage of Digital signature to ensure web based signage of documents. The system integrator would also ensure adequate data security mechanism in place by the usage of the database encryption and secured data back-up practice where in the data being backed up would be encrypted and password protected.	Kindly Clarify if the Web single sign on, and 2 FA for OTP solution to be provided by the bidder	Bidder to offer solution meeting the RFP requirement.

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34	2.4.2	53	Key Activities and Deliverables	2.4.2 Key Activities and Deliverables (Q)	<p>The System Integrator shall provide monitoring and management services during the contract period. The scope of the services shall include Monitoring, Administration and Management of the entire DC infrastructure together with other SMC/SSCDL's offices (please refer https://www.suratmunicipal.gov.in/ for details on offices). The entire stack of monitoring and management services shall include the following:</p> <ol style="list-style-type: none"> 1. Infrastructure Monitoring, Administration & Management Services 2. Database Administration & Management Services 3. Storage Administration & Management Services 4. Backup & Restore Services 5. Production Control and Job Scheduling 6. Security, Patch and antivirus management 	Kindly Clarify as requested in RFP, SI just need to provide service and SSCDL will provide their on-going solution. Or SI have to supply, config & customise related S/w, H/w also?	SI is required to supply, config & customise related S/w, H/w for the scope as mentioned in the RFP or required to meet the RFP requirements.
35	2.5.7	65	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	2.5.7 Capacity Building & Training, Point e	e) SMC shall provide the necessary infrastructure such as training classrooms to conduct the end user training.	We assume that SMC will also provide compute infra to all the trainee, overhead projector etc. during the trainings. Please confirm.	SMC will provide the space for training conduction. Other requirements like projector if available may be provided to SI. However, SI is required to arrange all necessary infrastructure required to conduct the successful classroom training
36	2.5.8	66	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	2.5.8 Additional OEM obligations during implementation	Bidder should ensure participation of OEM's representative of the software products procured as part of this RFP, who should mandatorily be present in SMC premises, in the Project review meeting (minimum 1 occurrences every two months) without extra cost to SMC during project implementation phase.	Kindly clarify OEM of ERP only and not all OEMs? I.e. (OS/DB & Virtualization/DR/DMS) also as per the point mentioned	This refers to participation from ERP OEM. Further, for Workflow/BPM e-Office Application bidder will be required to ensure OEM representation as and when required.
37	2.5.8	66	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	2.5.8 Additional OEM obligations during implementation	Deletion	We request you to please delete section Additional OEM obligations during implementation	No change, RFP terms prevail.

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38	2.6.1	68	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	2.6.1 Post Go-Live Support, Paragraph 2	SMC estimates up to 1200 hours / month demands of Major Enhancement and Planned Projects during the support period and the bidder will be responsible for delivery of the same. These hours will not be carried forward to next quarter if not utilized	We understand that hours will be accumulate till the quarter (i.e. total 3600 hours per quarter) and SI shall be responsible for delivery of major enhancements with a estimated efforts of 3600 hour during any quarter. Please clarify.	Clause is self explanatory.
39	2.6.3	69	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Service Management Support Process	As per industry standards, Service Management Tool is known as ITSM tool. Requesting you to change the clause to ITSM instead of ITSSM	It is expected that system integrator will implement an IT Service Management (ITSM) tool that have sales and support in India and is 12 processes certified by PinkVerify, which will be used by support desk, SMC ISD, IT vendors including ERP SI for IT service management/ ticket handling/ KPI and SLA monitoring across SMC and SSCDL. ITSM tool should be configured without HA at DC.	Bidder to offer solution meeting the RFP requirement.
40	2.6.1	69	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	2.6.1 Post Go-Live Support, Paragraph 1	After Go Live, system integrator shall provide 3 months Hyper Care Support followed by support. Necessary transition needs to be taken care by the bidder during these hand over from implementation team to support team. Warranty support for the solution will be provided for the 3 months Hyper Care Support period or until all defects in the Solution for which the Bidder shall be responsible are resolved, whichever is longer.	We understand that extension of warranty period due to defined provision will not extend the initiation of Post Go-Live Support phase which is to be initiated after hyper care support of 3 months. Please confirm.	No change, RFP terms prevail.
41	2.6.3	69	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	2.6.3 Service Management Support Process	It is envisaged that as part of the engagement, the SI will setup IT help desk/Service Desk, which will log tickets for issues noticed in the solution by the end users/citizens/others	We assume that SSCDL require a software based ticketing tool where user can log ticket using the software tool. If telephone lines required to take the call and registering the issue/ticket shall be facilitated by the SSCDL.	SMC/SSCDL will provide required telephone line for help desk / service desk.
42	2.7	70	DELIVERABLES & PAYMENT	Addition	Addition	Credit Period is not defined. We propose addition of a credit period of 30 days i.e. invoices shall be payable within 30 days from the date of receipt of invoice. In case of any dispute, SSCDL should notify the System Integrator within 5 days of receipt of invoice or else invoice will be deemed as accepted.	No change, RFP term prevails

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43	2.7.3.1	71	DELIVERABLES & PAYMENT	Section 2.7.3.1 Payment schedule for license cost, paragraph 1	“SMC will purchase necessary licenses required for development of respective modules along with 15 numbers of transactional user licenses at the time starting of implementation. Other transaction user license will be purchased at the time of UAT/Go-live of the project”.	Please note that it is not possible to split the license requirement based on project implementation status. This is neither contractually feasible to use the unlicensed software (which results in ‘unauthorized use of licenses’) nor commercially viable to procure User licenses in two parts. SAP offers attractive pricing for one time purchases and SSCDL can avail of the same. Therefore, we request SSCDL to remove this clause.	No change, RFP term prevails
44	2.7.3.1	72	DELIVERABLES & PAYMENT	Section 2.7.3.1 Payment schedule for license cost	“The license rates will be valid upto 1 year from the successful completion of Milestone-6 defined above”.	As the exact date of successful completion of Milestone-6 is not known today (can be earlier/ later than planned), price validity needs to be fixed with respect to a specific period. We propose the same to be fixed for the period July 1st 2022 to June 30th 2023	No change, RFP term prevails
45	2.7.3.1	72	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	2.7.3.1 Payment schedule for license cost	2.7.3.1 Payment schedule for license cost	There are some OEM solutions which will be enterprise wide license and there is no user number level restrictions on licensing of such products. Further, all these licenses will be required at the time of SRS or before development initiation phase. We understand that in such cases SSCDL will make the full payment of such software licenses as per the payment terms (95% on Supply, 5% on respective product installation + 5% after Go-Live signoff) instead of making it on pro rata basis. Please confirm.	No change, RFP term prevails
46	2.8.1.1	74	KPIS & SLA	2.8.1.1 KPI for Delay in Delivery of Project Scope	For delay of every week per milestone, a penalty of 1% of payment for corresponding/relevant milestone would be deducted, provided the delay is attributable to the vendor. The decision of SMC/SSCDL will be binding in this regard.	Penalty of 1% per week is very much higher side. We request SSCDL to take a realistic approach and reduce the penalty amount to 0.1% of respective milestone.	No change, RFP term prevails

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47	2.8.7	79	KPIS & SLA	2.8.7 Breach in supply of Onsite Manpower, Page No. 79	2. The Authority expects all the Key Personnel as specified in the resource deployment plan in the Proposal to be available during the contract period. The Authority will not consider any substitution of Key Personnel except under compelling circumstances beyond the control of the Selected Bidder and the concerned Key Personnel. Such substitution shall be subject to equally or better qualified and experienced personnel being provided to the satisfaction and approval of the Authority with an overlap period of minimum 15 days at Selected Bidder cost.	We assume that replacement due to compelling circumstances beyond the control of SI shall not be penalized subject to equally or better qualified and experienced personnel being provided to the satisfaction and approval of the Authority. Please confirm.	The clause is self explanatory
48	2.8.7	79	KPIS & SLA	Breach in supply of Onsite Manpower, Point 12	Non-adherence to above clauses will be considered as Absence of employee. The bidder shall ensure minimum team strength as defined in RFP. Failure to deploy suitably qualified resources will lead to deductions as per below mentioned table. Additionally, penalty may be levied for delays and non-performance attributable to bidder organization or deployed staff. Role Deduction per resource/day 1 Project Manager 5000 2 Functional Consultants 3000 3 Application Developers 2000 Note: There is NO CAPPING on the applicable deduction for non-availability of resources as per the above table.	We can't agree for uncapped penalty for resource non availability	No change, RFP term prevails

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49	3.1	90	CONSORTIUM CONDITIONS	3.10 CONSORTIUM CONDITIONS, Page no. 90	Each member of the Consortium shall be jointly and severally liable for the due implementation, operation and maintenance of the Project.	We would request you to please consider this clause as below "The Lead bidder shall be jointly and severally responsible for complete scope, whereas consortium partners shall be severally responsible only up to the extent of its respective scope. The Consortium agreement should clearly state the roles and responsibilities of each member.	No change, RFP term prevails
50	6.1.1.3	104	PRE-QUALIFICATION & EVALUATION CRITERIA	6.1.1.3 Pre-Qualification Criteria – Workflow/ BPM based E-office applications (if not part of COTS ERP), Page 104 of 278	Proposed solution to come with complete transparency including the Source Code for Customization	Please confirm that the Source Code of the Base Product is expected to be delivered as part of bidder's deliverable.	Source code is required for customization
51	6.1.2	105	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 2	The prime bidder should have average turnover for the last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be minimum INR 150 crores. If 2019-20 Financial Statements is unaudited then the Audited Financial Statements of 2016-17 along with an undertaking letter from the bidder that the 2019-20 Statements are not audited is to be submitted.	We request the authority to consider the average turnover of the group company. Request for Modification: The prime bidder should have an average annual group company consolidated turnover of at least Rs. 150 crores in the last three financial years or calendar years worldwide If 2018-19 Financial Statements is unaudited then the Audited Financial Statements of 2015-16 along with an undertaking letter from the bidder that the 2017-18 Statements are not audited is to be submitted.	No change, RFP term prevails

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52	6.1.2	105	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 2	The prime bidder should have average turnover for the last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be minimum INR 150 crores. If 2019-20 Financial Statements is unaudited then the Audited Financial Statements of 2016-17 along with an undertaking letter from the bidder that the 2019-20 Statements are not audited is to be submitted.	The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project, hence we request department to amend the clause as "The bidder should have average turnover for the last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be minimum INR 150 crores. If 2019-20 Financial Statements is unaudited then the Audited Financial Statements of 2016-17 along with an undertaking letter from the bidder that the 2019-20 Statements are not audited is to be submitted." The Turnover value can be from Prime Bidder or from all consortium partners jointly. OR The prime bidder should have average turnover for the last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be minimum INR 65 crores.	No change, RFP term prevails
53	6.1.2	105	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 3	In case of consortium, the second member of consortium should have average turnover of minimum INR 10 crores in last three financial years (i.e. 2017-18, 2018-19 & 2019-20) from IT/ ITeS. If 2019-20 Financial Statements is unaudited then the Audited Financial Statements of 2016-17 along with an undertaking letter from the bidder that the 2019-20 Statements are not audited is to be submitted.	We request you to decrease the average turnover of a consortium member. Request for Modification: In case of consortium, the second member of consortium should have average turnover of minimum INR 5 crores in last three financial years (i.e. 2017-18, 2018-19 & 2019-20) from IT/ ITeS. If 2019-20 Financial Statements is unaudited then the Audited Financial Statements of 2016-17 along with an undertaking letter from the bidder that the 2019-20 Statements are not audited is to be submitted.	No change, RFP term prevails

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54	6.1.2	106	PRE-QUALIFICATION & EVALUATION CRITERIA	PreQualification Criteria- System Integrator, Point 5	<p>The Prime Bidder should have experience of implementing at least one project with same COTS ERP (as proposed) solution with minimum project value of Rs. 3 crore (excluding hardware cost) or 300 transactional users, encompassing any three out of the following five modules in last ten (10) years (as on date of issuance of Bid).</p> <p>a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management</p>	<p>The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project.</p> <p>Companies form consortium to bring on board different domain expertise available with them. Hence limiting this clause only for lead bidder to qualify should be amended and "Prime Bidder or Any Bidder in case of consortium" should be considered.</p> <p>we request department to amend the clause as "The Prime Bidder or any Consortium member should have experience of implementing at least one project with same COTS ERP (as proposed) solution with minimum project value of Rs. 3 crore (excluding hardware cost) or 300 transactional users, encompassing any three out of the following five modules in last ten (10) years (as on date of issuance of Bid).</p> <p>a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management"</p>	No change, RFP term prevails

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55	6.1.2	106	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 5	The Prime Bidder should have experience of implementing at least one project with same COTS ERP (as proposed) solution with minimum project value of Rest. 3 crore (excluding hardware cost) or 300 transactional users, encompassing any three out of the following five modules in last ten (10) years (as on date of issuance of Bid). a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management	Our request is to decrease the minimum project value and transactional users. Request for Modification: The Bidder (Consortium Member) should have experience of implementing at least one project with the same COTS ERP (as proposed) solution with a minimum project value of Rs. 2 crores (excluding hardware cost) or 250 transactional users, encompassing any three out of the following five modules in last ten (10) years (as on date of issuance of Bid). a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management	No change, RFP term prevails
56	6.1.2	106	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 6	The Prime Bidder should have executed at least 3 projects which includes implementation or post implementation support for COTS ERP* solution in India with minimum project value of Rs. 3 crore (excluding hardware cost) or 250 transactional users, in last ten (10) financial years (as on date of issuance of Bid). [*The COTS ERP of only those OEM meeting the Pre- Qualification Criteria specified in 6.1.1 will be considered for evaluation.]	Our request is to decrease the minimum project value and transactional users. Request for Modification: The Bidder (Consortium Member) should have executed at least 2 projects which includes implementation or post implementation support for COTS ERP* solution in India with a minimum project value of Rs. 2 crores (excluding hardware cost) or 250 transactional users, in the last ten (10) financial years (as on the date of issuance of Bid).[*The COTS ERP of only those OEM meeting the Pre- Qualification Criteria specified in 6.1.1 will be considered for evaluation.]	No change, RFP term prevails

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57	6.1.2	107	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 6	<p>The Prime Bidder should have executed at least 3 projects which includes implementation or post implementation support for COTS ERP* solution in India with minimum project value of Rs. 3 crore (excluding hardware cost) or 300 transactional users, in last ten (10) financial years (as on date of issuance of Bid).</p> <p>[*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]</p>	<p>The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project.</p> <p>Companies form consortium to bring on board different domain expertise available with them. Hence limiting this clause only for lead bidder to qualify should be amended to "Prime Bidder or Any Bidder in case of consortium" should be considered.</p> <p>we request department to amend the clause as: The Prime Bidder or any member of consortium should have executed at least 3 projects which includes implementation or post implementation support for COTS ERP* solution in India with minimum project value of Rs. 3 crore (excluding hardware cost) or 300 transactional users, in last ten (10) financial years (as on date of issuance of Bid).</p>	No change, RFP term prevails
58	6.1.2	108	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 9	The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP	<p>Our request is to consider the MAF of Consortium partner too.</p> <p>Request for Modification: The Bidder (Consortium Member) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP</p>	No change, RFP terms prevail.
59	6.1.2	108	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 9	The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP	<p>The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project.</p> <p>Companies form consortium to bring on board different domain expertise available with them. Hence limiting this clause only for lead bidder to qualify should be amended and "Prime Bidder or Any Bidder in case of consortium" should be considered.</p> <p>we request department to amend the clause as: The Bidder (Prime Bidder) or any member of consortium to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP</p>	No change, RFP terms prevail.

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60	6.1.2	108	PRE-QUALIFICATION & EVALUATION CRITERIA	Prequalification Criteria- System Integrator, Point 11	In case of consortium, the second bidder should have experience of implementing similar COTs based implementation or similar customized software development IT project in at least one Government (State or Central) / Public Sector Units/ ULB customers in India with minimum project value of Rs. 50 lakhs (excluding hardware cost) in last 10 In case of consortium, the second bidder should have experience of implementing similar COTs based implementation or similar customized software development IT project in at least one Government (State or Central)/ Public Sector Units/ ULB customers in India with minimum project value of Rs. 50 lakhs (excluding hardware cost) in last 10 financial years (as on date of issuance of Bid) on its own without consortium.	Our request is to consider the reference of Autonomus Organization as well as Reputed private organization Request for Modification: In case of consortium, the second bidder should have experience of implementing similar COTs based implementation or similar customized software development IT project in at least one Government (State or Central) / Public Sector Units/ ULB customers/ Autonomous Organizations/ Reputed Private Organizations in India with minimum project value of Rs. 50 lakhs (excluding hardware cost) in last 10 financial years (as on date of issuance of Bid) on its own without consortium.	No change, RFP terms prevail.
61	6.1.3	110	PRE-QUALIFICATION & EVALUATION CRITERIA	6.1.3 : Pre-Qualification Criteria – Sub-Contractors, Point 4 , For IT Infrastructure Setup and Maintenance at DC and DR	For IT Infrastructure Setup and Maintenance at DC and DR. The Sub-Contractor should have executed minimum 2 (two) projects involving SITC based work related to DC/DR IT infrastructure components like server, storage and network equipment with minimum project value of Rs. 50 lacs each during the past 10 years from the date of issuance of RFP out of which minimum 1 (One) project shall be for any Government (State or Central) / Public Sector Units/ ULB government organizations/ public sector undertakings in India.	Our request is to consider the reference of Autonomus Organization as well as Reputed private organization Request for Modification: For IT Infrastructure Setup and Maintenance at DC and DR: The Sub-Contractor should have executed minimum 1 (one) projects involving SITC based work related to DC/DR IT infrastructure components like server, storage and network equipment with minimum project value of Rs. 50 lacs each during the past 10 years from the date of issuance of RFP, project shall be for any Government (State or Central) / Public Sector Units/ ULB government organizations/ public sector Autonomous Organizations/ Reputed Private Organizations undertakings in India	No change, RFP terms prevail.

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62	6.1.3	110	PRE-QUALIFICATION & EVALUATION CRITERIA	6.1.3 Pre-Qualification Criteria – Sub-Contractors, Point 5	For Email Exchange & Collaboration Tool The Sub-Contractor should have experience of implementing email exchange solution during the past 10 years in any government organization with minimum 250 users from the date of issuance of RFP.	Our request is to decrease the minimum transaction user to 150 Request for Modification: For Email Exchange & Collaboration Tool: The Sub-Contractor should have experience of implementing email exchange solution during the past 10 years in any Reputed Organization with minimum 150 users from the date of issuance of RFP.	No change, RFP terms prevail.
63	6.1.3	110	PRE-QUALIFICATION & EVALUATION CRITERIA	6.1.3 Pre-Qualification Criteria – Sub-Contractors, Point 6	For ISO Audit The Sub-Contractor should have experience of similar work with at least 5 similar projects during the past 10 years from the date of issuance of RFP.	Our request is to decrease the minimum number of similar projects Request for Modification: For ISO Audit The Sub-Contractor should have experience of similar work with at least 3 similar projects during the past 10 years from the date of issuance of RFP.	No change, RFP terms prevail.
64	6.1.3	110	PRE-QUALIFICATION & EVALUATION CRITERIA	6.1.3 Pre-Qualification Criteria – Sub-Contractors, Point 7	For Helpdesk/ Service Desk Support The Sub-Contractor should have experience in providing Help Desk/service desk services and data operations/transaction management services similar in this RFP, during the past 10 years in any Government (State or Central) / Public Sector Units/ ULB government organizations/ public sector undertakings in India for minimum 2 years support following setup and follow IT service delivery processes.	Our request is to consider the reference of Automonus Organization as well as Reputed private organization Request for Modification: For Helpdesk/ Service Desk Support: The Sub-Contractor should have experience in providing Help Desk/service desk services and data operations/transaction management services similar in this RFP, during the past 10 years in any Government (State or Central) / Public Sector Units/ ULB government organizations/ public sector/ Autonomous Organizations/ Reputed Private Organizations undertakings in India for minimum 2 years support following setup and follow IT service delivery processes.	No change, RFP terms prevail.
65	6.2	111	TECHNICAL EVALUATION CRITERIA	General Suggestion for amendment	The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project. Companies form consortium to bring on board different domain expertise available with them. Hence limiting the technical clauses only for lead bidder to qualify should be amended. 1) Experience of all partners in consortium		No change, RFP terms prevail.

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					should be considered (i.e either lead bidder or consortium member to qualify the clause) 2) Combined Turnover of all consortium partners should be considered - (combined employee strength has already been considered, then why not combined Turnover also)		
66	6.2	111	TECHNICAL EVALUATION CRITERIA	Bidder's experience , point 1	Relevant experience of prime bidder in COTS ERP* Implementation in India in past 10 years (as on date of issuance of Bid) covering the following modules (maximum 5 projects):	We request SSDCL to also consider consortium partner projects under this criteria. Request SSCDL to change this criteria as "Relevant experience of prime bidder or consortium member in COTS ERP* Implementation in India in past 10 years (as on date of issuance of Bid) covering the following modules (maximum 5 projects):"	No change, RFP terms prevail.
67	6.2	111	TECHNICAL EVALUATION CRITERIA	Bidder's Experience , Point 1	Relevant experience of prime bidder in COTS ERP* Implementation in India in past 10 years (as on date of issuance of Bid) covering the following modules (maximum 5 projects): a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management ·For the project where 3 out of 5 core modules have been implemented having user base of more than 300 transactional users– 8 marks each · For the project where 3 out of 5 core modules have been implemented having user base of more than 150 transactional users– 7 marks each · For the project where 2 out of 5 core modules have been implemented having user base of more than 300 transactional users– 6 marks each · For the project where 2 out of 5 core modules have been	Our Request is to decrease the 300 transactional users to 250.	No change, RFP terms prevail.

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					<p>implemented having user base of more than 150 transactional users– 5 marks each If the COTS ERP solution considered in above project is same as proposed COTS ERP Solution in SMC, then additional 1 marks per project will be awarded. In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using the system and corresponding number of modules should have gone live for which marks are claimed. The Certificate to this effect from the client on client’s letterhead to be provided along with copy of work order / purchase order. In case of any ongoing project where the project/modules have not gone live, the bidder will be given half of the marks as compared to the projects that have gone live or projects having specified no. of modules gone live. [*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]</p>		
68	6.2	111	TECHNICAL EVALUATION CRITERIA	Bidder’s Experience , Point 2	<p>Relevant experience of bidder in COTS Based Workflow/ BPM based applications implementation in Public Sector Units(PSU)/State/Central Govt./ULB/Banks (Nationalised / Private Sector as per RBI)/Insurance Companies (registered by IRDA) in India in past 10 years (as on date of issuance of Bid) (maximum 2 projects)</p> <ul style="list-style-type: none"> · For the project having user base of more than 200 users – 4 marks each · For the project having user base of more than 100 users – 2.5 marks each · (If the COTS solution is same as proposed COTS Solution in SMC, then additional 1 marks for each project) In case of an ongoing project with phased approach, the 	Our request is to consider the reference of Automonus Organization as well as Reputed private organization	No change, RFP terms prevail.

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					<p>corresponding number of transactional users should have started using the system for which marks are claimed. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order. In case of any ongoing project where the project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live.</p>		
69	6.2	111	TECHNICAL EVALUATION CRITERIA	Bidder's Experience , Point 3	<p>Experience of prime bidder in COTS ERP* implementation in India in past 10 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB</p> <ul style="list-style-type: none"> · 1st project – 5 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks) · 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks) <p>In case of any ongoing project where the project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live. [*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]</p>	Our request is to consider the reference of Automonus Organization as well as Reputed private organization	No change, RFP terms prevail.

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70	6.2	111	TECHNICAL EVALUATION CRITERIA	Bidder's Experience , Point 4	<p>Relevant experience of prime bidder in Implementation of turnkey project including Software Application Development and/or provision, installation and commissioning of backend hardware (Servers, Network equipment etc. desktops and other client side hardware will not be considered) in Public Sector Units(PSU)/State/Central Govt./ULB/Banks (Nationalized/Private Sector as per RBI)/Insurance Companies (registered by IRDA) in India in past 10 years having minimum project value of Rs. 5 Crore.</p> <p>In case of any ongoing project and project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live provided the project has achieved minimum 50% financial progress.</p> <ul style="list-style-type: none"> · Maximum 2 projects – 5 Marks each <p>Note: Projects considered under point 1 to 3 will not be considered under this criteria.</p>	Our request is to consider the reference of Automonus Organization as well as Reputed private organization and decrease the minimum project value from 5 Crore to 2 Crore	No change, RFP terms prevail.
71	6.2	111	TECHNICAL EVALUATION CRITERIA	Bidder's Experience , Point 5	<p>Average annual turnover of prime bidder</p> <ul style="list-style-type: none"> · >=150 Cr to 200 Cr – 2 marks · >=201 Cr to 300 Cr – 3 marks · >=301 Cr to 500 Cr – 4 marks · >=501 Cr – 5 marks 	<p>Our request is to consider group turnover:</p> <p>Average annual turnover of prime bidder</p> <ul style="list-style-type: none"> · >=150 Cr to 500 Cr – 2 marks · >=500 Cr to 1000 Cr – 3 marks · >=1000 Cr to 1500 Cr – 4 marks · >=1500 Cr – 5 marks 	No change, RFP terms prevail.

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72	6.2	112	TECHNICAL EVALUATION CRITERIA	Bidder's Profile, Point 7	<p>Consortium capability</p> <ul style="list-style-type: none"> • No Consortium– 5 marks • Consortium with a partner having SEI CMM Level-3 Certificate– 4 marks • Consortium with a partner having ISO 9001 Certificate – 3 marks 	<p>The existing clause in the evaluation criteria enticing bidder to avoid the Joint/Consortium bidding due to lose of marks because of consortium partner's lower SE CMM certification. The clause should promote the cause of formation of consortium and cumulative capabilities like additional ISO standards like 9001, 27001, 20000 which is more relevant to the project should be evaluated. We request SMC to please amend the evaluation criteria as:</p> <p>"Consortium capability</p> <ul style="list-style-type: none"> • Consortium with a partner having SEI CMM Level-3 Certificate & ISO 9001 Certificate– 5 marks" 	No change, RFP terms prevail.
73	6.2	112	TECHNICAL EVALUATION CRITERIA	Bidder's experience , point 3	3. Experience of prime bidder in COTS ERP* implementation in India in past 10 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB	<p>We request SSDCL to also consider consortium partner projects under this criteria. Request SSCDL to change this criteria as</p> <p>"Experience of prime bidder <u>or consortium member</u> in COTS ERP* implementation in India in past 10 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB"</p>	No change, RFP terms prevail.
74	6.2	113	TECHNICAL EVALUATION CRITERIA	Point 13 ITSSM Tool	The current clause is restrictive and does not allow other key Global OEMs to participation. Apart from Gartner, ITSM tool is also listed by Forrester & IDC. Requesting to add Forrester & IDC along with Gartner	Proposed OEM listed in the latest Gartner Magic Quadrant or Forrester Wave or IDC Marketscape for IT Service Management (ITSM) Tools	No change, RFP term prevails
75	6.2	113	TECHNICAL EVALUATION CRITERIA	Bidder's experience , point 4	4 Relevant experience of prime bidder in Implementation of turnkey project including Software Application Development and/or provision, installation and commissioning of backend hardware (Servers, Network equipment etc. desktops and other client side hardware will not be considered) in Public Sector Units(PSU)/State/Central Govt./ULB/Banks (Nationalized/Private Sector as per RBI)/Insurance Companies (registered by IRDA) in India in past 10 years having minimum project value of Rs. 5 Crore.	<p>We request SSDCL to also consider consortium partner projects under this criteria. Request SSCDL to change this criteria as</p> <p>"Relevant experience of prime bidder <u>or consortium member</u> in Implementation of turnkey project including Software Application Development and/or provision, installation and commissioning of backend hardware (Servers, Network equipment etc. desktops and other client side hardware will not be considered) in Public Sector Units(PSU)/State/Central Govt./ULB/Banks (Nationalized/Private Sector as per RBI)/Insurance Companies (registered by IRDA) in India in past 10 years having minimum project value of Rs. 5 Crore."</p>	No change, RFP terms prevail.

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76	6.2	114	TECHNICAL EVALUATION CRITERIA	Page 114 New Addition Request		Proposed ITSM solution should be deployed on premise (for DC) & on MEITY empaneled cloud service provider (for DR)	No change, RFP term prevails
77	6.2	114	TECHNICAL EVALUATION CRITERIA	6.2 Technical Evaluation, Point 8 , Pre-Qualification Criteria – Workflow/ BPM based E-office applications	Pre-Qualification Criteria – Workflow/ BPM based E-office applications	Workflow/BPM is a part of larger portfolio platforms like Digital Experience Platforms on which eOffice solution are available. Hence request to INCLUDE OEM listed in latest Gartner Magic Quadrant of " Digital Experience Platform " also along with "Enterprise Content Management" or "Intelligent Business Process & Management".	No change, RFP term prevails
78	6.2	114	TECHNICAL EVALUATION CRITERIA	Point no 12 - Cloud Based DR Service Provider (CSP)	Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.- Marks 4 and for Challengers quadrant - Marks 2	We request you to change this as : Proposed OEM listed in the latest Gartner Magic Quadrant for Cloud Infrastructure as Service - Marks 4 . This shall provide competition and more options to System integrator to quote among 6 - 7 OEMs present in Gartner magic quadrant. Otherwise the Leaders and Challengers put together only three OEMs are present.	No change, RFP term prevails
79	6.2	115	TECHNICAL EVALUATION CRITERIA	Note section	1. Value of project must be for contract value of the services and excludes hardware and other infrastructure costs.	We understand that this clause is not applicable for "Sr. No. 4 of Bidder's Experience" where turnkey project experience has been asked.	No change, RFP term prevails
80	Form –1.2 B	128	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.2 B: Joint Bidding Agreement/ Clause iii., Page No. 128	e) The role and responsibility of any member must be commensurate with the technical/financial capabilities that such member is contributing towards meeting the qualification criteria. Each consortium member is liable to contribute resources in terms of knowledge, skills, and trained manpower commensurate with its role and responsibilities and terms of RFP.	We assume that the role an responsibility of any consortium member must be commensurate with the technical/financial capabilities that such member is contributing towards meeting the pre-qualification criteria and not the technical evaluation. Please confirm.	No change, RFP term prevails

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
81	8.8	128	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	SAFETY REGULATION, ACCIDENT AND DAMAGE, Point b	SAFETY REGULATION, ACCIDENT AND DAMAGE b) The Bidder's liabilities under Clause (a) and otherwise under the Contract shall remain unimpaired notwithstanding the existence of any storage cum erection or other insurance covering any risk, damage, loss or liability for which the Bidder is liable to the Owner in terms of the foregoing Sub-Clause or otherwise and / or in respect of which the Bidder has indemnified the Owner with the intent that notwithstanding the existence of such insurance, the Bidder shall be and remain fully liable for all liabilities and obligations under the contract and indemnified to the Owner, and the Owner shall not be obliged to seek recourse under such policy(ies) in preference to recourse against the Bidder or otherwise to exhaust any other remedy in preference to the remedies available to in under the Contract prior written approval of SSCDL.	We request you to please change this criteria as - b) notwithstanding the existence of such insurance, the Bidder shall be and remain fully liable for all liabilities and obligations under the contract and indemnified to the Owner, and the Owner shall not be obliged to seek recourse under such policy(ies) in preference to recourse against the Bidder or otherwise to exhaust any other remedy in preference to the remedies available to in under the Contract prior written approval of SSCDL.	No change, RFP terms prevail.
82		134	Form –1.6: Project execution Methodology	Form –1.6: Project execution Methodology, Point 6	Relevant Experience highlighting ERP implementations in ULB/ Public Sector/ Government sector	Our request is to consider the reference of Automonus Organization as well as Reputed private organization	No change, RFP terms prevail.
83	10.3.1	162	Commercial Bid Format	Section 10.3 Schedule A Implementation Cost and Annual Support Cost for ERP Core Modules and e-Office Application using DMS & BPM (Pg No 162)	Annual Support Cost for 4 years post Hypercare Support	As far as annual support fee of ERP OEM SAP is concerned, it follows a uniform approach for all customers with publicly announced support policies. SAP Enterprise Support fee is currently fixed at 22% per annum till Dec 31, 2025 with additional annual increment applicable based on CPI index published by the Government. It is not possible to give exact support cost for 4 years post Hypercare Support as this '4 year period' may extend beyond 2025 and the future CPI factor itself is not known today. Also, please note that SAP Enterprise Support Fee is applicable from the date of procurement of software licenses and not from the date of go-live of the project etc.,	No change, RFP terms prevail.

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84	10.3.3	164	Commercial Bid Format	10.3.3 Schedule-C: Software Licenses & ATS Cost (Pg No 164)	Line item wise break-up of Software Licenses & ATS Cost	SAP doesn't provide line item wise break-up for software licenses. This is our standard policy applicable to all customers. We quote a lumpsum price considering many internal & external factors. However, License cost & ATS cost can be provided separately.	No change, RFP term prevails
85	11.1	171	IT Infrastructure Requirements	11.1 GENERAL INSTRUCTIONS (Point F) (Page 171)	The integrated solution shall have following environments: 1. Production environment at DC configured in High availability mode with no single point of failure in Active-Active Mode. 2. Non-production environment consisting of Development/Quality/etc. at DC 3. Production environment at Cloud based Disaster Recovery Site	Clarification required here is, Only Production environment in DC & DR needs to be deployed in High Availability	The requirement is self explanatory
86	11.1	171	IT Infrastructure Requirements	Point f) The integrated solution shall have following environments, Page No. 171	f) The integrated solution shall have following environments: i. Production environment at DC configured in High availability mode with no single point of failure in Active-Active Mode. ii. Non-production environment consisting of Development/ Quality/etc. at DC iii. Production environment at Cloud based Disaster Recovery Site	Please confirm whether HSM kind of device will also be required at "Non-production environment consisting of Development/ Quality/etc. at DC" environment. If yes, qty. of the devices will be 4 Nos. (2 DC, 1 Non-Prod., 1 DR) which will unnecessarily increase the cost of the project. We request SSCDL to allow SI to use HSM device of DC for Non-production environment.	Same HSM device for production can be used for non-production environment also.
87	11.1	172	IT Infrastructure Requirements	11.1 GENERAL INSTRUCTIONS (H) DR Site on third party (Cloud) site - III : (Page 172)	In the event of DC failure, DR site shall take over the active role, with 50% of compute of DC production environment infrastructure and such scenario will be called "Active DR". Else the compute environment in DR shall be available with minimum possible compute resources required for a functional DR as per the Cloud solution offered, such scenario will be called "Idle DR". DC Production Database shall be replicated asynchronously on an ongoing basis as per replication strategy and shall be available in full as per designed RPO/RTO (2 hours/ 4 hours)	Kindly elaborate this point hence no confusion in future- the Database in DR need needs to be active 24*7*365?	Yes, understanding is correct.

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88	11.2	201	Minimum Technical Specification	Email Exchange & Collaboration tool (page 201), Section VIII point No 5	Email Solution	Request to clarify, if you need Word, excel and power also as part of solution as that would mean a completely different Product apart from Email. Also you mentioned collaboration which means you do need Employees to chat/Call(Audio and Video) and also share/edit files	The requirement is self explanatory. Bidder to offer solution meeting the RFP requirements.
89	11.2	201	Minimum Technical Specification	Email Exchange & Collaboration tool (page 201), Section VIII point No 6	Security Feature	Request to clarify, if any authentication requirements like Single Sign On for these apps	Bidder is required to capture the required details during requirement gathering phase
90	11.2	201	Minimum Technical Specification	Email Exchange & Collaboration tool (page 201), Section VIII point No 6	Security Feature	Request to clarify, if the legal cases does these envisioned applications to support litigation hold facility	Bidder to offer solution meeting RFP requirements.
91	11.2	201	Minimum Technical Specification	Email Exchange & Collaboration tool (page 201), Section VIII point No 12	Security Feature	Request to clarify, if for RTI application do you need a mechanism to auto discover content from different sources based on search criteria, able to apply litigation hold, or data retention policies.	Bidder to offer solution meeting RFP requirements.
92	11.2	201	Minimum Technical Specification	Email Exchange & Collaboration tool (page 201), Section VIII point No 12	Email Solution	Request to clarify, if all the applications like HR, RTI, Inter departmental require data loss prevention mechanism to auto-detect data loss, like preventing highly confidential data sharing externally.	Bidder to offer solution meeting RFP requirements.
93	11.2	201	Minimum Technical Specification	Email Exchange & Collaboration tool (page 201), Section VIII point No 12	Email Solution	Request to clarify, if we need under lying applications to surface into collaboration platform so that users are not required to go over multiple application windows to work.	Bidder to offer solution meeting RFP requirements.
94	11.2	201	Minimum Technical Specification	Email Exchange & Collaboration tool (page 201), Section VIII point No 12	Email Solution	Request to clarify, if we need data classification mechanisms for these applications such as General, Confidential, Highly Confidential etc., and apply different type of data retention or loss prevention policies based on data classification.	Bidder to offer solution meeting RFP requirements.

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95	11.2	201	Minimum Technical Specification	Email Exchange & Collaboration tool (page 201), Section VIII point No 12	Security Feature	RFP mentions that the product being quoted should be under the purview of Email policy of India and also regarding Data Privacy. We suggest that the cloud quoted for Email solution should be certified by Ministry of Information Technology with Datacenter Locations in India. This will help in Data Sovereignty also.	Bidder to offer solution meeting RFP requirements.
96	11.2	204	Minimum Technical Specification	11.2(8) HSM Device	HSM Device	Is the HSM device required on Cloud based DR ? Kindly confirm the compliance for the HSM device on Cloud as well ?	Yes
97	11.4	247	SUMMARY OF BILL OF QUANTITY (BOQ)	1.3 SUMMARY OF BILL OF QUANTITY (BOQ), Page No. 242, Point 3 & 4	3. The Bidder and OEM compliances wherever it has mentioned "Yes" must be duly signed and stamped and same must be submitted in original or notarized. The Bidder and OEM compliances must be submitted for all modules whose functionalities are mentioned in Section 2.2 of the RFP. 4. The OEM Authorization Letter wherever it has mentioned "Yes" must be duly signed and stamped and same must be submitted in original or notarized. as per FORM 1.17	We understand that "True copy" attestation from the authorized notary public will be considered. Please confirm.	Yes
98	Appendix 2	258	Appendix 2 DATA MIGRATION DETAILS	DATA MIGRATION DETAILS Appendix 2	DATA MIGRATION DETAILS Appendix 2	What is approximate volume/size related to data/document migration with respect to existing legacy application to New DMS system	SI is required to capture the required details during requirement gathering phase.

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99	Appendix 4	263	Appendix 4: CONTRACT AGREEMENT	Point 3 , Terms of Agreement	In the event of implementation period getting extended beyond implementation timelines, for reasons not attributable to the Systems Integrator, SSCDL reserves the right to extend the term of the Agreement by corresponding period to allow validity of contract for 4 years from the date of completion of Hypercare Support. (Note: Delay caused due to any reason not in control of the SI would not be attributed to the project period.)	We request you to please change this criteria as - In the event of implementation period getting extended beyond implementation timelines, for reasons not attributable to the Systems Integrator, SSCDL reserves the right to extend the term of the Agreement by corresponding period to allow validity of contract for 4 years from the date of completion of Hypercare Support on mutual agreement. (Note: Delay caused due to any reason not in control of or not attributable to the SI would not be attributed to the project period.)	No change, RFP terms prevail.
100	Appendix 4	268	Appendix 4: CONTRACT AGREEMENT	Point 12, Third Party claims, a	a) Subject to Sub-clause (b) below, the System Integrator (the "Indemnified Party") from and against all losses, claims litigation and damages on account of bodily injury, death or damage to tangible personal property arising in favor or any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this Agreement or the SLAs.	We request you to please change this criteria as a) Subject to Sub-clause (b) below, the SSCDL (Indemnifying Party) shall defend, indemnify and hold harmless the System Integrator (the "Indemnified Party") from and against all losses, claims litigation and damages on account of bodily injury, death or damage to tangible personal property arising in favor or any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this Agreement or the SLAs.	No change, RFP term prevails
101	Appendix 4	271	Appendix 4: CONTRACT AGREEMENT	Point 15, Force Majeure & Vandalism		We request you to please change this criteria as - In the event that any Damages to items due to Vandalism (physical Majeure attack by public, tampering of equipment by SMC / SSCDL staff and damage due to accidents) or due to Force Majeure events (such as earthquake, fire, natural calamities, war, act of God, pandemic) of any kind during the contract period shall be the liability of SSCDL. In such case, SSCDL/Authority shall request the successful Bidder to repair/replace the damaged unit and reinstall the same.	Pandemic as may be declared by competent statutory authority will be considered as Force Majeure.

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102	Appendix 4	272	Appendix 4: CONTRACT AGREEMENT	Point 16, Resolution of Disputes: This limitation of liability shall not limit the SI's liability, if any, for damage to Third Parties caused by the SI or any person or firm acting on behalf	Resolution of Disputes: The SSCDL and the SI shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Agreement. If after 30 days from the commencement of such informal negotiations, the SSCDL and the SI are unable to resolve amicably such dispute, the matter will be referred to the Chairman, SSCDL, and his / her decision shall be final and binding to both.	We request you to please change this clause as - Resolution of Disputes: The SSCDL and the SI shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Agreement. If after 30 days from the commencement of such informal negotiations, the SSCDL and the SI are unable to resolve amicably such dispute, the matter will be referred to the Chairman, SSCDL mutually appointed arbitrator, and his / her decision shall be final and binding to both. In case the parties are unable to agree on the name of one arbitrator, each party shall appoint an arbitrator; the two appointed arbitrators shall then appoint a third arbitrator, whose decision shall be final and binding on the Parties. <u><i>We propose this change in accordance with the judgment of the Hon'ble Supreme Court in Perkins Eastman Architects DPC & Another v HSCC (India) Limited AIR 2020 SC 59 – decided by the Supreme Court of India on 26th November 2019, The Hon'ble Supreme Court has clarified that in order to attain a complete impartial arbitral domain a person deriving any interest in the arbitral proceedings has no authority to appoint a sole arbitrator. Further, the person who has an interest in the outcome or decision of the dispute must not have the power to appoint a sole arbitrator. Therefore, the deviation as provided is in line with the above judgment.</i></u>	No change, RFP terms prevail.

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103	Appendix 4	272	Appendix 4: CONTRACT AGREEMENT	Point 17, Limitation of Liability towards SSCDL	This limitation of liability shall not limit the SI's liability, if any, for damage to Third Parties caused by the SI or any person or firm acting on behalf of the SI in carrying out the scope of work envisaged herein.	We request you to please change this clause as - This limitation of liability shall not limit the SI's liability, if any, for damage to life, personal injury, and intellectual property rights claims of Third Parties caused by the SI or any person or firm acting on behalf of the SI in carrying out the scope of work envisaged herein. We also propose addition of the following to this Clause: Notwithstanding anything contained to the contrary, SI shall not be liable for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if SI has been advised of the possibility of such damages.	No change, RFP terms prevail.
104	Appendix 4	273	Appendix 4: CONTRACT AGREEMENT	Point 20, Data Ownership	All the data created as the part of the project shall be owned by SSCDL. The SI shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the SI only as per the IT Security Policy, approved by SSCDL. SSCDL / its authorized representative(s) shall conduct periodic / surprise security reviews and audits, to ensure the compliance by the SI Vendor to data / system security.	We request you to please change this criteria as - Subject to payment by SSCDL, All the data created as the part of the project shall be owned by SSCDL. The SI shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the SI only as per the IT Security Policy, approved by SSCDL. SSCDL / its authorized representative(s) (who shall not be competitors of SI) shall at its own costs shall conduct periodic / surprise security reviews and audits only on prior written notice, to ensure the compliance by the SI Vendor to data / system security..	No change, RFP term prevails
105	Appendix 4	274	Appendix 4: CONTRACT AGREEMENT	Point 23, Exit Management	a. The exit management period starts, in case of expiry of contract, at least 6 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the SI. The exit management period ends on the date agreed upon by the SSCDL or Six months after the beginning of the exit management period, whichever is earlier. c) Employees	We request you to please change this criteria as - a) The exit management period starts, in case of expiry of contract, maximum of at least 6 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the SI. The exit management period ends on the date agreed upon by the SSCDL which shall not be more than 6 months or Six months after the beginning of the exit management period, whichever is earlier. c) Cannot agree to this clause as after exit management process, SSCDL cannot hire any of LTI's employees nor will LTI share any employee data.	a) No change, RFP terms prevail. c) Please recheck the clause.

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106	Appendix 4	276	Appendix 4: CONTRACT AGREEMENT	Point 24, Termination of Contract	On failure of the SI to rectify such breach within 30 days, SSCDL may terminate the contract, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SSCDL. In such event the SI shall be liable for penalty/liquidated damages imposed by the SSCDL. The performance Guarantee shall be forfeited by the SSCDL	We request you to please change this criteria as - On failure of the SI-Party to rectify such breach within 30 days, SSCDL other Party may terminate the contract, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SSCDL. In such event the SI shall be liable for penalty/liquidated damages imposed by the SSCDL. The performance Guarantee shall be forfeited by the SSCDL. Such termination by SSCDL shall not affect the payment obligation of SSCDL for services already performed and deliverables already delivered till the date of termination.	No change, RFP term prevails
107	Appendix 4	276	Appendix 4: CONTRACT AGREEMENT	Consequences of Termination	In the event of termination of this contract, SSCDL is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the SI shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to SSCDL and/ or succeeding vendor, as may be required, to take over the obligations of the SI in relation to the execution / continued execution of the requirements of this contract.	We request you to please change this criteria as - In the event of termination of this contract for material breach by SI, SSCDL is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the SI shall be obliged to comply subject to mutual agreeable costs with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to SSCDL and/ or succeeding vendor, as may be required, to take over the obligations of the SI in relation to the execution / continued execution of the requirements of this contract.	No change, RFP term prevails

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108	Appendix 4	276	Appendix 4: CONTRACT AGREEMENT	Point 24, Termination of Contract	a) SSCDL may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a notice of 30 days stating the reason for default to the SI and as it deems fit, terminate the contract either in whole or in part: i. If the SI fails to deliver any or all of the project requirements / operationalization / go-live of the project within the time frame specified in the contract/RFP; or If the SI fails to perform any other obligation(s) under the contract/RFP On receipt of such notice, SI will be required to cure any breach/ default of the Contract, if SSCDL is of the view that the breach may be rectified.	We request you to please change this criteria as - i. If the SI-other Party fails to perform its obligations under the Contract or deliver any or all of the project requirements / operationalization / go-live of the project within the time frame specified in the contract/RFP; or We request you to please change this criteria as - If the SI fails to perform any other obligation(s) under the contract/RFP We request you to please change this criteria as - On receipt of such notice, SI will be required to cure any breach/ default of the Contract, within 30 days. if SSCDL is of the view that the breach may be rectified.	No change, RFP term prevails
109	Appendix 4	276	Appendix 4: CONTRACT AGREEMENT	Point 25 a)	Addition	We propose the addition of the following to this Clause: The obligations under this Clause shall survive for a term of 5 years post expiry or termination of the Contract.	No change, RFP term prevails
110	Appendix 4	276	Appendix 4: CONTRACT AGREEMENT	Point 24, Termination of Contract	Addition	We propose the addition of the following to this Clause: SI shall also have the right to terminate or suspend the contract in case of non-payment by SSCDL.	No change, RFP term prevails
111	Appendix 4	277	Appendix 4: CONTRACT AGREEMENT	Point 25, Miscellaneous , a) Confidentiality		We request you to please change this criteria as - a) Confidentiality: the clause should be mutual and obligations shall mutatais mutandis apply to the SSCDL for confidential information shared by SI. The obligations shall survive for 3 years post expiry or termination of the Agreement	No change, RFP term prevails

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112	Appendix 4	279	Appendix 4: CONTRACT AGREEMENT	Point 25, Miscellaneous , b) Standard of performance The SI shall also conform to the standards laid down by SMC or SSCDL or Government of Gujarat or Government of India from time to time	b) Standard of performance The SI shall also conform to the standards laid down by SMC or SSCDL or Government of Gujarat or Government of India from time to time	We request you to please change this criteria as - b) Standard of performance: The SI shall also conform to the applicable standards laid down by SMC or SSCDL or Government of Gujarat or Government of India from time to time and as provided by SMC or SSCDL in writing.	No change, RFP term prevails
113	Appendix 4	280	Appendix 4: CONTRACT AGREEMENT	Point 25, Miscellaneous , c) Sub Contracts	: The SI shall take prior approval from SSCDL for sub-contracting any allowed work as mentioned in clause , if not already specified in the proposal and approved by SSCDL.	We request you to please change this criteria as - c) Subcontract: The SI shall take prior approval from SSCDL for sub-contracting any allowed work as mentioned in clause and such approval shall not be unreasonably withheld by SSCDL, if not already specified in the proposal and approved by SSCDL.	No change, RFP term prevails
114	Appendix 4	282	Appendix 4: CONTRACT AGREEMENT	Point 25, Miscellaneous ,i), b) Personnel/Employees	Personnel/Employees: SSCDL or its nominated agencies shall have the right to require the removal or replacement of any system Integrator personnel performing work under this Agreement. Addition in the end	We request you to please change this criteria as - i) b. Personnel/Employees: SSCDL or its nominated agencies shall have the right to require the removal or replacement of any system Integrator personnel performing work under this Agreement subject to reason provided by SSCDL in writing. We request you to please change this criteria as - This clause shall only be applicable for key personnel.	No change, RFP term prevails
115	Appendix 4	283	Appendix 4: CONTRACT AGREEMENT	Point 25, Miscellaneous ,L) Entire Agreement	Entire Agreement: This MSA, the SLAs & all schedules appended thereto & the contents & specifications of the RFP subsequent corrigenda issued thereon & clarification (undertakings) accepted by the SSCDL constitute the entire agreement between the Parties with respect to their subject matter.	We request you to please change this criteria as - l) Entire Agreement: This MSA, the SLAs & all schedules appended thereto & the contents & specifications of the RFP subsequent corrigenda issued thereon & clarification (undertakings) accepted by the SSCDL Parties constitute the entire agreement between the Parties with respect to their subject matter.	No change, RFP term prevails

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116				General Query	Real Estate - Lease contracts	Can you please let us know the number of users who work on the Real estate contracts, Real estate collection accounting	Please refer to section 2.1.3 on Estimated number of users
117				General Query	General	Please suggest in which other applications do we require Payroll integration	Please refer to section 2.3 for required information. Actual integration requirement to be finalised during requirement gathering phase.
118				General Query	General	Can there be custom application components for handling multiple user scenarios	Query not clear
119				General Query	General Suggestion for amendment	If credentials of all partners in consortium are considered without limiting to only Prime bidder to qualify, then there is no requirement of separate clauses for "consortium members"	No change, RFP term prevails