

Surat Smart City Development Limited
Pre-Bid Proceedings-1
RFP No.: SSCDL-ERP-RFP-02-2018

The queries raised and given by bidders, but the clarifications are not made in this online pre-bid proceedings shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents or Addenda & Corrigenda.

#	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Response
1	General	Bid submission date	Kindly grant extension of 2 weeks from current submission date for commercial submission + 1 week more for Technical document submission	RFP Terms prevail
2	8.6, Pg, 119, Tax Liability	If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the contractor/Successful Bidder Only, in no case SMC shall be liable for the same.	Request from the Bidder: If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same needs to be borne by the customer(SMC).	RFP Terms prevail
3	2.7.4 ATS payment	ERP license ATS payment term is given as quarterly base	It should be yearly bases in advance as this the term what OEM charges to all the customer/vendor	RFP Terms prevail
4	3.5 pg no 86	EMD	We want 100% to be provided in the form of bank guarantee only & not 50% in Cheque/DD + 50% as BG	RFP Terms prevail
5	Section 2.1, Page 14	Proposed COTS software solution shall be available with complete transparency including operation manuals, help documents and source code for customization.	Please confirm if our understanding is coorrect as we have to provide transparancy with customization source code not product source code	RFP Terms prevail
6	Section 8.2, Page 42	The system shall have a facility to directly capture the physical/hard copy letters received by the department in the system. It should enable capturing basic information like Date of Receipt, Subject of letter, who has sent the letter, Date on letter etc. before exporting to the Letter/Correspondence Management System.	As per mentioned in the RFP document, scanning of physical documents and uploading the electronic documents into the Document Management System is one of the key requirement of the RFP. Therefore, we recommend that the scanning solution should have support for the following features: <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, 	RFP Terms prevail

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			wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. Please confirm our understanding.	
7	Section 14.2, Page 50	3. The systems must seamlessly integrate with any or all of the Core applications and shall support interface with other open-standard systems.	Please provide details on the number of core applications/open-standard systems that will integrate with the DMS.	Please refer Section 2.3 Integration Requirements
8	Section 14.2, Page 50	9. The Scanning Module should allow officers to scan single document as well as document in bulk with facility of segregation of scanned images as different document types like letter, circular, GR, DPR etc.	Please confirm If scanning of legacy documents are in scope of RFP. If Yes, please provide the volumetrics along with sizes of documents(like A4, A3 etc.), expected locations from where scanning to be done etc.	Please refer Appendix 3: Data Migration Details
9	Section 14.2, Page 50	12. The scanning system should support Web-based Scanning & Desktop scanning Module which should allow scanning of documents when not connected to Server.	a) Please provide inputs on number of locations from where scanning has to be done. b) Will SI be allowed to do scanning in selected locations by bringing documents from other locations ? Please confirm.	RFP Terms prevail
10	Section 14.2, Page 51	26. The system should manage lifecycle of content through retention, storage, retrieval, and destruction policies along with tracking and managing of physical location of the content using Records Management System	This is a functionality being provided by a Record Management System. Please confirm that our understanding is correct. If yes, we suggest to consider Record Management System which is in compliance with standards like DoD 5015.2, ISO 15489, VERS etc. which are international standards for Record Management .	RFP Terms prevail
11	Section 6.2, Page 113	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)	We request for the clarification on why only Private sector banks are allowed as part of marking criteria? We hereby request authorities to also consider experience in implementation in Private sector Companies registered which are under Companies act.	RFP Terms prevail
12	11.2 MINIMUM TECHNICAL SPECIFICATION IV. LTO7 Tape Library	Point 4- Number of drives 2 Fibre Channel drive in built from day one and additional 2 dirve option should be available for	Scalability for Tape Drive in the Tape Library shall be increased to min. 10 Drives for future addition in the Library.	RFP Terms prevail

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	Page no. 177	future.		
13	11.2 MINIMUM TECHNICAL SPECIFICATION IV. LTO7 Tape Library Page no. 177	Number of Cartridge slot- minimum 24 Cartridge slot should available from day one.	Scalability for Tape Slots in the Tape Library shall be increased to min. 120 Slots for the future Scalability.	RFP Terms prevail
14	11.2 MINIMUM TECHNICAL SPECIFICATION IV. LTO7 Tape Library Page no. 177	Point 13- Power Supply Necessary Power Supply	Power Supply type should be 80 Plus Power Supply, which is Meant to save 80 % of power consumption.	RFP Terms prevail
15	11.2 MINIMUM TECHNICAL SPECIFICATION IV. LTO7 Tape Library Page no. 177	Cables & - All the necessary tools & tackles licenses, cables/connectors for Ethernet/ Fibre/USB/	Tape Library should also be proposed with Dual Encryption appliance to keep the Encryption key in redundant fashion.	RFP Terms prevail
16	11.2 MINIMUM TECHNICAL SPECIFICATION IV. LTO7 Tape Library Page no. 178	Point -19 OEM Undertaking /Authorisation Letter Bidder/SI should have a back end / back-to-back support contract/agreement/arrangement specifically against this tender no. for services including supply of spare parts, expertise requirements etc. with the Original Equipment Manufacturers (OEMs) which includes the post sales support activities to meet the Service Level Agreement (SLA) mentioned for the entire warranty period. The OEM undertaking /Authorisation letter on OEM Letter Head in this regard should be submitted along with the bid mentioning this tender no.	Request you to include the Intallation to be done by the OEM	RFP Terms prevail
17	RFP pg.#13 (backend applications) & Section 2.3, pg.53	As per pg.13, there's a mention of 60+ legacy applications within SMC/SSCDL's environment; however as per section 2.3, pg.53 of RFP there're only 42 Application details provided	Kindly clarify and detail out - 1. Count and Details of Legacy Applications under SMC's environment, which need to be interfaced with proposed ERP solution? 2. There's also mention of phasing out of some applications; kindly identify which application(s) shall	Please refer Appendix 3: DATA MIGRATION DETAILS. Detailed requirements will be finalized during Business blueprint

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			be phased out due to infusion of new solution emerging from this RFP? 3. Kindly also confirm, who'd be responsible for changes to be done at such legacy applications, i.e. while SI shall be responsible for the overall integration/interfacing, however it is our understanding that any/all changes augured at legacy application(s) end shall be administered by SMC/SSCDL. Please clarify?	phase.
18	RFP pg.#25,"Section 2.3 Recruitment Process"	"Online recruitment to be integrated with SMC website"	Kindly clarify the intend of this statement i.e. what is SMC expecting under the requirement from SI?	Recruitment process to be linked with SMC website.
19	RFP Section 2.5.6.1, pg.68	"Data Migration"	It is generally observed that SI/bidder provides Templates for Data Migration as per cut-over mechanism proposed of ERP OEM, the same is filled/collates by the purchaser/SMC/SSCDL's CORE Team, thus the cleansed and/or correct & reconciled data is provisioned by busiiness/purchaser to SI for upload.However, in this case Data collection, cleansing, preparation has been put into SI's scope who does neither have ownership of the existing environment nor expertise of data extractions from such system(s). Hence, it is requested that Data Collection, Collation, Cleansing, Scrubbing should be kept under SMC's scope; as evident in other similar tenders/RFPs?	RFP Terms prevail
20	RFP pg.187-188, Appendix 1: CONTRACT AGREEMENT	In case of failure of the Successful Bidder to deliver the products/services, the Authority is authorized to get the work done from third party at the cost and risk of the SECOND PART	Uncapped Risk Purchase - Request SMC to revisit the clause and infuse overall capping on such item i.e. as per market competitive conditions and as scoped by the bidder, else otherwise this mounts to unlimited liability and as such a highly challenging situation from internal Risk standpoint?	RFP Terms prevail
21	RFP Pg 190, Appendix-2: Resource Requirement	Note: Over and above the criteria defined above, for the ERP COTS based products, each resource deployed by the bidder must be certified by the OEM for respective role and/or module and/or technology and must possess minimum 2 years	Request to relax this criteria.	RFP Terms prevail

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		post certification experience		
22	RFP pg.82, section 2.8.8	Limitation of Liability- 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.	Request to limit the liability from Damage to third parties to contract value as currently it is not defined as per the clause.	RFP Terms prevail
23	6.1.2 Pre- Qualification Criteria- System Integrator, Criteria 2, Pg No. 106	Financial Capacity: The prime bidder should have average turnover of minimum INR 150 crores in last three financial years i.e. 2014- 15, 2015-16 & 2017-18.	There is something wrong in this clause as it is asking for Turnover for 2014- 15, 15-16 and 2017-18. (FY 2016-17 is missing?) Ideally this should be turnover from 2015-16, 2016-17 and 2017-18. and in case if 2017-18 Financial Statements is unaudited then the Audited financial Statements of 2014-15 along with an undertaking letter from the bidder that the 2017-18 Statements are not audited is to be submitted.	Please refer Addenda and Corrigenda.
24	6.1.2 Pre- Qualification Criteria- System Integrator, Criteria 3, Pg No. 106- 107	Financial Capacity of Consortium bidder: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. 2014-15, 2015-16 & 2017-18) from IT/ ITeS	There is something wrong in this clause as it is asking for Turnover for 2014- 15, 15-16 and 2017-18. (FY 2016-17 is missing?) Ideally this should be turnover from 2015-16, 2016-17 and 2017-18. and in case if 2017-18 Financial Statements is unaudited then the Audited financial Statements of 2014-15 along with an undertaking letter from the bidder that the 2017-18 Statements are not audited is to be submitted.	Please refer Addenda and Corrigenda.
25	6.2, Technical Evaluation Criteria, Pt 2, Pg 113	Relevant experience of bidder in COTS Based Workflow/ BPM based applications	Just to confirm whether experience of consortium bidders also acceptable or only prime bidder experience will be considered	Experience of implementing agency would be considered.
26	6.2, Technical Evaluation Criteria, Pt 4, Pg 113-114	Note: Projects considered under point 1 to 3 will not be considered under this criteria.	Request to remove this condition	RFP Terms prevail
27	6.2, Technical Evaluation Criteria		We also propose to keep some marks and weightage for Demo and Presentation as this will give SMC a better way of evaluating and judging the capable bidder.	RFP Terms prevail
28	6.4, FINAL EVALUATION OF PROPOSAL	The final evaluation of proposals shall be on the principle of Quality Cum Cost Based Selection (QCBS) based on the final weighted score. A	For the selection of best and competent bidder: We propose SMC to consider " Quality Cum Cost Based Selection	RFP Terms prevail

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		weightage of 60% will be assigned to the Technical Bid Score and a weightage of 40% will be assigned to the Financial Bid Score.	(QCBS) based on the final weighted score. A weightage of 80% will be assigned to the Technical Bid Score and a weightage of 20% will be assigned to the Financial Bid Score."	
29	Page 15	The Scope of Work will broadly cover the following: <ul style="list-style-type: none"> · Planning and Implementation/customization of ERP applications/products/solutions · Integration of applications/software implemented by SMC for various services on the new ERP platform · Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP · Operations and maintenance of the proposed solution for 5 years after Go-Live along with deployment of manpower as necessary · Deployment and supervision of personnel required for the successful completion of the project · SITC and maintenance of optimally sized IT infrastructure (Servers, Storage and other DC/DR Components for the ERP Solution) · Capacity building and training 	Can you please let us know the list of existing applications (that are being envisaged to be discontinued) to ERP	Detailed Requirements will be finalized during Business blueprint phase.
30	Page 15	Below is the To-Be component architecture for SMC. The applications under ERP system integrator (SI) scope are broadly divided into two categories: 1. ERP Off-The-Shelf Core Modules 2. E-office applications using DMS and BPM	Can you please let us know whether the SI can propose any other solution of different OEM / Bespoke solution for the E-office applications?	RFP Terms prevail
31	Page 19	Employee self-service 1000	Out of these, please let us know the number of employees will use Travel claims?	RFP Terms prevail
32	Page 17	c. Procurement, Material Management & Vendor Management 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,	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. Interface from existing

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		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.		system might be required for flow of information between legacy and ERP system
33	Page 56	2.4 ERP INFRASTRUCTURE REQUIREMENTS SI is responsible to size and propose the IT infrastructure required for smooth functioning of the entire solution as per OEM guidelines and standard industry practice. SI has to supply, install, commission and manage/maintain the IT Infrastructure components such as Servers, Databases, Storage Solution, Software and other supporting IT components as required at the Data Centre / DR that has been proposed as part of the bid. The Data Centre (DC) and DR to be used for this project will be provided by SMC.	Please clarify only the DC and DR facilities will be provided by SMC, and all the other IT infra like Servers, Databases, Storage Solution, Software and other supporting IT components as required at the Data Centre need to be provisioned by SI.	RFP Terms Prevail. Section 2.4 is self-explanatory.
34	Page 50	Should support any operating system like Windows, Linux, Unix	Since this is a COTS based RFP, request the respective Solution OEM to suggest the best suitable OS for the proposed solution	The requirement specified in Section 14.1, Clause-3 refers to the support requirements for the client OS.
35	Page 51	4. All the components proposed like database license, OS etc. should be configured in high availability for production environment.	Since this is a COTS based RFP, request the respective Solution OEM to suggest the best suitable Database, OS for the proposed solution	The requirement specified in Section 14.1, Clause-17 does not enlist any specific DB or OS to be supplied by the bidder.
36	Page 104	The proposed ERP should have been implemented and "Gone Live" in minimum three (3) clients out	We would request that proposed ERP should be gone live in Govt./PSU/ULB only considering SMC as	RFP Terms prevail

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		of which two (2) in Government (State or Central) / Public Sector Units/ ULB customers in India encompassing any three out of the following five modules in last ten (10) years from the date of issuance of RFP. a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management with minimum license cost and annual technical support of Rs. 5 crore each or average 750 transactional users for five clients including average 750 transactional users for two Government clients as well	Government body.	
37	Page 19	Field Inspection & reporting; Integrated audit management system; Vigilance work assignment & reporting; Court case management; Inter-departmental file movement (Inward-Outward); Meeting Management; RTI Application Management; IT Service Support Management (ITSSM)	Can you please let us know whether all these Modules should be part of Workflow/ BPM based E-office applications using DMS?	Please refer Section 2.1.2 for modules to be covered for Workflow/ BPM based e-office applications using DMS
38	Page 13	Thus , an integrated...functioning	Does the other systems referred will still be operational and need to be integrated with ERP?	Please refer Section 2.3 Integration Requirements
39	Page 18	Users	Is the users in various departments are unique to those departments?	User may have multiple charges of various departments.
40	Page 71	2.5.9 Certification	Is the certification for the solution deployed or for the software as well?	<<Functional Testing of Customized software is included in STQC testing. Non-Customized Software (COTS) does not include third party Quality testing. Infrastructure Part is required to be audited always>>

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41	Page 75	2.7.3 Payment Schedule	Can the total software cost be paid on supply of the licenses.	RFP Terms prevail
42	Page 92	3.11.17 Legal Entities	Who will be the primary purchaser and who all will be the affiliate to it? Will this undergo change in later years with addition of other legal entities? In that case will the solution be used by the new entities as well?	RFP Terms prevail
43	Page 102	5.8 Prices	Till what time period the quoted prices need to be firm? A definite time frame is needed ?	Please refer Section 10.2; clause -9 regarding time validity of quoted price
44	Page 75	Payment schedule for license cost 2.7.3.1	We request to give 100% payment against signing of LOA/contract and delivery of licenses within 30 days. Since our SI does payment against delivery of licenses and considering price validity for RFP we cant have delivery model of partial licenses or subset of licenses.	RFP Terms prevail
45	Page 88	3.11.2 Consortium Conditions	We request to relax on terms that consortium partners needs to have MAF from ERP OEM, instead they can have authorisation from their consortium prime bidder.	Please refer section 6.1.2 and point -9; MAF to be provided by Prime Bidder
46	Page 103	6.1.1 6.1.1 Pre-Qualification Criteria – ERP OEM - Purchase Order/license agreement	We would not be able to give purchase order or license agreement due to our clients NDA clause , instead pls. consider submission of client completion certificate with required details or allow us to submit self certification that implemented client project cost is above 5 crores with ATS/AMC.	RFP Terms prevail
47	Page 103	6.1.16.1.1 Pre-Qualification Criteria – ERP OEM - Networth /Turnover	We would be able to provide required Networth certificate only, we would not be able to provide any other declaration in SMC format due to compliance and regulatory issue and we had submitted the same during last RFP also.	RFP Terms prevail
48	Page 103	OEM Selfcertification-form 1.12A, B,C et	We would provide OEM self certification with our standard disclaimers and only soft copy of the same	RFP Terms prevail
49	Page 148	OEM Authorization form/MAF-form 1.17	We would submit MAF in our Own standard format due to our legal compliance and only submit soft copy of the same	RFP Terms prevail
50	Page 1,35,148	OEM Authorization for Partners	We would provide separate declaration on 05 partners which are working in public sector. We would submit soft copy of the same.	RFP Terms prevail

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51	Page 106	Prequalification for SI 6.1.2- 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).	We would request SMC that SI should have experience of implementing proposed COTS ERP with 02 nos of project with a minimum project value of 05 crores Or 500 transactional users encompassing any three out of 05 modules in last 10 years.	RFP Terms prevail
52	Page 112	6.2 Technical Evaluation Criteria-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.	With reference to point and marking instead of 1 mark we would request SMC to give 02 marks per project as earlier RFP were with 2.5 mark since SMC needs to weigh solutions on proposed COTS ERP and already implemented one as in RFP only its mentioned that SMC wants to deploy some readymade solutions already working in Govt.Department across India instead of having to develop solution entirely from scratch.	RFP Terms prevail
53	Page 113	6.2 Technical Evaluation criteria.- ULB Marking	It seems SMC has completely removed this point as with earlier RFP SI having deployed Proposed COTS ERP solution in ULB would get additional 04 marks which was subsequently reduced to 03 marks in earlier RFP in June. We would request SMC to keep atleast 2.5 /2 marks additional for having the proposed COTS ERP solution deployed in ULB. We do understand that Deploying a solution in COTS ERP in ULB is much more challenging rather than deploying the same in Govt.Department/ PSU or Private sector and SMC needs to give due additional weightage on the same.	RFP Terms prevail
54	Page 161	10.3.3- Software licenses for ERP-Supply and activation of ERP License-400 Nos ,ESS License-1000 nos and Payroll License-20000 nos.	As per RFP its mentioned that SMC will procure only 15 licenses during 1 phase and time duration to go live mentioned is 520 weeks which means SMC will procure balance licenses after 1.5 years of contract signing. We would request SMC to clarify on price bid validity is 06 months from date of commercial opening and We would request SMC to give complete bifurcation of licenses module wise and functionality wise.	RFP Terms Prevail

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55	Page 56	Infrastructure Requirements	Pls. let us know whether SMC would procure Hardware in phase wise manner just as software licensing or it would procure completely since SMC is expecting 1st phase to go live in 1.5 years procuring Hardware completely will result in additional costing of Warranty cum AMC for remaining period of contract. We would recommend SMC to buy required Hardware as suggested by SI post SRS stage .	RFP Terms prevail
56	Page 191	Data migration details-The master data, transactional data, business rules from these applications will need to be migrated to the new system	What is expectation of SMC on transactional data to be migrated from existing system to new System.	Please refer Appendix 3: Data Migration Details. Detailed requirements will be finalized during Business blueprint phase
57	6.1.2 Pre-Qualification Criteria- System Integrator	The prime bidder should have average turnover of minimum INR 150 crores in last three financial years i.e. 2014-15, 2015-16 & 2017-18.	Please change required average annual turnover of consortium partners to 50 Crores to 75 Crores over last three years from ICT solution and services. Allowing this change would allow more competition and also ensure that financially competent bidders participate.	RFP Terms prevail
58	6.1.2 Pre-Qualification Criteria- System Integrator	The Prime Bidder providing the application development/customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 5	Please change this to SEI CMMI 3. Allowing this change would allow more competition. CMMI 3 is good enough quality certification for executing eGovernance projects and there have been many instance of projects of this and even bigger size being successfully executed by CMMI Level 3 companies.	RFP Terms prevail
59	Pre-Qualification	OEM Related Criteria	RFP OEM criteria is for the proprietary solution. However please clarify eligibility on domestic software solutions developed on open source as per Gol open source guidelines to participate; which shall help to promote "Made in India" Policy. OEM related criteria should not be applied to software solutions developed on Open Source because any SI who has skilled man power can customize and implement the open source software solution. We request this criteria to be removed for SI whose solutions is based on Open Source Technologies and has prior	RFP Terms prevail

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			experience in implementation of similar solution in India http://meity.gov.in/writereaddata/files/policy_on_adoption_of_oss.pdf	
60	Pre-Qualification	OEM Related Criteria - Gartner Quadrant	There are many e-Governance and ERP solutions developed specifically for Indian government / ULBs and implemented in many ULBs in India. These solutions may not be on Gartner Magic Quadrant as they are India Specific. Such ERP and eGovernance solutions that have been implemented in more than 100 Urban Local Bodies/ Govt. Organisations in India should be allowed and Gartner Quadrant requirement may not be mandatory.	RFP Terms Prevail
61	Pre-Qualification	OEM Related Criteria	Requesting you to change OEM related criteria to allow domestic companies who have their own Open Source proven Products to participate.	RFP Terms prevail
62	Technical Qualification - Bidder's Profile-Page 114	Employee Strength in India >=250 to 500 - 2 marks >=501 to 750 - 3 marks >= 751 to 1000 - 4 marks >=1001 - 5 marks	Employee Strength in India >=50 to 150 - 2 marks >=151 to 300 - 3 marks >=301 to 450 - 4 marks >=450 - 5 marks	RFP Terms Prevail
63	11.2 MINIMUM TECHNICAL SPECIFICATION IV . LTO7 Tape Library Page 177 of 192	LTO7 Tape Library for taking Backup	We suggest that backup of ERP Production and Test & Development Instance (Mission Critical Data) should be taken and stored on Disk-based Backup Appliance rather than Tape Library. Tape Media doesn't provide data retrieval assurance for longer periods and mission critical data can't be stored on such media which can not guarantee data availability over longer periods of time. Generic specs for the same are enclosed in the adjacent sheet for your reference and kind consideration and inclusion.	RFP Terms Prevail
64	11.2 MINIMUM TECHNICAL SPECIFICATION III . SAN Storage with SAN Switches Page 173 of 192	Controllers: The Storage system must have at least two hot pluggable controllers running in active-active mode (for all required protocols) with automatic failover to each other in case of one controller failure.	"Controllers: Offered Storage Array shall be supplied with minimum of Quad Crossbar Engines / Quad Controller Nodes / Quad Controller Engines running in Active-Active mode (for all required protocols). The Storage Controller should function such that the entire load of the solution is spread across all the controllers. Ho	RFP Terms Prevail

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			<p>wever, in case of failure of any controller(s), the remaining working controller(s) should be able to cater to entire load of the solution. Storage solution should have self-healing design to protect against disk or controller failure". For Mission Critical Application such as ERP, we recommend to opt for 4-Controller Architecture with Load Balancing across all 4 Controllers working together as a Single Unit such that in the event of failure of one of the four Controllers, the load and users can be seamlessly moved and load balanced across remaining three Controllers without any performance dip or without any timeout.</p>	
65	11.2 MINIMUM TECHNICAL SPECIFICATION III . SAN Storage with SAN Switches Page 173 of 192	Cache: The proposed storage array should be quoted with a minimum of 16GB system cache memory - minimum 96GB Cache or higher per controller.	"Cache: Minimum 300 GB of useable cache spread across all controllers. If cache is provided in additional hardware for unified storage solution, then cache must be over and above 300 GB". For Mission Critical Application such as ERP, we recommend to increase Cache to min. 300GB spread across 4 Controllers so that sufficient Cache can be provisioned and provided for Data & Metadata.	RFP Terms Prevail
66	2.4.2 Key Activities and Deliverables	New Clause to be Included	Since these factory integrated machines will be installed and commissioned on-site directly by hardware OEM (hardware installation, O.S hardening etc.) and not by the SI, we suggest that for smooth integration and better granular control ; complete infrastructure namely - SERVER FOR ERP SOLUTION, SERVER FOR OTHER REQUIREMENTS, SAN Storage with SAN Switches, Disk-based Backup Appliance and Backup Software - supporting Virtual Environment should be from Single OEM. For such Critical setups even the Support for these hardware equipments are also provided directly by the OEM's by OEM resources only.	RFP Terms Prevail
52	Page 112	6.2 Technical Evaluation Criteria-If the COTS ERP solution considered in above project is same as proposed COTS ERP Solution in SMC, then	With reference to point and marking instead of 1 mark we would request SMC to give 02 marks per project as earlier RFP were with 2.5 mark since SMC	RFP Terms prevail

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		additional 1 marks per project will be awarded.	needs to weigh solutions on proposed COTS ERP and already implemented one as in RFP only its mentioned that SMC wants to deploy some readymade solutions already working in Govt.Department across India instead of having to develop solution entirely from scratch.	
53	Page 113	6.2 Technical Evaluation criteria.- ULB Marking	It seems SMC has completely removed this point as with earlier RFP SI having deployed Proposed COTS ERP solution in ULB would get additional 04 marks which was subsequently reduced to 03 marks in ealrier RFP in June. We would request SMC to keep atleast 2.5 /2 marks additonal for having the proposed COTS ERP solution deployed in ULB. We do understand that Deploying a solution in COTS ERP in ULB is much more challenging rather than deploying the same in Govt.Department/ PSU or Private sector and SMC needs to give due additional weightage on the same.	RFP Terms prevail
54	Page 161	10.3.3- Software licenses for ERP-Supply and activation of ERP License-400 Nos ,ESS License-1000 nos and Payroll License-20000 nos.	As per RFP its mentioned that SMC will procure only 15 licenses during 1 phase and time duration to go live mentioned is 520 weeks which means SMC will procure balance licenses after 1.5 years of contract signing. We woudl request SMC to clarify on price bid validity is 06 months from date of commercial opening and We would request SMC to give complete bifurcation of licenses module wise and functionality wise.	RFP Terms Prevail
55	Page 56	Infrastructure Requirements	Pls. let us know whether SMC would procure Hardware in phase wise manner just as software licensing or it would procure completely since SMC is expecting 1st phase to go live in 1.5 years procuring Hardware completely will result in additional costing of Warranty cum AMC for remaining period of contract. We would recommend SMC to buy required Hardware as suggested by SI post SRS stage .	RFP Terms prevail
56	Page 191	Data migration details-The master data, transactional data, business rules from these applications will need to be migrated to the new	What is expectation of SMC on transactional data to be migrated from existing system to new System.	Please refer Appendix 3: Data Migration Details. Detailed requirements

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		system		will be finalized during Business blueprint phase
57	6.1.2 Pre-Qualification Criteria- System Integrator	The prime bidder should have average turnover of minimum INR 150 crores in last three financial years i.e. 2014-15, 2015-16 & 2017-18.	Please change required average annual turnover of consortium partners to 50 Crores to 75 Crores over last three years from ICT solution and services. Allowing this change would allow more competition and also ensure that financially competent bidders participate.	RFP Terms prevail
58	6.1.2 Pre-Qualification Criteria- System Integrator	The Prime Bidder providing the application development/customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 5	Please change this to SEI CMMI 3. Allowing this change would allow more competition. CMMI 3 is good enough quality certification for executing eGovernance projects and there have been many instance of projects of this and even bigger size being successfully executed by CMMI Level 3 companies.	RFP Terms prevail
59	Pre-Qualification	OEM Related Criteria	RFP OEM criteria is for the proprietary solution. However please clarify eligibility on domestic software solutions developed on open source as per Gol open source guidelines to participate; which shall help to promote "Made in India" Policy. OEM related criteria should not be applied to software solutions developed on Open Source because any SI who has skilled man power can customize and implement the open source software solution. We request this criteria to be removed for SI whose solutions is based on Open Source Technologies and has prior experience in implementation of similar solution in India http://meity.gov.in/writereaddata/files/policy_on_adoption_of_oss.pdf	RFP Terms prevail
60	Pre-Qualification	OEM Related Criteria - Gartner Quadrant	There are many e-Governance and ERP solutions developed specifically for Indian government / ULBs and implemented in many ULBs in India. These solution may not be on Gartner Magic Quadrant as they are India Specific. Such ERP and eGovernance solutions that have been implemented in more than 100 Urban Local Bodies/ Govt. Organisations in India	RFP Terms Prevail

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			should be allowed and Gartner Quadrant requirement may not be mandatory.	
61	Pre-Qualification	OEM Related Criteria	Requesting you to change OEM related criteria to allow domestic companies who has their own Open Source proven Products to participate.	RFP Terms prevail
62	Technical Qulification - Bidder's Profile-Page 114	Employee Strength in India >=250 to 500 – 2 marks >=501 to 750 – 3 marks >= 751 to 1000 – 4 marks >=1001 – 5 marks	Employee Strength in India >=50 to 150 – 2 marks >=151 to 300 – 3 marks >=301 to 450 – 4 marks >=450 – 5 marks	RFP Terms Prevail
63	11.2 MINIMUM TECHNICAL SPECIFICATION IV . LTO7 Tape Library Page 177 of 192	LTO7 Tape Library for taking Backup	We suggest that backup of ERP Production and Test & Development Instance (Mission Critical Data) should be taken and stored on Disk-based Backup Appliance rather than Tape Library. Tape Media doesn't provide data retrieval assurance for longer periods and mission critical data can't be stored on such media which can not guarantee data availability over longer periods of time. Generic specs for the same are enclosed in the adjacent sheet for your reference and kind consideration and inclusion.	RFP Terms Prevail
64	11.2 MINIMUM TECHNICAL SPECIFICATION III . SAN Storage with SAN Switches Page 173 of 192	Controllers: The Storage system must have at least two hot pluggable controllers running in active-active mode (for all required protocols) with automatic failover to each other in case of one controller failure.	"Controllers: Offered Storage Array shall be supplied with minimum of Quad Crossbar Engines / Quad Controller Nodes / Quad Controller Engines running in Active-Active mode (for all required protocols). The Storage Controller should function such that the entire load of the solution is spread across all the controllers. However, in case of failure of any controller(s), the remaining working controller(s) should be able to cater to entire load of the solution. Storage solution should have self-healing design to protect against disk or controller failure". For Mission Critical Application such as ERP, we recommend to opt for 4-Controller Architecture with Load Balancing across all 4 Controllers working together as a Single Unit such that in the event of failure of one of the four Controllers, the load and users can be seamlessly moved a	RFP Terms Prevail

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			nd load balanced across remaining three Controllers without any performance dip or without any timeout .	
65	11.2 MINIMUM TECHNICAL SPECIFICATION III . SAN Storage with SAN Switches Page 173 of 192	Cache: The proposed storage array should be quoted with a minimum of 16GB system cache memory - minimum 96GB Cache or higher per controller.	"Cache: Minimum 300 GB of useable cache spread across all controllers. If cache is provided in additional hardware for unified storage solution, then cache must be over and above 300 GB". For Mission Critical Application such as ERP, we recommend to increase Cache to min. 300GB spread across 4 Controllers so that sufficient Cache can be provisioned and provided for Data & Metadata.	RFP Terms Prevail
66	2.4.2 Key Activities and Deliverables	New Clause to be Included	Since these factory integrated machines will be installed and commissioned on-site directly by hardware OEM (hardware installation, O.S hardening etc.) and not by the SI, we suggest that for smooth integration and better granular control ; complete infrastructure namely - SERVER FOR ERP SOLUTION, SERVER FOR OTHER REQUIREMENTS, SAN Storage with SAN Switches, Disk-based Backup Appliance and Backup Software - supporting Virtual Environment should be from Single OEM. For such Critical setups even the Support for these hardware equipments are also provided directly by the OEM's by OEM resources only.	RFP Terms Prevail