

**ADDENDUM & CORRIGENDUM-2: RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation**  
**[RFP No.: SSCDL-ERP-RFP-01-2020]**



## 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	Online Price Bid End Date - To be submitted online only on <a href="https://smc.nprocure.com">https://smc.nprocure.com</a> on or before 30.09.2020 up to 18:00 hrs.	Please grant extension of at-least 3 to 4 weeks from the date of Pre-bid response OR Addendum and Corrigendum whichever is later + 7 working days for Technical document submission	Please refer to the Addendum & Corrigendum 2
2		3	NOTICE INVITING REQUEST FOR PROPOSAL	Bid End Date	Online Price Bid End Date-To be submitted online only on <a href="https://smc.nprocure.com">https://smc.nprocure.com</a> on or before 30.09.2020 up to 18:00 hrs	We would request authorities to kindly extend the bid submission by 03 weeks from the current date as Cloud portion comes once all the software sizing and DC hardware sizing is done.	Please refer to the Addendum & Corrigendum 2
3		3	NOTICE INVITING REQUEST FOR PROPOSAL	Bid End Date	Notice Inviting RFQ	Request to extend the date of online price bid submission by minimum 2 week. Request to extend the data of technical bid submission by minimum 3 weeks.	Please refer to the Addendum & Corrigendum 2
4		3	NOTICE INVITING REQUEST FOR PROPOSAL	Bid End Date	ERP will enable all business functions to have end to end tracking and visibility of any Business Process or Business Cycle. Proposed COTS ERP should support localization features for India taxes and payroll, and provide the legal changes for any statutor	We request to extend Last date (deadline) for Online Price Bid Submission: 24/10/2020 Last date (deadline) for Technical Bid Submission: 31/10/2020	Please refer to the Addendum & Corrigendum 2
5	1	11	INTRODUCTION	INTRODUCTION, Last paragraph	The project being awarded to the deserving party would be on a design-build-maintain-transfer model for a period of four years post Hypercare. SMC reserves the right to perpetuate the operation period beyond contract period as well.	The project being awarded to the deserving party would be on a design-build-maintain-transfer model for a period of four years post Hypercare. SMC reserves the right to <del>perpetuate</del> extend the operation period beyond contract period as well on mutual agreement with the SI.	Please refer to the Addendum & Corrigendum 2
6	1	11	INTRODUCTION	INTRODUCTION, Last paragraph	The parties who respond to the tender are expected to (but not limited to) manage the entire program end-to-end including Implementation and customization of COTS product(s), develop custom module as required, maintenance and support following ITIL practices, setup and follow IT service delivery processes.	The parties who respond to the tender are expected to ( <del>but not limited to</del> ) manage the entire program end-to-end including Implementation and customization of COTS product(s), develop custom module as required, maintenance and support following ITIL practices, setup and follow IT service delivery processes.	No Change. RFP term prevails

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7	1.2	13	INTRODUCTION	ABOUT SURAT MUNICIPAL CORPORATION,SMC initiatives in e-governance, Bullet Point 1	18 functional Civic Centers offering wide range of citizen centric services	Kindly share the details of SMC's/SSCDL location which consists of No. of Offices/Civic Centres/branches/locations etc that shall be part of the scope.	List of offices /civic center is available on SMC website
8	1.2	13	INTRODUCTION	ABOUT SURAT MUNICIPAL CORPORATION,SMC initiatives in e-governance, Bullet Point 5	Adoption of e-Tendering Process	If possible. Please provide us with a high level business flow of SMC tender process flow? How many tender committees exist in SMC?	Query has no relevance with the RFP scope
9	1.2	13	INTRODUCTION	ABOUT SURAT MUNICIPAL CORPORATION,SMC initiatives in e-governance, Bullet Point 6	Comprehensive portal with detailed information of departments and online payment facility	We assume there are some existing web portal at SMC and needs to be integrated with the New ERP system? If yes, Kindly share the details,	The indicative list of integrations are mentioned in Section 2.3 of RFP.
10	1.2	13	INTRODUCTION	ABOUT SURAT MUNICIPAL CORPORATION,SMC initiatives in e-governance, Bullet Point 8	SMC owned Mobile Application which offers information and service on the go.	We assume, that there is a need of mobile applications integration that needs to be interfaced with the New ERP system, Is our understanding is correct	Yes, the understanding is correct
11	1.4	14	INTRODUCTION	AS-IS SITUATION	AS-IS SITUATION	Can you please share a high level existing system /AS IS landscape?	Necessary details will be shared with successful bidder
12	1.4	14	INTRODUCTION	AS-IS SITUATION	AS-IS SITUATION	Kindly share us the current application stacks/technology in detail of the existing system at SMC & who is the current vendor managing it currently, or Is it managed by SMC itself?	Necessary details are available in <b>Section 1.4 under Backend Application.</b>
13	1.4	14	INTRODUCTION	AS-IS SITUATION, Backend Applications	Backend applications: There are more than 60 applications in production use for different functions like Accounts, Central Establishment (HR), Payroll, Budget and budgetary control, Material Management system (Stores), Water meter billing, Property Tax assessment, Project Monitoring system, file tracking, Audit	Kindly reconfirm, if all the 60 backend applications also needs to be integrated with the New ERP system along with the 40 integrations mentioned in the integration requirement in section 2.3? If yes, pls share the details of the 60 backend applications and total integrations that needs to be integrated in the ERP system	Pl. refer 2.3 for indicative Integration Requirements. Exact integration requirement is to be finalised during requirement gathering phase.

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					Inward outward and object register, GIS application etc.		
14	1.4	14	Scope of work	AS-IS SITUATION, Last Paragraph	The main advocate to go for an ERP implementation rather than investing in upgrading existing systems, integrating with each other, providing paperless interface support, embedding workflow approval mechanism is that these features can be achieved out of the box from leading COTS solution,	Kindly elaborate the current activates performed on the paper system that needs to be routed to paperless interface support?	Necessary details will be shared with successful bidder
15	2	15	Scope of work	Scope of work,bullet Point 2 on page 15	Integration of applications/software implemented by SMC for various services on the new ERP platform ( we can see 40 applications)	Could you please share list of Systems , Applications or services including 3rd parties services to be integrated apart from 40 integration..	Pl. refer 2.3 for indicative Integration Requirements. Exact integration requirement is to be finalized during requirement gathering phase.
16	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	Who will responsible for digitization of legacy data which is not in digital form	<p><b>Please refer to section 2.5.4 as below</b></p> <p>The selected SI is not responsible for the digitization of the data currently available in manual form. But SI shall interact and discuss with SMC and its other stakeholders to finalize the migration of the data available in the databases of the existing IT systems to the new database implemented for the proposed project.</p> <p><b>Also refer to Appendix 2 “Data Migration Dertails” -</b></p> <p>Selected bidder will provide the templates in which data is expected and SMC current team to populate the data. Selected bidder’s assistance will be sought where required</p>

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17	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	Legacy Data need to be migrated from which year and approximate size of the digitized data	Plz refer Appendix 2: DATA MIGRATION DETAILS. Detailed requirements will be finalized during requirement gathering phase.
18	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	1.Request provide approximate Volume of legacy data to be migrated system/application wise? 2 We assume that cleansing of the data will be responsibility of the SMC Business process owners ? Kindly clarify. 3.We assume that No historical transaction data needs to be migrated to ERP except the opening balances? kindly clarify	Plz refer Appendix 2: DATA MIGRATION DETAILS. Detailed requirements will be finalized during requirement gathering phase.
19	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	Transaction data migration from legacy to new ERP is not possible, industry practice suggest to take cut over data i.e opening balance / closing balance. Hence request you to amend accordingly	Plz refer Appendix 2: DATA MIGRATION DETAILS. Detailed requirements will be finalized during requirement gathering phase.
20	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	Could you please share Data volume details including source system and database informations?	Plz refer Appendix 2: DATA MIGRATION DETAILS. Detailed requirements will be finalized during requirement gathering phase.
21	2	15	Scope of work	Scope of work,bullet Point 2 on page 15	Integration of applications/software implemented by SMC for various services on the new ERP platform	What are the current type of integrations are placed at the existing system, e.g. file based, webservice, MFT etc and what are the inbound and outbound integration	Necessary details will be shared with successful bidder
22	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	Kindly confirm, Is Open transactions & Balances will be migrated along with master data & transaction ? How do you want the historical data to be maintained?	Decision on whether to migrate opening balances or legacy transactional data will be taken during the implementation taking in to account business requirements, legal requirements, merits and demerits presented for each case. Plz refer Appendix 2: DATA MIGRATION DETAILS. Detailed requirements will be finalized during requirement gathering phase.
23	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	Please provide the volume of data to be transferred, and how many years of historical data of SMC has to be considered during migration?	Plz refer Appendix 2: DATA MIGRATION DETAILS. Detailed requirements will be finalized during requirement gathering phase.

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24	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	Can we assume, the data will have both English & Gujarat languages which will be migrated in the new ERP system	Yes, the understanding is correct
25	2	15	Scope of work	Scope of work,bullet Point 3 on page 15	Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP	Please reconfirm, the responsibilities of SMC and the Bidder for the Data Migration activities: Data Extraction, Data Digitization (if required), Data Cleansing, Validation and Reconciliation, Kindly suggest.	<b>Please refer Section 2.5.4 , Section 2.5.6.1 for Data Migration scope And Appendix 2 " Data Migration Dertails".</b> Detailed requirements will be finalized during requirement gathering phase.
26	2	15	Scope of work	Scope of work,bullet Point 7 on page 15	Capacity building and training	Is there any number of Manpower decided by SMC for Capacity building & training activity, apart from the 15 resources during Hypercare support? Will these be dedicated to project from the project initialization itself?	The bidder is required to provide the dedicated onsite team (15 resources) during the support period.  Bidder is responsible for capacity building & training to SMC/SSCDL staffs as & when required.
27	2	15	Scope of work	Scope of work,bullet Point 7 on page 15	Capacity building and training	Could you please share break of users to be trained based on Roles. 1. SME 2. End Users 3. Management	Necessary details will be shared with successful bidder

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28	2.1	15	Scope of Work	TO-BE SCENARIO ENVISAGED FOR SMC	2. E-office applications using DMS and BPM	<p>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 &amp; Search. Please confirm our understanding.</p> <p>b) Please confirm that all references of DMS, BPM, Workflow in RFP refers to any platform having these capabilities.</p>	Please refer Section 2.1.2.
29	2.1	15	Scope of Work	TO-BE SCENARIO ENVISAGED FOR SMC	<p>Below is the To-Be component architecture for SMC. The applications under ERP system integrator (SI) scope are broadly divided into two categories:</p> <ol style="list-style-type: none"> <li>1. ERP Off-The-Shelf Core Modules</li> <li>2. E-office applications using DMS and BPM</li> </ol>	<p>Under E-office applications using DMS and BPM - There are various solution components like - Civic application, File Management, Audit Managemnt, RTI Application, Court case, Meeting management, Correspondence management. Can you please let us know whether the ERP OEM can provide some of these solutions under E-office applications using DMS and BPM and some of them can be provided by the SI as third party or Custom built solutions?</p>	RFP terms prevail.
30	2.1	15	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC	These will be implemented based on best IT processes and supported by productivity tools and integration engine.	Is SMC willing to do the implementation in Hybrid (Onsite & Offshore) model?	Please refer 2.5.1 - Project preparation and Form-1.11 regarding resource deployment.
31	2.1	15	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC	1. ERP off-the self core modules	<p>For the overall COTS is a Cloud solution acceptable? If yes then the 2 options will be</p> <ol style="list-style-type: none"> <li>1&gt; The ERP (in this case S4HANA) onpremise version hosted on Infrastrcuture provied by a Consortium Partner</li> <li>2&gt; The loud edition of the ERP (in this case S4HANA Cloud) will be supplied by the consortium partner.</li> </ol> <p>which of these 2 options is preferred by to SMC?</p>	The proposed solution to be deployed on premise.

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32	2	15		RFP Page no: 15  Clause: Section No: <b>SCOPE OF WORK</b>	<p><b>a) DR Site on third party (Cloud) site:</b></p> <p>iii. The Cloud based DR should be 50% of DC for production environment infrastructure without High Availability mode.</p> <p>iv. DC and DR should be configured in Active-Passive Mode.</p> <p>m) The Bidder shall be responsible for delivering the desired performance level and availability as described in RFP</p>	<p>Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured &amp; Benefits like it's flexible, reliable, good investment, easy mobile access &amp; recovery, environmental advantage, Top Security, Instant access.</p> <p>But to chose the best cloud vendor you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches.</p> <p><b>Since there is no technical specification mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</b></p> <p><b>I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer.</b></p> <p><b><u>Minimum specification / changes required are as below:</u></b></p> <ol style="list-style-type: none"> <li>1. All solutions related COTS ERP available on DC should be also available on DR Infrastructure.</li> <li>2. All Networking &amp; Security &amp; Applications solution which are available on Data Center should be available on public cloud also.</li> <li>3. A seamless integration should be there in between DC and Cloud DR.</li> <li>4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, AWAf, DDOS.</li> <li>5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.</li> </ol>	RFP term prevails.

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						<p>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</p> <p>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</p> <p>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.</p> <p>9. DC (on-Prem) and DR (on-Cloud) , based ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and maintaining standardization of operating systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDOS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDOS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse</p>	



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						<p>the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p> <p>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</p> <p>22. The WAF solution hardware or operating</p>	

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						system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.	
33	2.1	16	Scope of work	Component Architecture	The high-level scope is marked by "Scope of ERP SI" in the overall component architecture (figure 1).	Since we are looking for the BI, MIS Reports and Advanced Analytics. We understand that Advanced Analytical models like AI/ML based predictive models are not required here. Please confirm.	Please refer section 2.2.
34	2.1	16	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC	Proposed COTS software solution shall be available with complete transparency including operation manuals, help documents and source code for customization.	We understand the source code to shared is only for customization. Please check.	Source code is required for customization.
35	2.1.1	16	Scope of Work, ERP Off-The-shelf core modules	ERP Off-The-shelf core modules, Paragraph 1	ERP will enable all business functions to have end to end tracking and visibility of any Business Process or Business Cycle. Proposed COTS ERP should support localization features for India taxes and payroll, and provide the legal changes for any statutory requirements as a support package from time to time.	Are the current Business process documents & SOP updated to reflect ?	Please refer to section 2.5.2 on Key Deliverables under Business Blueprint Milestone
36	2.1.1	16	Scope of Work, ERP Off-The-shelf core modules	ERP Off-The-shelf core modules, Paragraph 1	ERP will enable all business functions to have end to end tracking and visibility of any Business Process or Business Cycle. Proposed COTS ERP should support localization features for India taxes and payroll, and provide the legal changes for any statutory requirements as a support package from time to time.	Is there any Business process re-engineering (BPR) requirement as part of the scope?. If so, please list down the business processes change anticipated.	Bidder is required to study the As-IS System and prepared the blueprint which include the To-Be Scenario documents. Bidder is responsible to suggest any BPR if required for the end-to-end solution.  Please refer to section 2.5.2 on Key Deliverables under Business Blueprint Milestone.
37	2.1.1	16	Scope of Work, ERP Off-The-shelf core modules	ERP Off-The-shelf core modules, Paragraph 1	Proposed COTS software solution shall be available with complete transparency including operation manuals, help documents and source code for customization.	We understand the source code to shared is only for customization. Please confirm?	Source code is required for customization.

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38	2.1.1 b)	16	Scope of Work, ERP Off-The-shelf core modules	Human Resource, Payroll & Employee self-service	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?	Refer section 2.1.3 for estimated number of users.
39	2.1.1.b	16	Scope of Work, ERP Off-The-shelf core modules	Human Resource, Payroll & Employee self-service	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.	<b>Is Cloud solution acceptable?</b>	The proposed solution to be deployed on premise.
40	2.1.1	17	Scope of Work, ERP Off-The-shelf core modules	Human Resource, Payroll & Employee self-service	b) Human Resource, Payroll & Employee self-service. Total Permanent Employees - 21691 Pensioner - 8966	what will be the final count of employees for payroll & ESS solutions for Surat.	20000 for payroll and 1000 for Employee-Self Service.
41	2.1.1.b	17	Scope of Work, ERP Off-The-shelf core modules	Human Resource, Payroll & Employee self-service	General	Please suggest the number of employees for which payroll has to be run?	Payroll is to be processed for 20000.

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42	2.1.1 b)	17	Scope of Work, ERP Off-The-shelf core modules	Human Resource, Payroll & Employee self-service	In the Table given on Page 17, total permanent employee count is mentioned as 21691 while in Summary of BOQ mentioned in in Table 1(Page No. 198) in Point 3. Supply & Activation of Payroll Licenses quantity is 20000	Do we need to consider 21691 Employees or 20000 Employees for providing the commercials	Payroll is to be processed for 20000.
43	2.1.1 c)	17	Scope of Work, ERP Off-The-shelf core modules	Procurement, Material Management & Vendor Management	c) Procurement, Material Management & Vendor Management	Can we get functional user wise breakup for each of Procurement, Material Management & vendor Management.	Please refer to RFP section 2.1.3, Estimated number of users.
44	2.1.1 c)	17	Scope of Work, ERP Off-The-shelf core modules	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, 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. Interface from existing system might be required for flow of information between legacy and ERP system.

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45	2.1.2	17	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, Paragraph 1	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.	Please refer Section 2.1.2.
46	2.1.2	17	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, Paragraph 1	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 baed application. Kindly clarify the exact concurrency and total users of the e-office/DMS component	The concurrent users are estimated to be 500 which can be distributed across the sub-modules of "Workflow/ BPM based E-office applications using DMS"  Please refer to the Addendum & Corrigendum 2
47	2.1.2	17	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, Paragraph 1	Concurrent users are estimated to be 500 which are distributed across sub-modules with total number of users 1000.	We appreciate the number of business users provided in the RFP (2.1.3 Estimated number of users). However, it will be helpful if we can have the number of users accessing the Visualization tool for the factorization of the licenses bifurcated by Developers / users / Super users	Please refer to RFP section 2.1.3, Estimated number of users.
48	2.1.2	17	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, a) Integrated Audit Managemen	Functionalities of objection register, inward-outward file tracking and SPOT team work assignment and reporting will be required from the integrated audit management. The SPOT team will need mobile interface.	Kindly suggest, on the Audit Mgmt, would it be required to manage the complete end to end internal Audit process through new ERP system and shall be integrated with mobile applications/iOS/tablets etc? Is our understanding is correct	Indicative functionalities are specified in Section 2.2.

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49	2.1.2	18	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, f) Civic Application & Approval Module for various services	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.	We understand that there are various services required to be developed like new assessment, name change, water connection. We request department to confirm various other services to be developed and implements along with requirements.	Indicative functionalities are specified in Section 2.2. The module should be able to offer these functionalities for various municipal services.
50	2.1.2	18	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, c) Inter-departmental file movement (Inward-Outward)	Inter-departmental file movement (Inward-Outward) Inward-Outward File Management System should provide a unified platform to manage all Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G) correspondences. It should transform the day-to-day operations at all levels of administrative hierarchy by automating key stages of correspondence management. Typical government file which includes the reporting section and correspondence section should be part of the system.	Please specify how many users will use this File Life cycle management application?	Please refer to RFP section 2.1.3, Estimated number of users
51	2.1.2	18	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, d) Committee & Meeting Management	The Central office, Secretary Department and others can use Committee & Meeting Management system that should have the capability to constitute the committee with its members and convener details, and capture various details of the committee such as term of reference, tenure, committee members etc.	Kindly elaborate this point in detail, what is the committee & meeting Mgmt requirement? And what are the various details that needs to be captured in the New ERP system	Please refer to section 2.2, Module wise functional requirement, Point 7 on requirement of Meeting Management.
52	2.1.2 c	18	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, c) Inter-departmental file movement (Inward-Outward)	Correspondences originating in different forms and from different sources should be captured	What are different forms and different sources need to consider?	All types of correspondence received through physical or electronic mode to be considered. Pl. refer, 2.2., "Module wise functional requirements, Point no 4"

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
53	2.1.2 c	18	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, c) Inter-departmental file movement (Inward-Outward)	These file movement include specific files like tender documents consist of RFP, vendor proposal, vendor evaluation report, committee approval, work order/ PO, invoice raised, payment documents etc. which need to be clubbed together as part of one file.	We understand that by clubbing in one file means that all documents would be maintained separate however in a single folder or file. Please Confirm.	This is the standard requirement for any typical file tracking/management functionality for government.
54	2.1.2 c	18	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, c) Inter-departmental file movement (Inward-Outward)	Correspondences originating in different forms and from different sources should be captured	Could you please mention the initiation or origination channels?	All types of correspondence received through physical or electronic mode to be considered. Pl. refer, 2.2., "Module wise functional requirements, Point no 4"
55	2.1.2 c	18	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, c) Inter-departmental file movement (Inward-Outward)	These file movement include specific files like tender documents consist of RFP, vendor proposal, vendor evaluation report, committee approval, work order/ PO, invoice raised, payment documents etc. which need to be clubbed together as part of one file.	By clubbing in one file we understand all documents would be maintained separate however in a single folder or file. Please check.	This is the basic requirement for any typical file tracking/management functionality for government.
56	2.1.3	19	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC, Estimated number of users	Human Resource & Payroll	could you please reconfirm , whether do you need payroll Licenses for 100 users or 1000 users as per ESS or 21691 as per current Employees counts.	Payroll is to be processed for 20000.
57	2.1.2	19	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, Civic Application & Approval Module for various services	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 managed through this module. Pl. refer 2.1.3 for module user details.

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58	2.1.2	19	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, Civic Application & Approval Module for various services	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, whether we can propose the SAS - Cloud Subscription (not perpetual licensing) based solution for meeting this specific requirement? DC for this solution is available in India.	The proposed solution to be deployed on premise.
59	2.1.2 f	19	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, 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.	There would be a separate workflow/process and users involved in individual civic application to be extended over workflow platform, kindly provide list of such Services/applications/workflows that would be covered with this scope.	SI is expected to capture this information during Requirement Gathering phase.
60	2.1.2 f	19	Scope of Work, Workflow/ BPM based E-office applications using DMS	Workflow/ BPM based E-office applications using DMS, 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.	Since there could be a separate workflow/process and users involved in individual civic application to be extended over workflow platform, kindly provide list of such applications/workflows that would be covered with this scope.	SI is expected to capture this information during Requirement Gathering phase.
61	2.1.3	19	Scope of Work, Workflow/ BPM based E-office applications using DMS	TO-BE SCENARIO ENVISAGED FOR SMC, Estimated number of users	2.1.3 Estimated number of users	Page no. 17 in RFP suggests total no. of users to be 1000 however the breakup for modules somewhere also indicate 1500 users. Please clarify. Could you please provide a unique user count who would be using the Eoffice suite instead of module wise breakup. This way we would be able to avoid the common users across modules and get a total user count.	Please refer to the Addendum & Corrigendum 2



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62	2.1.3	19	Scope of Work, Workflow/ BPM based E-office applications using DMS	TO-BE SCENARIO ENVISAGED FOR SMC, Estimated number of users	The Users mentioned under Integrated Auidt, 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 Estimated number of users.
63	2.1.3	19	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC, 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 2019-20 are not finalized. Please check <a href="https://www.suratmunicipal.org/Departments/Accounts/Budget">https://www.suratmunicipal.org/Departments/Accounts/Budget</a> for additional information.
64	2.1.3	19	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC, Estimated number of users	Revenue & Expense of SMC – Available on following link <a href="https://www.suratmunicipal.gov.in/Departments/Accounts/BalanceSheet">https://www.suratmunicipal.gov.in/Departments/Accounts/BalanceSheet</a> 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.	Please refer Appendix-2.
65	2.1.3	19	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC, Estimated number of users	2.1.3 Estimated number of users	Page no. 17 in RFP suggests total no. of users to be 1000 however the breakup for modules somewhere also indicate 1500 users. Please clarify. Could you please provide a unique user count who would be using the Eoffice suite instead of module wise breakup. This way we would be able to avoid the common users across modules and get a total user count. Also do share concurrent users count for all individual modules and annual growth for the same.	The concurrent users are estimated to be 500 which can be distributed across the sub-modules of "Workflow/ BPM based E-office applications using DMS"  Please refer to the Addendum & Corrigendum 2
66	2.2	19	MODULE WISE FUNCTIONAL REQUIREMENTS	MODULE WISE FUNCTIONAL REQUIREMENTS	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 2.2 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.  Further, it should be noted that by participating in the bidding process, bidder agrees to fulfill the RFP requirements.

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67	2.2	19	MODULE WISE FUNCTIONAL REQUIREMENTS	FINANCIAL ACCOUNTING, COSTING, FUNDS & GRANTS, Point 1	Ability to support multiple Entities / Departments / Branches / Offices	Kindly share us Organisation structure, multiple Entities, departments, branches & offices of SMC etc. which shall be part of the scope. Please elaborate as extensive as possible	Necessary details will be shared with successful bidder
68	2.2	19	MODULE WISE FUNCTIONAL REQUIREMENTS	FINANCIAL ACCOUNTING, COSTING, FUNDS & GRANTS, Point 3	Ability to report receipts & payments at various organizational levels	Is there any Bi-lingual ( English and Gujarati) reporting is applicable for receipts & payments ?	System should have ability to accept user inputs, store and reproduce data in Unicode Gujarati as well. Exact requirements to be finalized during Requirement Gathering phase.
69	2.2	19	MODULE WISE FUNCTIONAL REQUIREMENTS	FINANCIAL ACCOUNTING, COSTING, FUNDS & GRANTS, Point 8	Ability of the system with Interface with various third party softwares / tools & Legacy systems	Need to understand no of Third Party tools and its IT infrastructure	SI is expected to capture this information during Requirement Gathering phase.
70	2.2	20	MODULE WISE FUNCTIONAL REQUIREMENTS	General Ledger, Point 5	Ability to record and do inter-company / inter-unit accounting for the transactions and report balances.	How Many Legal Entities in scope	Surat Municipal Corporation, Surat Sitalink Ltd. and Surat Smart City Development Ltd. Please refer to Appendix 4, point no 4 " Legal Entities"
71	2.2	21	MODULE WISE FUNCTIONAL REQUIREMENTS	General Ledger, Point 7	Ability to support multiple approval hierarchy for Payment Processing as per the Delegation of Authority of the organization.	Is SAP BOM is Finalized, like this certain items require procurement of License apart from Core License. (BCM / CLM, FLM, TRM, PIPO and BPC _ Planning etc.	Bidder is responsible to propose the solution meeting the RFP requirements.
72	2.2	22	MODULE WISE FUNCTIONAL REQUIREMENTS	Taxation, Point 5	Ability to generate tax returns in the format prescribed by the tax authorities	Can you please let us know, whether we can propose the SAS - Cloud Subscription (not perpetual licensing) based solution for meeting this specific requirement?	The proposed solution to be deployed on premise.
73	2.2	23	MODULE WISE FUNCTIONAL REQUIREMENTS	Budget, Funds & Grants, Point 1	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.
74	2.2	23	MODULE WISE FUNCTIONAL REQUIREMENTS	Budget, Funds & Grants, Point 4	Ability to store the previous budgeted data (About 5 years)	What is the typical budget process does the SMC follows and how many levels of budget approvals are required ?	Necessary information will be shared with successful bidder during Requirement Gathering phase.
75	2.2	23	MODULE WISE FUNCTIONAL REQUIREMENTS	Budget, Funds & Grants, Point 5	Ability to maintain original budget, revised budget, supplementary budget and latest forecast	What is the current planning, budgeting, forecasting process (process map, timelines etc?)	Necessary information will be shared with successful bidder during Requirement Gathering phase.

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76	2.2	23	MODULE WISE FUNCTIONAL REQUIREMENTS	Budget, Funds & Grants, Point 4	Ability to store the previous budgeted data (About 5 years)	Structure in which data is available and its usage	Necessary information will be shared with successful bidder during Requirement Gathering phase.
77	2.2	23	MODULE WISE FUNCTIONAL REQUIREMENTS	Budget, Funds & Grants, Point 9	Alerts for important events (i.e. renewal of FD etc) (SMS, Email)	SMS part needs procurement of Third Party Tool	SMC will provide the SMS / payment gateway. Bidder is required to integrate the solution with the same
78	2.2	23	MODULE WISE FUNCTIONAL REQUIREMENTS	Budget, Funds & Grants, Point 1	Ability of in-built Budget Preparation & Control	This is Part of PBF , Is it considered for implementation ? Is this proposed in SAP BOM	Bidder is required to propose the solution to meet the RFP requirements.
79	2.2	24	MODULE WISE FUNCTIONAL REQUIREMENTS	Reports, Point 6	Availability of all standard financial reports like Trial Balance, Balance sheet, P&L, schedules of balance sheet etc.	Number of users involved in preparing and approving annual reports.	Please refer section 2.1.3 Estimated number of users for module wise user details.
80	2.2	25	MODULE WISE FUNCTIONAL REQUIREMENTS	HRMS , Recruitment process,Point 1	Provide facility for online recruitment of employees Talent management, Training & development, Enterprise knowledge portal	Can you please let us know, whether we can propose the SAS - Cloud Subscription (not perpetual licensing) based solution for meeting requirements related to Training and E-recruitment	The proposed solution to be deployed on premise.
81	2.2	25	MODULE WISE FUNCTIONAL REQUIREMENTS	HRMS , Recruitment process,Point 1	Provide facility for online recruitment of employees	Can you please throw some light on the various channels of your recruitment process and how they are integrated?	SI is required to capture the required details during requirement gathering phase
82	2.2	25	MODULE WISE FUNCTIONAL REQUIREMENTS	HRMS , Recruitment process,Point 3	Allow for on-line screening & short listing of applications received on-line	How do you advertise for your recruitment-drives? What are the different modes of advertisement followed?	The said functionality is not dependent on mode of advertisement.
83	2.2	26	MODULE WISE FUNCTIONAL REQUIREMENTS	2.3 Personnel Management	Ability to capture relevant copy of documents in digital format and linked with the employee data integrated with document management system	Is DMS module considered for data management system for employee documents	Please refer to section 2.1.2 and 2.2 for details
84	2.2	27	MODULE WISE FUNCTIONAL REQUIREMENTS	2.5 Leave Management / Attendance	System to generate the monthly attendance/ absence sheet integrated with time biometric devices	Has biometric attendance integration with SAP been considered as 3rd party system integration with SAP? Who is the vendor for biometric system? Where and how is the data stored?	Necessary details will be shared with successful bidder.
85	2.2	27	MODULE WISE FUNCTIONAL REQUIREMENTS	2.6 Payroll	Handle multiple pay commission guidelines e.g. 6th pay and 7th pay commission for different set of employees	Need more information on "Handle multiple pay commission guidelines"	Employee pay structure are fixed based on the Pay Commission guidelines and the proposed solution should have capability to handle the same.

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86	2.2	27	MODULE WISE FUNCTIONAL REQUIREMENTS	2.6 Payroll	Audit Payroll fixation	Need more information " Audit Payroll fixation"	Bidder is required to capture the required details during requirement gathering phase
87	2.2	28	MODULE WISE FUNCTIONAL REQUIREMENTS	Retirement Benefits System / Other benefits System	Travel & Expense: Employees to fill details of expenses carried out during a travel, upload of receipts, computation of travel allowances and approvals. Integration with corporate card if issued in future, needs to be done.	Has the travel module been considered for implementation?	Bidder is required to propose the solution to meet the RFP requirements.
88	2.2	28	MODULE WISE FUNCTIONAL REQUIREMENTS	Talent management, Training & development, Enterprise knowledge portal	Talent management, Training & development, Enterprise knowledge portal	This is part of Learning management system module, is it being considered for implementation?	Bidder is required to propose the solution to meet the RFP requirements.
89	2.2	29	MODULE WISE FUNCTIONAL REQUIREMENTS	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 Learning solution.	Please refer section 2.1.3
90	2.2	31	MODULE WISE FUNCTIONAL REQUIREMENTS	Procurement, Material Management& Vendor Management	Vendor Master ==> Point No. 1 & 4, 9==> Online Vendor Registration & Approval framework	Do you aim for Online portal whereby potential vendor will be given link, user ID\ password and possible questionnaire etc. vendor will submit details and online approval by BUYER / PRODUCT Category manager. If yes, All these are part of SRM \ ARIBA product. However, with S4HANA , developments will be required for it. Integration of vendor catalogue in S4HANA is critical task.	Bidder is required to provide the solution as per functionalities described in section 2.2.
91	2.2	32	MODULE WISE FUNCTIONAL REQUIREMENTS	Procurement, Material Management& Vendor Management, Point 3.7	Requisition & Quotations, Point 14 to 17	It will need SRM \ ARIBA. This is not S4HANA feature.	Bidder is required to provide the solution as per functionalities described in section 2.2.
92	2.2	32	MODULE WISE FUNCTIONAL REQUIREMENTS	Procurement, Material Management& Vendor	3.8 Rate Contracting of Individual Orders	It will need SRM \ ARIBA. This is not standard S4HANA feature.	Bidder is required to provide the solution as per functionalities described in section 2.2.

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				Management, Point 3.8			
93	2.2	35	MODULE WISE FUNCTIONAL REQUIREMENTS	Procurement, Material Management & Vendor Management, Disposal of Dead Stock, Point 3.13	Tendering by Stores Department	It will need CRM. This is not standard S4HANA feature.	Bidder is required to provide the solution as per functionalities described in section 2.2.
94	2.2	35	MODULE WISE FUNCTIONAL REQUIREMENTS	Procurement, Material Management & Vendor Management, Point 3.15	Logins to suppliers to update their status	It will need SRM \ ARIBA. This is not standard S4HANA feature.	Bidder is required to provide the solution as per functionalities described in section 2.2.
95	2.2	36	MODULE WISE FUNCTIONAL REQUIREMENTS	Inter-departmental file movement (Inward-Outward), Point 7	This barcode can be pasted into a physical file for tracking, in case physical file is also used.	We understand proposed solution would only have capability of generating barcode however the manual task of printing and pasting the barcode on physical file would be handled by client's user. Please confirm if our understanding is correct.	Manual task of printing and pasting is not in bidder's scope.
96	2.2	37	MODULE WISE FUNCTIONAL REQUIREMENTS	Inter-departmental file movement (Inward-Outward), Point 25	The system has facility to "refer" the file to an outside user who is not a part of Fixed File Route for getting their inputs.	We are assuming, here outside users we understand are internal organizational users of system however not part of the defined flow	Yes, the understanding is correct
97	2.2	37	MODULE WISE FUNCTIONAL REQUIREMENTS	Inter-departmental file movement (Inward-Outward), Point 36	Maintenance of e-Registers – personal, divisional, and departmental	We believe e-register represent as file or folder archival at DMS level. Please confirm?	This is the standard requirement for any typical file tracking/management functionality for government.
98	2.2	37	MODULE WISE FUNCTIONAL REQUIREMENTS	Inter-departmental file movement (Inward-Outward), Point 38	The system should provide BARCODE/RFID Integration and Social and Mobile Extensions to enhance responsiveness and accessibility	Kindly provide more clarity about the functional requirement here.	The system should have capability to generate the barcode or map RFID tag with a file and document. It should also have capability to read the same using required scanning device.
99	2.2	39	MODULE WISE FUNCTIONAL REQUIREMENTS	Integrated Audit Management, Point 10	The system should have Search MB / SD or Search Pension or Search Service Book or Search objection	Please elaborate the requirement. From where the search is supposed to be run.	SI is required to capture the required details during requirement gathering phase.

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100	2.2	39	MODULE WISE FUNCTIONAL REQUIREMENTS	Integrated Audit Management, Point 14	The system should generate MB Report.	Please elaborate on MB/SD objection summary reports	SI is required to capture the required details during requirement gathering phase.
101	2.2	39	MODULE WISE FUNCTIONAL REQUIREMENTS	Integrated Audit Management, Point 18	This module will require integration with Payroll, Financial Management, Project management, Purchase for capturing the necessary audit investigations.	Required APIs/Web services from the modules to be integrated need to be provided by the client.	The modules referred are the part of the proposed ERP solution. The Integrated Audit Management Module needs to be integrated with Payroll, Financial Management, Project management, Purchase for capturing the necessary audit investigations. Please also refer to the section 2.3 on various Integration requirement
102	2.2	40	MODULE WISE FUNCTIONAL REQUIREMENTS	Integrated Audit Management, Point 5.2	Here the system should highlight any mismatch in document submitted by spot team (physical stock) from the entry in the ERP system (system inventory) automatically.	We understand data fetched from ERP would be matched with data captured in the respective transactional form by the SPOT team user. Please check.	Yes, the understanding is correct. The final requirements to be captured during requirement gathering phase.
103	2.2	40	MODULE WISE FUNCTIONAL REQUIREMENTS	Court Case Management , General, Point 4	The system should have Inbuilt tools & features for Contract Management, Fee Calculator, Effort Tracker, Capacity Tracker and Time Sheet are provided for better manageability, tracking, reporting and traceability	We understand the data is to be captured related to contract document related to a court case request and relevant contract document is to be uploaded as part of the process. Please check if understanding is correct. Else please elaborate the requirement.  Also please explain scope related to other tools mentioned.	SI is required to capture the required details during requirement gathering phase.
104	2.2	40	MODULE WISE FUNCTIONAL REQUIREMENTS	Court Case Management , General, Point 6	The system should have provision to split the drafting work for collaborative working by multiple resources on a single case	Please elaborate the requirement especially the drafting part.	Requirement is self explanatory.
105	2.2	40	MODULE WISE FUNCTIONAL REQUIREMENTS	Court Case Management , General, Point 9	Along with court name-wise; zone-wise and department-wise formats should be incorporated in the system	What are these formats for? Please share details	SI is required to capture the required details during requirement gathering phase.
106	2.2	41	MODULE WISE FUNCTIONAL REQUIREMENTS	Court Case Management , General, Point 12	The system should be able to Cross-reference all dates for one case, one client, one attorney, a group, or the entire office.	Please elaborate the functional requirement here.	SI is required to capture the required details during requirement gathering phase.
107	2.2	41	MODULE WISE FUNCTIONAL REQUIREMENTS	Court Case Management , General, Point 17	The system should be integrated with all other departments and court websites.	Please elaborate on purpose of integration and nature of integration with systems to be integrated with.	SI is required to capture the required details during requirement gathering phase.

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108	2.2	42	MODULE WISE FUNCTIONAL REQUIREMENTS	RTI Management, General, Point 1	The system should be built using the configurable Business Process Management and workflow framework.	We understand that the reference of "Business Process Management and workflow framework" is for a Platform with Workflow capability. Please confirm.	Requirement is self explanatory.
109	2.2	42	MODULE WISE FUNCTIONAL REQUIREMENTS	RTI Management, General Point 2	The system should be able to automatically set a deadline and priority for the resolution of complaints based on the type of grievance as per the department policy and provides option for setting deadlines and priority for exceptional cases.	Kindly Confirm, Is there is a need grievance tracking? If yes, details?	Grievance referred here is an RTI Application. SI is required to capture the required details during requirement gathering phase.
110	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Civic Application & Approval Module for various services, General, Point 1	System should have module to apply for various municipal services using this module.	Please suggest no. of processes/services to be configured for workflow within this module.	SI is required to capture the required details during requirement gathering phase.
111	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Civic Application & Approval Module for various services, General, Point 2	Applicant or operator should be able to fill-up the form based on the service along with the supporting documents online.	We understand for applicants external to system it would be clients responsibility to make the forms available on the client's web portal from where transactional data can be captured in integrated mode.	Please refer to the Addendum & Corrigendum 2
112	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Civic Application & Approval Module for various services, General, Point 8	Necessary dashboard and reports should be available to ascertain the current status of various applications and its pendency	1. We understand there is a requirement of MIS /Operational reports, please let us know existing/current reporting system, if any? Is there any need of migration of old reports from existing system if yes please provide details and number of such reports. 2. Can we get the list of reports & Dashboards which need to be developed? 3. Will there be any external users who would be accessing the BI reports/dashboard?	Necessary details will be shared with successful bidder. SI is required to capture the required details during requirement gathering phase.
113	2.3	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements, point 6, Page number - 48	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.	Will there be a need to create / define / access any customized reports outside of the ERP environment ?	It might be needed.
114	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.1 General, Point 5	5. Solution to support various user interface options like portal, mobile, tablet, and user friendly forms built into the platform.	Kindly confirm if you looking for mobility solution with the capabilities mentioned below:  1. Deploy, secure and manage mobile devices, applications and data, as well as computers.	Solution here refers to the 1. ERP Off-The-Shelf Core Modules 2. E-office applications using DMS and BPM

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						<p>Connect to email, VPN, Wi-Fi, content, intranet sites and other backend resources and onboard new devices and users with multiple zero-touch options for mobile, rugged devices, macOS and Win10 PCs.</p> <p>2. Set and enforce access and data policies across all apps, devices, and locations in one place. Configure policies including: app blacklists, device pairing, Wi-Fi security, TLS enforcement and others</p> <p>3. Support over-the-air configuration, policies, patches and updates. Entitle, provision, and deploy apps easily across devices and enable DLP. Prevent data loss with app sharing permissions, copy/paste restrictions, geofencing policies, and more</p> <p>4. Build compliance policies with automated remediation workflows, such as app whitelist/blacklist, GPS and geofencing, OS version control, and compliance escalation.</p> <p>5. Monitor for malware threats or jailbroken devices and automatically remediate with a remote lock, device wipe or customizable device quarantine controls</p> <p>6. Gain visibility into all endpoints across BYO, SSCDL-owned and line of business ownership models in a single admin console. Enable users with self-service access to basic management capabilities, such as resetting a passcode, to alleviate IT ticket requests</p> <p>7. Troubleshoot devices using remote control to view the device screen and gain access to the file manager, command prompts and more. Request device information and perform remote commands such as clear passcode, send message, lock device, or perform an enterprise or device wipe</p>	
115	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements, 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.



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116	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements, 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
117	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.1 General, Point 3	3. Should support any operating system like Windows, Linux, Unix	Kindly confirm if you are open to consider consider virtualization platform which provide supports not only for Windows and Linux OS but also Solaris x86 os and other flavours of os supported on x86 platform.	Operating system referred here are client operating system.
118	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.1 General, Point 3	10. Technical Requirements Should support any operating system like Windows, Linux, Unix	Are there any Unix systems in Surat Smart City DC ? If yes, are the applications using unix platform are in scope of DR ?	Operating system referred here are client operating system.
119	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.1 General, Point 1	Solution to be Unicode compliant with support of Gujarati Unicode Font	Needs Clarification	The query is self explanatory
120	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	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 finalized during the requirement gathering phase.

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121	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements, Point 16, LDAP & Single Sign On	ERP should be configured with LDAP server. Authentication and authorization of users logging into ERP system should happen with LDAP or any active directory server supporting LDAP. ERP should support single sign on with external domain applications within SMC. User should not be forced to log in multiple times to access different systems or modules within ERP. (a) System should allow a user to log in once, using a single authentication method to gain access to multiple applications. (b) SSO solution should provide Session Security to ensure that the information is not tapped by unauthorized people.	Please confirm the number of users for SSO	Please refer to section 2.1.3 Estimated number of users
122	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements, Point 16, LDAP & Single Sign On	(a) System should allow a user to log in once, using a single authentication method to gain access to multiple applications. (b) SSO solution should provide Session Security to ensure that the information is not tapped by unauthorized people.	In view of current situation where people are forced to work remotely and/or with multiple devices, Do you wish to implement multi-factor authentication in addition to SSO?	RFP term prevails
123	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements , 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.
124	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements, General , Point 10	10. System to support dynamic workflows.	Need more clarity on the expectation on Dynamic? Also how many level of approvals will be there?	SI is required to capture the required details during requirement gathering phase
125	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements , General, Point 17,  Section No: High Availability & Disaster Recovery	17. High Availability & Disaster Recovery The Bidder shall be responsible for designing and implementing High Availability for ERP ecosystem at DC and Cloud based DR	Is it referring to HA for Cloud Based DR ?	Please refer 11.1, Point No. (h) for DR requirements. DC and DR should be configured in Active-Passive Mode.
126	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	14. Technical Requirements, point 20	Integration required with email gateway, SMS gateway, payment gateway, email solution, collaboration tool, ticketing tool	Please provide the volumetrics for the integration requirement - no. of peak message / transactions per second / hour	SI is required to capture the required details during requirement gathering phase

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127	2.2	44		RFP Page no: <b>44</b>  Clause: <b>10. Technical Requirements 10.1 General, Point 17</b>  Section No: <b>High Availability &amp; Disaster Recovery</b>	SITC and maintenance of optimally sized IT infrastructure (Servers, Storage and other DC and <b>Cloud based DR Components</b> for the ERP Solution)	Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured & Benefits like it's flexible, reliable, good investment, easy mobile access & recovery, environmental advantage, Top Security, Instant access. But to chose the best cloud vendor you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches. <b>Since there is no technical specification mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</b> <b>I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer.</b> <b><u>Minimum specification / changes required are as below:</u></b>  1. All solutions related COTS ERP available on DC should be also available on DR Infrastructure. 2. All Networking & Security & Applications solution which are available on Data Center should be available on public cloud also. 3. A seamless integration should be there in between DC and Cloud DR. 4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, AWAf, DDOS. 5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.	RFP term prevails.

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						<p>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</p> <p>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</p> <p>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.</p> <p>9. DC (on-Prem) and DR (on-Cloud) , based ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and maintaining standardization of operating systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDOS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDOS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse</p>	

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						<p>the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p> <p>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</p> <p>22. The WAF solution hardware or operating</p>	

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						<b>system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</b>	
128	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	10. Technical Requirements 10.1 General, Point 19	19. As part of the project, the IT infrastructure will be provided by bidder. The bidder will be required to propose, provide, install, configure and maintain the software components like the OS, Database, Anti-virus Software along with hardware and any middleware best suited with the proposed solution. Necessary server hardening at OS level, Application, Database, etc. will be responsibility of bidder. The bidder also needs to clearly propose hardware considering the performance and availability requirements specified in the RFP from SMC data center and cloud based disaster recovery (DC/DR). The proposed infrastructure should be designed to provide optimum balance for the performance and cost. The proposed infrastructure requirement (software and hardware components) should be certified by respective OEM. The bidder needs to provide the architecture diagram detailing the landscape proposed and justification/merits of the same as part of technical proposal (Section-9: Form 1.13).	As you are aware, compared to traditional security solutions, EDR provides enhanced visibility into your endpoints and allows for faster response time. Furthermore, EDR tools detect and protect your organization from advanced forms of malware (such as polymorphic malware), APTs, phishing, etc.  So kindly confirm if you are open to consider EDR solution along with AV to monitor and collect activity data from endpoints that could indicate a threat, analyze this data to identify threat patterns and automatically respond to identified threats to remove or contain them, and notify security personnel.  1. The solution should have the capability of threat hunting, incident response, breach preparation, alert validation and triage, root cause analysis, forensic investigations and host isolation and available through MSSPs and directly as an on-premise product, virtual private cloud or software as a service. CPU consumption on endpoint should be less than 1%; memory (RAM) consumption should be less than 20 mb. 2. The solution should provide a fully recorded “kill chain” of malware, detect/analyse lateral movement of advanced threat, closed loop remediation and globally ban threats during or after an investigation, quickly determine scope and spread of an attack after detection and the investigation should be possible even if the computer is now offline or even reformatted and provide a secure connection to infected hosts to pull or push files, kill processes, upload/download files, execute commands,	RFP term prevails.

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						<p>perform memory dumps, view currently running processes and quickly remediate from anywhere in the world.</p> <p>3. The solution support bi-directional integration with SIEM such as LogRhythm, Splunk, QRadar, Fortinet, SOAR such as IncMan, Swimlane, Demisto and sandboxing solutions. Able to process all the events related to processes, network connection, binary, registry modification and module load, even if they do not match an existing threat intelligence feed or malicious activity for retrospective hunting.</p> <p>4. Provide 120+ Out-of-the-box and customizable behavioral detection, multiple and customizable threat intel feeds, automated watchlists capture queries, process and binary search of centralized data and interactive attack chain visualization</p> <p>5. The solution should provide robust partner ecosystem and open platform to integrate into existing security stack such as Palo Alto, FireEye, Fortinet, Check Point, Fidelis, Infoblox, Damballa, Cyphort and Lastline. Out of the box threat feed correlation to automatically tag and alert on e.g. VirusTotal, Tor, Malware Domain List, National Vulnerability Database, Threat Connect, iSIGHT and abuse.ch hits.</p>	
129	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	What is the BPM scenarios identified in ECM?	Query not clear
130	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	Are the workflows related to a Business process where a document would be uploaded? Or is it a process where the document approval or related workflow required?	Indicative requirements are clearly laid in 10.2 Document Management Requirements. Final requirements to be fixed during requirement gathering phase.

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131	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	Can you please let us know the number of users who will be using this Document Management Solution	The concurrent users are estimated to be 500 which can be distributed across the sub-modules of "Workflow/ BPM based E-office applications using DMS"  Please refer to the Addendum & Corrigendum 2
132	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	How many users are using the ECM? How many are concurrent users?	The concurrent users are estimated to be 500 which can be distributed across the sub-modules of "Workflow/ BPM based E-office applications using DMS"  Please refer to the Addendum & Corrigendum 2
133	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	Where the documents are going to be accessed from? Are they going to be accessed from ECM portal? Or Are they going to be accessed from ERP or any other external applications?	SI to propose solution meeting the RFP requirements.
134	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	Is there any existing DMS product available with Customer? If so, what are the details of the product (Version etc.)?	No
135	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	How many documents are going to be stored in ECM? What is the daily volume of new documents and daily volume of accessing the documents?	Solution functionality should not be dependent on the volume.
136	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	What are the normal and peak working hours and what could be the average documents that going to be created or accessed in Peak hours?	Solution functionality should not be dependent on working hours.
137	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	What is the normal folder structure envisaged in ECM?	SI is required to capture the required details during requirement gathering phase



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138	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	Are the Documents going to be scanned by every user for uploading into ECM? Or the documents would be scanned from central scanner?	Solution functionality should not be dependent from where the documents are scanned and uploaded.
139	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	are the web based scanning system is required? If so, what are the scenarios of it?	The scanning system should support Web-based Scanning & Desktop scanning Module which should allow scanning of documents when not connected to Server. - Reference 2.2, point no 10.2 and serial no 12
140	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	How many users are expected to use DMS system (Total number of registered named users who will use the system directly via DMS UI. How many are concurrent users? Annual growth?	Please refer 2.1.3
141	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	How many documents are going to be stored in DMS? What is the daily volume of new documents and daily volume of accessing the documents?What are the normal and peak working hours and what could be the average documents that going to be created or accessed in Peak hours? Annual growth?	Query responded in this document.
142	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	What document types (Invoices, Employee certificates etc.) are envisaged to be stored in DMS? How many document type need to define in the system? How many number of metadata fields need to consider for each document type?	SI is required to capture the required details during requirement gathering phase
143	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	How many datasource and internal portal need to consider for integration? Are the external applications would access the services exposed by ECM? What are the services the external application would access from ECM? DMS system will expose webservices/API which will be consumed by respective application. No change will be done on integrated application. Please confirm if our understanding is correct.	SI is required to capture the required details during requirement gathering phase
144	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document	Document Management Requirements	How many static reports need to condier? How many ad-hoc report need to factor? How many dashboard need to be consider?	SI is required to capture the required details during requirement gathering phase

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				Management Requirements			
145	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	Please elaborate ERP-DMS integration business scenario.	Please refer RFP. Final requirements to be captured during requirement gathering phase.
146	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements, Point 5	System should allow exporting documents from scanner, email & Microsoft Office documents directly to DMS.	For exporting documents from Microsoft Office, Add-on components are to be considered which would be licensed per desktop user. Please suggest how many such desktop user licenses are to be provide for this scenario.	Please refer section 2.1.3
147		45		RFP Page no: <b>45</b>  Clause: <b>10. Technical Requirements</b>  Section No: <b>10.1 General, Point 19</b>	19. As part of the project, the IT infrastructure will be provided by bidder. The bidder will be required to propose, provide, install, configure and maintain the software components like the OS, Database, Anti-virus Software along with hardware and any middleware best suited with the proposed solution. Necessary server hardening at OS level, Application, Database, etc. will be responsibility of bidder. The bidder also needs to clearly propose hardware considering the performance and availability requirements specified in the RFP from SMC data center and cloud based disaster recovery (DC/DR).	Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured & Benefits like it's flexible, reliable, good investment, easy mobile access & recovery, environmental advantage, Top Security, Instant access.  But to chose the best cloud vendor you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches. <b>Since there is no technical specification mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</b> <b>I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer.</b> <b><u>Minimum specification / changes required are as below:</u></b>  <b>1. All solutions related COTS ERP available on DC should be also available on DR</b>	RFP term prevails.

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						<p>Infrastructure.</p> <p>2. All Networking &amp; Security &amp; Applications solution which are available on Data Center should be available on public cloud also.</p> <p>3. A seamless integration should be there in between DC and Cloud DR.</p> <p>4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, WAF, DDOS.</p> <p>5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.</p> <p>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</p> <p>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</p> <p>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.</p> <p>9. DC (on-Prem) and DR (on-Cloud) , based ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and maintaining standardization of operating systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures</p>	

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						<p>as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDoS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDoS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide</p>	

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						<p>coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p><b>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</b></p> <p><b>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</b></p> <p><b>22. The WAF solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</b></p>	
148	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, Document Management Requirement, Point 8	8. System should have an integrated Scanning module from same OEM as DMS, so that the scanned documents can be directly exported into the repository	Ask of Integrated Scanning module "from same OEM as DMS" is restrictive to few solutions. "Imaging" is technology by itself and there are specialized providers for Scanning Modules which are tightly integrated with many DMS solutions. Request to kindly remove the words "from same OEM as DMS" and make it open for any solution which is tightly integrated with DMS to meet the requirements for SMC.	RFP term prevails
149	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, Document Management Requirement, 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.	RFP term prevails
150	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, Document Management Requirement, Point 17	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.	Requirement is self explanatory.

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						Please confirm the Search requirement is for an Enterprise Search across applications and not limited to only DMS.	
151	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	10. Technical Requirements, LDAP & Single Sign On, Point 16	System should allow a user to log in once, using a single authentication method to gain access to multiple applications	Please elaborate what is expected in Single Sign on along with ERP ?, and how many external domain applications are in scope for SSO?	Requirement is self explanatory.
152	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, 10.2 Document Management Requirement, Point 12	The scanning system should support Web-based Scanning & Desktop scanning Module which should allow scanning of documents when not connected to Server.	Assuming , Scannig solution will deployed centrally, however user can access it remotely as well. Scanned images will saved in central repository. Please confirm if our understanding is correct. Please do share below information as well: How many scannig location need to consider? How many user at each location will be using scanning solution? How many user licenses are envisaged for web-based as well as desktop-based? Please provide no. of scanning templates that need to be configured.	Scanning will be done from multiple locations/clients and the solution should not have dependency in terms of no. of such locations/clients.
153	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, 10.2 Document Management Requirement, Point 12	The scanning system should support Web-based Scanning & Desktop scanning Module which should allow scanning of documents when not connected to Server.	How many user licenses are envisaged for web-based as well as desktop-based? Please provide no. of scanning templates that need to be configured. Each scanning template has separate data class or set of indexing/metadata fields that are captured through scanning tool.	No. of users for DMS are specified in RFP and the solution should be accessible from any client for these users.
154	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, Document Management Requirement, Point 27	It should be possible to extract the information from scanned documents through OCR which can be used to extract information like party code,project id, approver name etc. which can then be used in business processes of ERP	Please provide us the number of Scanned Documents from which the data to extracted through OCR functionality.	Requirement is self explanatory.

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155	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, 10.2 Document Management Requirement, Point 27	It should be possible to extract the information from scanned documents through OCR which can be used to extract information like party code, project id, approver name etc. which can then be used in business processes of ERP	Please elaborate more on OCR based data extraction requirement. Kindly suggest the type and nature of documents involved for the scope. Also, please suggest if documents would be structure and/or semi structured. Please mention total no of extraction related document templates to be configured? Please provide total document volume to be applicable for OCR based data extraction.	SI is required to capture the required details during requirement gathering phase.
156	2.2	48	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool	Email Solution	Request to clarify, if the collaboration and mailing solution need to be Meity empaneled. Request to clarify, if the data to be stored with in India. Request to clarify, if the we need any cloud storage solution for data backup and large file sharing solution. Request to clarify, if any authentication requirements like Single Sign On for these apps 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. 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. 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.	RFP term prevails.
157	2.3	48	Integration Requirements	Integration Requirements		What are the other applications accessing the ECM?	Query not clear
158	2.3	48	Integration Requirements	Integration Requirements		How the integration would be done - point to point or over the ESB?	SI to propose solution meeting the RFP requirements.
159	2.3	48	Integration Requirements	Integration Requirements, Paragraph 1	But, there are several modules; (independently developed by other developers) which will have to be integrated	Among the list of legacy items, is there segregation of phasing out systems and retaining systems that needs to be integrated identified	Necessary details will be shared with successful bidder.

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					with the proposed solution to be developed by the selected system integrator.		
160	2.3	48	Integration Requirements	Integration Requirements, Paragraph 1	Integration of 38 legacy systems	Can you please list application platform/ Programming language for 38 legacy systems?	Please refer Appendix-2.
161	2.3	48	Integration Requirements	Integration Requirements, Paragraph 2	During project preparation and business blueprint stage, system integrator is required to study the requirement of the modules and propose an approach on the type and level of integration of the existing module with the proposed solution. Necessary integration shall have to be undertaken by the SI.	Is there any new applications interfaces to be re-built?	Query not clear.
162	2.3	48	Integration Requirements	Integration Requirements, Paragraph 1	Basic details of these applications are provided below. Selected system integrator may request SMC officials to inquire any further details about these existing applications.	Kindly suggest or provide more information on which Systems would be part of the De-commissioning or phasing-Out?	Necessary details will be shared with successful bidder.
163	2.3	48	Integration Requirements	Integration Requirements, Generic		There few systems where 'All relevant modules' have been mentioned. Please suggest any systems to be integrated with Eoffice modules? If yes, kindly indicate nature of data exchange.	SI is required to capture the details during requirement gathering phase
164		48		RFP Page no: <b>48</b>  Clause: <b>10. Technical Requirements</b>	Email Exchange & Collaboration tool: Bidder to suggest and implement cloud based email exchange solution and collaboration tool from Microsoft or Google for SMC employees.	Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured & Benefits like it's flexible, reliable, good investment, easy mobile access & recovery, environmental advantage, Top Security, Instant access. But to chose the best cloud vendor you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches. <b>Since there is no technical specification</b>	RFP term prevails.



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						<p>mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</p> <p>I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer.</p> <p><u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> <li>1. All solutions related COTS ERP available on DC should be also available on DR Infrastructure.</li> <li>2. All Networking &amp; Security &amp; Applications solution which are available on Data Center should be available on public cloud also.</li> <li>3. A seamless integration should be there in between DC and Cloud DR.</li> <li>4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, AWAFF, DDOS.</li> <li>5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.</li> <li>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</li> <li>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</li> <li>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.</li> <li>9. DC (on-Prem) and DR (on-Cloud) , based ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and maintaining standardization of operating</li> </ol>	

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						<p>systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDoS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDoS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp;</p>	

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						<p>synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p> <p>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</p> <p>22. The WAF solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</p>	
165	2.3	48	Integration Requirements	Integration Requirements	Section 2.3 INTEGRATION REQUIREMENTS	There few systems where 'All relevant modules' have been mentioned. Please suggest any systems to be integrated with Eoffice modules? If yes, kindly indicate nature of data exchange.	SI is required to capture the details during requirement gathering phase

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166	2.3	49	Integration Requirements	Existing Application	Web Feedback System, MySurat website, Social Media Analytics tools	<ol style="list-style-type: none"> <li>1. Please suggest number of data sources (integration of social media channels) to be considered for Social Media Analytics.</li> <li>2. How many social media KPIs need to be developed (for an example - Sentiment Analysis, Topic Categorization, Word Cloud, etc.).</li> <li>3. Is Mobile Application (Android/ iOS) envisioned for Social Media Data Analysis?</li> <li>4. Is there any requirement on the real time data analysis based on social media feeds?</li> </ol>	Bidder is required to integrate with the existing MySurat Website and Social Media Analytic tools. The solution is not required to be integrated on any Social media like FB, Twitter, Instagram, Youtube etc.
167	2.3	49	Integration Requirements	Integration Requirements	Integration of applications/software implemented by SMC for various services on the new ERP platform	Who will be responsible to connect with third part Vendors for integration.	SMC will facilitate and SI will be responsible to co-ordinate for necessary details.
168	2.3	49	Integration Requirements	Integration Requirements	During project preparation and business blueprint stage, system integrator is required to study the requirement of the modules and propose an approach on the type and level of integration of the existing module with the proposed solution. Necessary integration shall have to be undertaken by the SI.	We request to provide the details of the application like Platform, technology of these existing application. We also need which middleware is proposed in the BOQ for this integration.	Please refer Appendix-2.
169	2.4.1	50	ERP Infrastructure Requirements	Key Aspects to be considered, Point 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 generally do not undertake this activity	RFP term prevails.

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170	2.4	50	ERP Infrastructure Requirements	ERP Infrastructure Requirements, Paragraph 1	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, Backup Software, Antivirus/security software and other supporting IT components as required at the Data Centre and DR Site as part of the bid. The Data Centre (DC) to host the racks, server, storage and other solution components as part of solution under this RFP will be provided by SMC. The cloud based DR site to be completely managed and maintained by bidder.	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, Backup Software, Antivirus/security software and other supporting IT components as required and mentioned at the Data Centre and DR Site as part of the bid. The Data Centre (DC) to host the racks, server, storage and other solution components mentioned in the RFP as part of solution under this RFP will be provided by SMC. The cloud based DR site to be completely managed and maintained by bidder.	RFP term prevails.
171	2.4	50	ERP Infrastructure Requirements	ERP Infrastructure Requirements, Paragraph 3	SMC/SSCDL reserves the right to ask the bidder to supply only part of the hardware quoted and procure the rest of it separately by itself. The payments schedule will be adjusted accordingly.	Since the supply of hardware is based on OEM quotes and an overall solution, part hardware supply may not be possible at the same unit price. Either the bidder should be asked for a revised price in case SMC chooses part hardware supply or the hardware supply should be completely moved out-of-scope.	RFP term prevails.
172	2.4.1	50	ERP Infrastructure Requirements	2.4.1 Key Aspects to be considered, point g	g) All the hardware shall be new and procured for this project. The ownership of hardware shall be transferred to SMC/SSCDL on commissioning of hardware. However, SI will be fully responsible for maintaining these Assets during the contract period and will be fully accountable for the same.	g) All the hardware shall be new and procured for this project. The ownership of hardware shall be transferred to SMC/SSCDL on <del>commissioning</del> delivery of hardware. However, SI will be fully responsible for maintaining these Assets during the contract period and will be fully accountable for the same.	RFP term prevails.
173	2.4.1	50	ERP Infrastructure Requirements	2.4.1 Key Aspects to be considered, point h	h) All the software used for SMC/SSCDL shall be licensed to SMC/SSCDL and will be the property of SMC/SSCDL. The licenses shall be perpetual.	h) All the software used for SMC/SSCDL shall be licensed to SMC/SSCDL and will be the property of SMC/SSCDL. <del>The licenses shall be perpetual.</del>	RFP term prevails.
174	2.4.1	50	ERP Infrastructure Requirements	Key Aspects to be considered, Point e	e) It should be possible to configure data replication synchronously or asynchronously.	Request for Information - Kindly provide the details of what is the required distance between DC & DR. The DR should be in same city or out of city, within India or out of India.	DR should be within India and out of City

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175	2.4	50	ERP Infrastructure Requirements	Key Aspects to be considered, Point f	f) The solution proposed should include servers with latest CPU architecture offered by the hardware provider.	Kindly specify the CPU model/Make	Bidder is required to proposed the Make and model based on technical specifications mentioned in section 11.2 and as per their solution
176	2.4	50		RFP Page no: <b>50</b>  Clause: <b>2.4 ERP INFRASTRUCTURE REQUIREMENTS</b>	The cloud based DR site to be completely managed and maintained by bidder.	Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured & Benefits like it's flexible, reliable, good investment, easy mobile access & recovery, environmental advantage, Top Security, Instant access.  But to chose the best cloud vendor you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches. <b>Since there is no technical specification mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</b>  I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer. <b><u>Minimum specification / changes required are as below:</u></b>  1. All solutions related COTS ERP available on DC should be also available on DR Infrastructure. 2. All Networking & Security & Applications solution which are available on Data Center should be available on public cloud also. 3. A seamless integration should be there in between DC and Cloud DR. 4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, AWAF, DDOS.	RFP term prevails.

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						<p>5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.</p> <p>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</p> <p>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</p> <p>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.</p> <p>9. DC (on-Prem) and DR (on-Cloud) , based ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and maintaining standardization of operating systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDOS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDOS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of</p>	

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						<p>credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p>	



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						<p><b>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</b></p> <p><b>22. The WAF solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</b></p>	
177	2.4.2	51	ERP Infrastructure Requirements	Key Activities & Deliverables, Point e	The SI must integrate hardware and software components along with rest of the IT Infrastructure at SMC to make the system integrated and fully functional.	Could you please share more details on other IT infrastructure from where integration is required with newly proposed monitoring tools? What would be the possible use cases?	Bidder is required to integrate the IT infrastructure with the solution which were proposed as part of the scope in the RFP.
178	2.4.2	51	ERP Infrastructure Requirements	Key Activities and Deliverables	Following is the indicative list of activities to be performed:	Following is the indicative list of activities to be performed:	RFP term prevails.
179	2.4.2	51	ERP Infrastructure Requirements	Key Activities and Deliverables, Point l	l) Development and maintenance of necessary APIs for integration with SMC website, mobile app or any other application	l) Development and maintenance of necessary APIs for integration with SMC website, mobile app <del>or any other application</del>	RFP term prevails.
180	2.4.2	52	ERP Infrastructure Requirements	ERP Infrastructure Requirements, Key Activities & Deliverables, Point q	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.	Could you please share more details on infrastructure components & volumetric for servers, Vms, apps , DB and network to be covered as part of proposed solution. Also what would be part of other SMC infrastructure?	The sizing and solution design is in the scope of Bidder. The necessary details about the estimated users are provided in section 2.1.3 and minimum specifications are mentioned in section 11.2
181	2.4.2	52	ERP Infrastructure Requirements	ERP Infrastructure Requirements, Key Activities & Deliverables, Point m	The server and other system software should be regularly patched/ updated. Major patching / update which requires system downtime has to be informed well in advance and should be undertaken only after SMC/SSCDL's confirmation.	Could you please clarify what all other system software which needs to be patched ? Also what would be scope of server patching , does this include any existing infra patching as well?	Requirement is self explanatory.

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182	2.4.2	52	ERP Infrastructure Requirements	ERP Infrastructure Requirements, Key Activities & Deliverables, Point o	The System Integrator would also be responsible for the creation & maintenance of the directory server integrated with security modules like Authentication, Authorization & 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.	In view of recent growth in ransomware attacks, is it required for data to be encrypted at all times – i.e. while it is in use (application), in motion and at rest (database or archival) with format preserved?	RFP term prevails.
183	2.4.2	52	ERP Infrastructure Requirements	ERP Infrastructure Requirements, Key Activities & Deliverables, Point i	i) The System Integrator may be asked to supply all the installation material/ accessories/ consumables (e.g. screws, clamps, fasteners, ties anchors, supports, grounding strips, wires etc.) necessary for the installation and operation of the systems.	We request you to kindly remove from the scope consumables item	RFP term prevails.
184	2.4.3	52	ERP Infrastructure Requirements	Monitoring, Administration & Management of IT infrastructure for ERP Solution	The physical infrastructure management and maintenance services shall include but not limited to:	The physical infrastructure management and maintenance services shall include <del>but not limited to:</del>	RFP term prevails.
185	2.4.3	53	ERP Infrastructure Requirements	Monitoring, Administration & Management of IT infrastructure for ERP Solution, Point h	Identification, diagnosis and resolution of problem areas pertaining to the DC/DR site infrastructure and application and maintenance of assured SLA levels	Can you please share the incremental size of data on DC, based on data generation we will need to determine bandwidth capacity to meet SLA levels.	The sizing and solution design is in the scope of SI.
186	2.4.3	54	ERP Infrastructure Requirements	ERP Infrastructure Requirements, Key Activities & Deliverables, Point l and n	IT assets performance monitoring, fine-tuning, optimization & Problem Resolution/IT assets Configuration changes	Could you please share more details on this requirement, does SI needs to take care for IT assets lifecycle management as well ?	Requirement is self explanatory.
187	2.4.4	54	ERP Infrastructure Requirements	2.4.4 Backup & restore and archival services	2.4.4 Backup & restore and archival services The indicative list of activities shall include:	2.4.4 Backup & restore and archival services The indicative list of activities shall include:	RFP term prevails.

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188	2.4.4	54	ERP Infrastructure Requirements	2.4.4 Backup & restore and archival services (Pg. 54), Point d	Real-time monitoring, log maintenance and reporting of backup status on a regular basis and prompt problem resolution in case of failures in the backup processes.	Is this monitoring applicable to applications integrated with the new system?	This is a standard functionality expected from Backup Solution irrespective of what backup to be taken.
189	2.4.4	54	ERP Infrastructure Requirements	2.4.4 Backup & restore and archival services (Pg. 54), Point f	f) The backup process should use incremental backup for all the days and a full back up at the end of the week. This would ensure faster backup & restoration without compromising on the availability of the backup data.	What is the current size of Data backup? For how long is the data stored? 3. How often the data stored is cleaned? 4. Cost of the tape drives required for back up / archival would be borne by SMC/SSCDL?	Details regarding size of current data backup and duration of data stored, SI is expected to capture this information during Requirement Gathering phase. Please refer to Section 11.2 minimum technical specifications of LTO8 TAPE LIBRARY
190	2.4.4	54	ERP Infrastructure Requirements	2.4.4 Backup & restore and archival services (Pg. 54), Point h	h) Media management like tagging, logging, testing, etc.	Could you please elaborate on Media tagging on backup /restore services?	Requirement is self explanatory.
191	2.4.6	55	ERP Infrastructure Requirements	Database administration and Management Services, point a	Monitoring, maintenance and tuning of the databases to meet performance standards, maximize efficiency and minimize outages, as necessary and proactively reviewing database logs and alert logs and taking appropriate actions.	Please share more details on number and type of DBs which needs to be considered for monitoring	Bidder is required to monitor the DBs that are procured under this project.
192	2.4.6	55	ERP Infrastructure Requirements	Database administration and Management Services, Point g	Management of changes to database schema, disk space, storage, user roles	Proposed ERP should have only single database for all modules and only one copy of Masters (e.g. suppliers, items, employees etc.) to avoid complexity and future ready.	RFP term prevails.
193	2.4.5	55	ERP Infrastructure Requirements	Storage, Administration & Management Services	2.4.5 Storage, Administration & Management Services The indicative list of activities shall include:	2.4.5 Storage, Administration & Management Services The <del>indicative</del> list of activities shall include:	RFP term prevails.
194	2.4.6	55	ERP Infrastructure Requirements	2.4.6 Database administration and Management Services	2.4.6 Database administration and Management Services The indicative list of activities shall include:	2.4.6 Database administration and Management Services The <del>indicative</del> list of activities shall include:	RFP term prevails.
195	2.4.6	55	ERP Infrastructure Requirements	Section 2.4.6, Database administration and Management Services, pg. 55, page g	Management of changes to database schema, disk space, storage, user roles	Proposed ERP should have only single database for all modules and only one copy of Masters (e.g. suppliers, items, employees etc.) to avoid complexity and future ready.	RFP term prevails.

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196	2.4.7	56	ERP Infrastructure Requirements	2.4.7 Security Administration Services	2.4.7 Security Administration Services The indicative list of activities shall include:	2.4.7 Security Administration Services The indicative list of activities shall include:	RFP term prevails.
197	2.4.9	56	ERP Infrastructure Requirements	Warranty and ATS, Point b	b) Software ATS: The ATS services from the date of completion of Warranty on all the licensed software (IT product, associated software components, database, operating systems, etc.) provided by the System Integrator for 4 years. The payment for ATS will be as per the license procurement schedule and the ATS rate should be valid till the completion contract period.	In the price bid OEM ATS during implementation is missing request you to kindly add in price bid section because OEM ATS is applicable from date of signing of contract which happens immediately after signing contract between SI & SCM	RFP term prevails.
198	2.5	57	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Paragraph 1	SI to use proven implementation strategy aligned to OEM latest implementation strategy	do you expect SI will propose Integrated project management tool along response.	Requirement is self explanatory.
199	2.5.2	59	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Business Blueprint	Selected SI is also expected to visit the different office locations to understand the requirements of users at those locations.	Kindly share the How many Locations do you operate and what are the different office location within and outside Surat?	All locations are within Surat City. The list of departments are available on SMC website.
200	2.5.3	60	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Realisation	Change Management & Training: Training for all stakeholders of SMC including Core Team, End users etc. will be responsibility of SI. Activities such as documentation, training, simulation, conduct onsite workshops for process stakeholders and highlight the benefits of this new environment and gain stakeholder confidence will be required to be performed by SI.	i) Please confirm the mode of training and In-scope End user details with number of locations. ii) Is EUS support is also required for End users. If yes, please share the user locations and asset baseline.	Please refer Section 2.5.7 Capacity Building & Training
201	2.5.4	61	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Final Preparation	The SI will coordinate with end users for UAT and will be responsible for signoff the UAT from the end users.	Suggest a central Project Monitoring team with representative of end user departments be set-up for review of deliverables and sign-off in a time-bound manner	RFP term prevails.

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202	2.5.4	61	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Final Preparation	But SI shall interact and discuss with SMC and its other stakeholders to finalize the migration of the data available in the databases of the existing IT systems to the new database implemented for the proposed project.	Request for Information - Kindly provide the existing IT Landscape Details. Data Size of each applications/Databases, Applications Names, Version Details, Database Names, Version Details.	SI is expected to capture this information during Requirement Gathering phase.
203	2.5.4	61	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Final Preparation	The selected SI is not responsible for the digitization of the data currently available in manual form. But SI shall interact and discuss with SMC and its other stakeholders to finalize the migration of the data available in the databases of the existing IT systems to the new database implemented for the proposed project.	Kindly share the current Environment and IT Landscape of SMC?	Necessary details will be shared with successful bidder
204	2.5.4	61	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Final Preparation	For successful data migration, selected SI may have to procure any software which may be required for data migration at no additional cost to the authority.	Kindly suggest, Is there any additional/external data that will be used by the New ERP system, apart from the existing source-data systems, which will need to be migrated?	Please refer to Appendix 2: Data Migration Details
205	2.5.6	62	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Release Management	SMC estimates upto 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.	Is there any estimates arrived for the minor enhancements? How it has to be considered?	The onsite team proposed in section 2.6.1 is required to carry out the enhancements as necessary.
206	2.5.5	62		RFP Page no: <b>62</b>  Clause: <b>2.4 ERP INFRASTRUCTURE REQUIREMENTS</b>	Necessary cloud based DR setup will be required to be done by successful bidder within 30 days post Go-Live.	Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured & Benefits like it's flexible, reliable, good investment, easy mobile access & recovery, environmental advantage, Top Security, Instant access.  But to chose the best cloud vendor you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches.	RFP term prevails.

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						<p>Since there is no technical specification mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</p> <p>I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer. <u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> <li>1. All solutions related COTS ERP available on DC should be also available on DR Infrastructure.</li> <li>2. All Networking &amp; Security &amp; Applications solution which are available on Data Center should be available on public cloud also.</li> <li>3. A seamless integration should be there in between DC and Cloud DR.</li> <li>4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, AWAf, DDOS.</li> <li>5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.</li> <li>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</li> <li>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</li> <li>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.</li> <li>9. DC (on-Prem) and DR (on-Cloud) , based ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and</li> </ol>	

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						<p>maintaining standardization of operating systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDoS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDoS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming,</p>	

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						<p>password spraying, scraping, spambots &amp; synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and APIs and prevent the automated traffic from reaching the origin server.</p> <p>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p> <p>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</p> <p>22. The WAF solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</p>	
207	2.5.6.1	63	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Release Management, Data Migration	Data Migration	<p>Kindly share the existing server landscape along with the server role which is to be migrated to cloud based DR site</p> <p>Kindly share the existing OS details along with version and edition which is to be migrated to cloud based DR site</p> <p>Kindly share the existing Database landscape along with version and edition which is to be migrated to cloud based DR site</p> <p>Kindly confirm the total amount of data to be migrated in MB/GB/TB to the newly propose</p>	The DR is proposed for the Datacenter IT infrastructure and software / application procured under this RFP. The sizing and solution design is under the scope of the bidder



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						cloud site along with total log and flat files which is to be migrated to cloud based DR site	
208	2.5.6.1	63	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Release Management, Data Migration	a) Data cleansing and preparation b) Extracting Master and Transactional data from legacy applications	<b>As a best practice data cleansing / preparation / extraction is done by Data owner. SI can help providing relevant format and trainings to the core team.</b>	Please refer to Appendix 2: Data Migration Details
209	2.5.6.1	63	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Release Management, Data Migration	a) Data cleansing and preparation b) Extracting Master and Transactional data from legacy applications	Standard Practice of ERP implementation project :- a) SI will give template to SMC, SMC will collect the data in given template b) Transactional data extraction and migration from legacy to new COTS ERP system will not be possible, cut over data will be uploaded at the time of Go-Live	<b>Please refer Section 2.5.4 as below</b> The selected SI is not responsible for the digitization of the data currently available in manual form. But SI shall interact and discuss with SMC and its other stakeholders to finalize the migration of the data available in the databases of the existing IT systems to the new database implemented for the proposed project.  Please also refer to the section 2.5.6.1 for Data Migration scope And <b>Appendix 2 " Data Migration Details" -</b> Selected bidder will provide the templates in which data is expected and SMC current team to populate the data. Selected bidder's assistance will be sought where required
210	2.5.7	64	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Capacity Building & Training	RFP Clause 2.5.7.	SI provide the no's of trainings to be conducted for different types users. Also elaborate on the requirement of training contents	Please refer to section 2.5.7 Capacity Building & Training. For more details, Bidder is required to capture the details during requirement gathering phase
211	2.5.7	64	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Capacity Building & Training, Point k	The location of the training sessions shall be decided by SMC after discussions with the selected system integrator.	We assume, that the training location shall be done in head office of SMC located at Muglisara, Surat?	Please refer to section 2.5.7 Capacity Building & Training

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212	2.5.7	64	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Capacity Building & Training, Point a	Selected system integrator should impart training to different users as stipulated below on usage and implementation of the features of the proposed products. Selected system integrator should provide Training Manuals covering product features specific to SMC requirements.	Is the Train the Trainer approach is acceptable to SMC?	RFP term prevails.
213	2.5.7	64	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Capacity Building & Training, Point I	The Selected system integrator will design different training curriculum for employees at different Class. The training for Class 1 employees needs to be more business focused, training material for Class 2 is more functional and for Class 3 employees it needs to be more operational.	Kindly elaborate training requirements ? Can pls share the Audience, Batches, No of Days ?	Please refer to section 2.5.7 Capacity Building & Training. For more details , Bidder is required to capture the details during requirement gathering phase
214	2.5.8	65	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	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.	Bidder consult OEM for technical requirement and implement the solution best suited for "business requirements and standard OEM requirement". To arrange OEM representative for every review meeting will delay the process of implementation. We request department to allow bidder to invite OEM representative whenever necessary during project execution.	RFP term prevails.
215	2.5.8	65	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Additional OEM obligations during implementation	An important step in the acceptance procedure of each milestone is OEM validation of the proposed solution, which will require the system integrator to engage with and validate the solution from corresponding OEM as solution audit before every milestone completion to ensure that installation and configuration has been done in line with the guidelines and according to the best practices by the OEM.	SMC have defined 6 milestones and for every milestone to have OEM Audit will be time consuming. To ensure that Bidder has deliver a quality solution as per OEM best practice and business requirement, HBT will deploy Subject Matter Expert (SMEs) to verify every milestone and solution. Thus we ensure solution is implemented as per OEM guidelines. We request department to exempt bidder from OEM audit requirements.	RFP term prevails.

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216	2.5.8	65	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	2.5.8 Additional OEM obligations during implementation	<p>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.</p> <p>An important step in the acceptance procedure of each milestone is OEM validation of the proposed solution, which will require the system integrator to engage with and validate the solution from corresponding OEM as solution audit before every milestone completion to ensure that installation and configuration has been done in line with the guidelines and according to the best practices by the OEM.</p>	Remove the requirement of 'OEM validation of the proposed solution' as OEM has no direct stake with SMC/ SSDCL in this bid response.	RFP term prevails.
217	2.5.8	65	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Additional OEM obligations during implementation	<p>An important step in the acceptance procedure of each milestone is OEM validation of the proposed solution, which will require the system integrator to engage with and validate the solution from corresponding OEM as solution audit before every milestone completion to ensure that installation and configuration has been done in line with the guidelines and according to the best practices by the OEM. The bidder shall provide SMC with the OEM's certification clearly certifying the same for different components thus proposed. It will be bidder's obligation to get this validation and bidder should factor in the necessary cost in its price proposal. Authority will not entertain any changes in price proposal regarding this at a later stage.</p>	<b>As industry practice OEM audit occurs just after completion of BBP or before Golive and not after every phase completion hence kindly specify OEM audit phase and man days</b>	RFP term prevails.

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218	2.5.9	66	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Certification	2.5.9 Certification The bidder to get the implemented solution ISO 27001 certified by STQC / STQC empaneled agency within six months of Go-Live & need to get recertification after two years of the first certification.	Bidder understanding that ISO implementation and certification requirement all the expenses of certification borne by SMC is our understanding is correct here.	Bidder is responsible for all coordination and implementation of the certificate. The cost will be paid to the Bidder by the SMC/SSCDL as per the price quoted in the Price bid  Please refer to the price bid section 10.3.4 " 10.3.4 Schedule-D: Datacenter IT Infrastructure, Cloud Based DR & Certification Cost", Table 3
219	2.5.9	66	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Certification	The bidder to get the implemented solution ISO 27001 certified by STQC / STQC empaneled agency within six months of Go-Live & need to get recertification after two years of the first certification. The vendor is expected to undertake continuity measures for smooth functioning of the system, risk management plan for the continuity of services, data backup policy and business continuity plan during the execution of the entire project. The cost of the certification has to be borne by the bidder.	<b>We assume cost incurred for this activity will be paid by SMC directly to the agency, SI has to just facilitate the process</b>	Bidder is responsible for all coordination and implementation of the certificate. The cost will be paid to the Bidder by the SMC/SSCDL as per the price quoted in the Price bid  Please refer to the price bid section 10.3.4 " 10.3.4 Schedule-D: Datacenter IT Infrastructure, Cloud Based DR & Certification Cost", Table 3
220	2.6.1	66	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Minimum Required onsite support	If required, the selected bidder will be required to change the mix of the onsite support team based on the requirement of SMC.	If required, the selected bidder will be required to change the mix of the onsite support team <del>based on the requirement of SMC.</del>	RFP term prevails.
221	2.6	66	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Minimum Required onsite support	Minimum Required onsite support: The bidder is required to provide the dedicated onsite team as per the below mentioned table during the support.	Is the given table of resources at onsite is mandatory to follow or the SI can propose the team?	RFP term prevails.
222	2.6	66	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	The Post Go Live Support ("PGLS") will start after completion of 3 months of Hypercare Support after Go Live.	Kindly confirm, if 3 months hypercare support shall be onsite model?	Yes the same will be onsite model

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223	2.6.1	66	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Post Go-Live Support	Necessary backend support must be extended to the onsite team so as to achieve the SLAs and KPIs defined in RFP.	We understand that the backend support team would require connectivity to between the off-shore team location and DC & DR to monitor application and infrastructure deployed for the project. Pl confirm if our understanding is correct.	Backend Support team will be given necessary access to support the onsite team. Provision of bandwidth to backend support team is responsibility of SI
224	2.6.1	67	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Post Go-Live Support	SMC estimates upto 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.	This is a constant team that SI has to maintain. What happens if there is no work for a specific month? Understand the hrs cannot be carry forward.	Please refer to the Section 2.6.1. for the necessary details
225	2.6.1	67	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Post Go-Live Support	SMC estimates upto 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 these 1200 hours/month for enhancements will be provided by the onsite team comprising of Project Manager (1nos), Functional Consultants (10nos), Application Developer-ERP (3 nos) and Application Developer (e-office/BPM/DMS). Pl confirm if our understanding is correct.	Please refer to the Section 2.6.1. for the necessary details
226	2.6.1	68	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Post Go-Live Support	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 all the defects in the solution cannot be removed during the hyper care support due to obvious reasons. However the bidder will make its best efforts to remove the defects in the solution during the 3 months hyper care support. Requesting you to keep the hyper care support period to be limited for 3 months only. The defects will be removed during the O&M period also. Pl confirm if our understanding is correct.	RFP term prevails.
227	2.6.3	68	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Service Management Support Process	It is expected that system integrator will implement an IT Service Support Management (ITSSM) tool that appeared in latest Gartner magic quadrant and have sales and support in India	Is there any ITSM tool currently in use?	No tool is being used by SMC currently

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228	2.6.3	68	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Service Management Support Process	It is expected that system integrator will implement an IT Service Support Management (ITSSM) tool that appeared in latest Gartner magic quadrant and have sales and support in India, 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. The tool should support integration with ERP system and provide necessary reporting and dashboard capabilities by vendor or by contract.	<p>The clause is restricting participation of proven NMS OEMs like ours and favouring a particular OEM.</p> <p>Moreover, as part of "Make in India" initiative, MoUD has clearly advised that restrictive clauses that work against the Indian companies and start ups should be removed. MoUD has clearly indicated that a level playing field must be provided to Indian companies to participate in the Government projects without any discrimination.</p> <p>Thus, we are requesting relaxation on the ask for Gartner Magic quadrant for ITSSM tool and rephrase the statement as:                      "It is expected that system integrator will implement an IT Service Support Management (ITSSM) tool that have sales and support in India, 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. The tool should support integration with ERP system and provide necessary reporting and dashboard capabilities by vendor or by contract."</p>	Please refer to the Addendum & Corrigendum 2
229	2.6.3	68	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Service Management Support Process	Any tools used for Service Management Support Process	<ol style="list-style-type: none"> <li>1. What is the current tool used for Service Management Support Process?</li> <li>2. Is Bidder open to suggest tools?</li> <li>3. Would SMC / SSCDL will provide the tool free number?</li> <li>4. Is the service required for 24/7 or 24/5 or 16/7 and 16/5</li> </ol>	No tool is being used by SMC as of now. Bidder to propose the solution meeting the RFP requirement. SMC will provide the support number. The service is required during SMC working hours.

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230	2.6.3	68	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	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. The Service Desk is basically responsible for the Acceptance, Classification and also handling of request. The selected vendor must follow ITIL/ ISO 20000 service request management process for duration of the contract.	Request you to provide us the details on the no of tickets to be handled by the helpdesk of users, citizens and other along with the tentative size of helpdesk that bidder needs to provide.	Please refer to the Addendum & Corrigendum 2
231	2.7	69	DELIVERABLES & PAYMENT	Timelines & Deliverables	Section elaborating the deliverables and corresponding payments	While we are principally fine with the Section, we humbly request your good office to specify the timelines within which the payments shall be disbursed from the receipt of correct invoice. We humbly propose 30 days from the date of receipt of correct invoice.	RFP term prevails.
232	2.7.1	69	DELIVERABLES & PAYMENT	Timelines & Deliverables	The implementation phase must be completed in (T + 425) days and post implementation support of 4 years ("Post Go Live Support") will start on completion of Hypercare	1. What was the estimation methodology used to estimate on the timelines? 2. What happened if the estimates changes during Requirement study finding?	RFP term prevails.
233	2.7.1	69	DELIVERABLES & PAYMENT	Timelines & Deliverables	The implementation phase must be completed in (T + 425) days and post implementation support of 4 years ("Post Go Live Support") will start on completion of Hypercare.	Kindly suggest, Is the implementation been decided in phased wise or big bang approach by SMC? Or SI can suggest as per the best practices.	RFP term prevails.
234	2.7.2	69	DELIVERABLES & PAYMENT	Project phases and deliverable, Milestone 0	Project Kickoff at project site with all key personnel and other resources as per resource deployment plan.	It is very difficult to arrange all key resources in 30 days time requesting for an extension.	RFP term prevails.
235	2.7.2.1	69	DELIVERABLES & PAYMENT	Project phases and deliverable, Milestone 0	Milestone 0: Initiation & Team mobilization - Time limit (in days) T+30	Request you to provide minimum 90 days for deployment of Key Resources	RFP term prevails.
236	2.7.3.1	70	DELIVERABLES & PAYMENT	Payment schedule for license cost	"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. ERP OEMs offer	RFP term prevails.

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						attractive pricing for one time purchases and SSCDL can avail of the same.	
237	2.7.3.1	70	DELIVERABLES & PAYMENT	Payment schedule for license cost	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.	Pls clarify the nos. of ESS and Payroll users which shall be purchased during the development phase.	Necessary details will be shared with successful bidder
238	2.7.3	70	DELIVERABLES & PAYMENT	Payment schedule for license cost	Payment schedule for license cost	ERP / Non-ERP licenses has to be purchased as per total BoM at the starting of the project and OEM does not allow phase wise purchases. Also, license payment should be 100% advance.	RFP term prevails.
239	2.7.3.1	70	DELIVERABLES & PAYMENT	Payment schedule for license cost:	SMC will purchase only subset of product licenses during the implementation phase and residual quantities at the time of UAT/Go-live. 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.	As per OEM policy they do not give staggered licenses hence we request SMC to procure full licenses for all the solution at one-go or SM can procure direct license from OEM. For evaluation purpose SI will submit licenses cost at time of bid submission.	RFP term prevails.
240	2.7.3.1	70	DELIVERABLES & PAYMENT	Timelines & Deliverables	SMC will purchase only subset of product licenses during the implementation phase and residual quantities at the time of UAT/Go-live. 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. The quantity of such licenses will be decided with mutual agreement however, the decision of SMC will be final in this regard. The license rates will be valid upto 1 year from the successful completion of Milestone-6 defined above.	Please specify exact number of licenses that would be procured against each module as license policy varies from OEM to OEM.	Please refer to the section 2.1.3 on Estimated number of users



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241	2.7.3.1	70	DELIVERABLES & PAYMENT	Payment schedule for license cost	SMC will purchase only subset of product licenses during the implementation phase and residual quantities at the time of UAT/Go-live. The quantity of such licenses will be decided with mutual agreement however the decision of SMC will be final in this regard. The rates will be valid till the completion of Milestone-6 defined above. a. Payment of 90% of license cost will be on respective product license supply. b. Payment of 5% on respective product installation certified by SI on completeness, validity and correctness of the product installed or within 30 days of license supply whichever is earlier. c. 5% after UAT signoff.	Request from the Bidder: SMC to purchase the whole set of product licenses in the beginning of the implementation phase . Also request to make 100% of the payment for the licenses in advance.	RFP term prevails.
242	2.7	70	DELIVERABLES & PAYMENT	SI Implementation cost	RFP does not mention within how many days payment released to SI	Please specify exact number of days within which payment will be released to SI and proposing paying to be made within 30 days from the date of receipt of invoice .	RFP term prevails.
243	2.7.3.2	70	DELIVERABLES & PAYMENT	SI Implementation cost	The remaining 10% of the implementation cost will be split in to four equal parts of 2.5% each and the same will be paid post successful completion of hypercare period on a quarterly basis	We humbly request your good office to make payment of 20% of Implementation cost at Milestone 6	RFP term prevails.
244	2.7.3.2	70	DELIVERABLES & PAYMENT	SI Implementation cost	The remaining 10% of the implementation cost will be split in to four equal parts of 2.5% each and the same will be paid post successful completion of hypercare period on a quarterly basis	We humbly request your good office to make payment of 15% of Implementation cost at Milestone 1	RFP term prevails.
245	2.7.2.2	70	DELIVERABLES & PAYMENT	RFP Page no: 70  Clause: <b>2.6.1.1 Hardware Installation &amp; Commissioning Milestones</b>	Milestone 3 Cloud based DR Setup Configuration and commissioning of the cloud based DR setup Within 30 days of Milestone 6	Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured & Benefits like it's flexible, reliable, good investment, easy mobile access & recovery, environmental advantage, Top	RFP term prevails.

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						<p>Security, Instant access.                      But to chose the best cloud vendor you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches.  <b>Since there is no technical specification mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</b>                      I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer.  <u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> <li>1. All solutions related COTS ERP available on DC should be also available on DR Infrastructure.</li> <li>2. All Networking &amp; Security &amp; Applications solution which are available on Data Center should be available on public cloud also.</li> <li>3. A seamless integration should be there in between DC and Cloud DR.</li> <li>4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, AWAf, DDOS.</li> <li>5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.</li> <li>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</li> <li>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</li> <li>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection •</li> </ol>	

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						<p>DNS TCP active authentication.</p> <p>9. DC (on-Prem) and DR (on-Cloud) , based ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and maintaining standardization of operating systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDoS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDoS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms</p>	

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						<p>to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p> <p>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</p> <p>22. The WAF solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</p>	
246	2.7.3.1	71	DELIVERABLES & PAYMENT	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	RFP term prevails.

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247	2.7.3.1	71	DELIVERABLES & PAYMENT	Payment schedule for license cost	1. Payment of 90% of license cost will be on respective product license supply 2. Payment of 5% on respective product installation certified by SI on completeness, validity and correctness of the product installed or within 30 days of license supply whichever is earlier 3. 5% after Go-Live signoff	We request modification of payment terms for maintaining healthy cash-flows to the SI  1. Payment of 90% of license cost will be on respective product license supply 2. Payment of 10% <del>5%</del> on respective product installation <del>certified by SI on completeness, validity and correctness of the product installed</del> or within 30 days of license supply whichever is earlier <del>3. 5% after Go Live signoff</del>	RFP term prevails.
248	2.7.3.2	71	DELIVERABLES & PAYMENT	SI Implementation cost	SMC/ SSCDL will provide sign-off as quickly as possible with maximum time of 20 working days after any queries raised are resolved by the bidder satisfactorily.	SMC/ SSCDL will provide sign-off as quickly as possible with maximum time of 20 working days after any queries raised are resolved by the bidder satisfactorily.  Services and/or deliverables shall be deemed to be fully and finally accepted by SMC/ SSCDL in the event when SMC/ SSCDL has not submitted its acceptance or rejection response in writing to SI within 20 days from the date of installation/ commissioning/ submission of the deliverable for review or when SMC/ SSCDL uses the Deliverable in its business, whichever occurs earlier.	RFP term prevails.
249	2.7.3.2	71	DELIVERABLES & PAYMENT	SI Implementation cost	M0 : 10% M1 : 10% M2 : 15% M3 : 20% M4 & M5 : 25% M6 : 10%  1. The remaining 10% of the implementation cost will be split in to four equal parts of 2.5% each and the same will be paid post successful completion of hypercare period on a quarterly basis.	We request modification of payment terms for maintaining healthy cash-flows to the SI  M0 : <del>10%</del> 15% M1 : <del>10%</del> 15% M2 : <del>15%</del> 20% M3 : 20% M4 & M5 : <del>25%</del> 20% M6 : 10%  1. The remaining 10% of the implementation cost will be split in to four equal parts of 2.5% each and the same will be paid post successful completion of hypercare period on a quarterly basis.	RFP term prevails.

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250	2.7.3.2	71	DELIVERABLES & PAYMENT	SI Implementation cost	1. The remaining 10% of the implementation cost will be split in to four equal parts of 2.5% each and the same will be paid post successful completion of hypercare period on a quarterly basis.	We understand that 10% of implementation cost will be paid post successful completion of hypercare period. Pl confirm.	RFP term prevails.
251	2.7.3.2	71	DELIVERABLES & PAYMENT	SI Implementation cost	SMC/ SSCDL will provide sign-off as quickly as possible with maximum time of 20 working days after any queries raised are resolved by the bidder satisfactorily.	Is it possible for SMC/SSCDL to provide the Sign-off with maximum time of 5 working days, as 20 days will be a long period for any rework if required to be completed, in case of changes if suggested.	RFP term prevails.
252	2.7.3.3	71	DELIVERABLES & PAYMENT	Hardware Installation & Commissioning	1. Satisfactory delivery and acceptance of the hardware 65 % 2. Satisfactory installation and commissioning of the hardware 15 % 3. On successful Go-Live 12.5 % 4. On successful completion of 1st year after Project "Go Live" 2.5 % 5. On successful completion of 2nd year after Project "Go Live" 2.5 % 6. On successful completion of 3rd year after Project "Go Live" 2.5 %	<i>Since hardware generally involves upfront payment to OEMs, we request modification of payment terms for maintaining healthy cash-flows to the SI</i>  1. Satisfactory delivery and acceptance of the hardware <del>65%</del> 90% 2. Satisfactory installation and commissioning of the hardware <del>15%</del> 10%	RFP term prevails.
253	2.7.3.3	71	DELIVERABLES & PAYMENT	Hardware Installation & Commissioning	Note: During the development phase, the payment for the hardware will be paid only for the quantities that are used during this stage.	Hardware OEM doesn't accept phase wise procurement hence we you to please delete this clause , all required hardware will be delivered by OEM at one go.	RFP term prevails.
254	2.7.3.3	71	DELIVERABLES & PAYMENT	Hardware Installation & Commissioning	2.7.3.3 Hardware Installation & Commissioning	As per current payment terms 7.5% is being held for three years after go-live, however no hardware vendors agree on such payment terms and all have to be paid upfront. Request you to kindly modify the payment term for hardware as below: On supply - 80% on installation - 10% on go-live - 10%.	RFP term prevails.
255	2.7.3.3	71	DELIVERABLES & PAYMENT	Hardware Installation & Commissioning	2.7.3.3 Hardware Installation & Commissioning Note: During the development phase, the payment for the hardware will be paid only	Please specify the % of hardware that would be procured at this stage	Bidder is required to propose the hardware for the development phase based on their solution and sizing requirements and will be approved by SMC before finalization.

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					for the quantities that are used during this stage		
256	2.7.3.3	71	DELIVERABLES & PAYMENT	Hardware Installation & Commissioning	The payment for the Hardware Installation & Commissioning will be made as per below: - 70% in 15 days of Full Supply - 20% in 15 days of installation and commissioning of the hardware - 5% on successful Go-Live of Release-0 - 5% on successful Go-Live of Release-1	Request from the Bidder: The payment for the Hardware Installation & Commissioning will be made as per below: - 100% in 15 days of Full Supply.	RFP term prevails.
257	2.7.4	72	DELIVERABLES & PAYMENT	Payment Schedule for Support, ATS and AMC	The payment for the support charges will be made on a quarterly basis based on SLAs in the Support phase. Payment for Annual Technical Support Charges, Cloud Based DR setup and emailing solution will be made in advance on a yearly basis.	The payment for the support charges will be made on a <del>quarterly</del> monthly basis based on SLAs in the Support phase.  Payment for Annual Technical Support Charges, Cloud Based DR setup and emailing solution will be made in advance on a yearly basis.	RFP term prevails.
258	2.7.4	72	DELIVERABLES & PAYMENT	Payment Schedule for Support, ATS and AMC		Please clarify the payment terms applicable to Table 3- ISO 27001 Certification Cost	Please refer to the Addendum & Corrigendum 2
259	2.7.4	72	DELIVERABLES & PAYMENT	Payment Schedule for Support, ATS and AMC	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	Please refer to section <b>2.7.4, Payment Schedule for Support, ATS and AMC</b> as below  The payment for the support charges will be made on a quarterly basis based on SLAs in the Support phase. Payment for Annual Technical Support Charges, Cloud Based DR setup and emailing solution will be made in advance on a yearly basis.
260	2.7.4	72	DELIVERABLES & PAYMENT	Payment Schedule for Support, ATS and AMC	The payment to the Selected Bidder shall start on a quarterly basis based on SLAs	Request from the Bidder: The payment for AMC charges of the services to be done on a quarterly basis in advance.	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
261	2.8	72	KPI & SLA	KPIS & SLA	Note: Penalties shall not be levied on the Successful Bidder in the following cases: 1. There is a Force Majeure event effecting the SLA which is beyond the control of the Successful Bidder. 2. Damages due to any accident / mishap shall be considered as “beyond the control of Bidder”.	Note: Penalties shall not be levied on the Successful Bidder in the following cases: 1. There is a Force Majeure event effecting the SLA which is beyond the control of the Successful Bidder. 2. Damages due to any accident / mishap shall be considered as “beyond the control of Bidder” 3. SI’s failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent SI’s performance is effected, delayed or causes non-performance due to Customer’s omissions or actions.	RFP term prevails.
262	2.8	72	KPI & SLA	KPIS & SLA	As per RFP	To be included: The overall maximum penalty, by whatever name called. if any that can be imposed on SI under this contract shall not exceed 10% of the total consideration and penalty for a given month should not be more than 10% of monthly invoice value.	RFP term prevails.
263	2.8	72	KPI & SLA	2.8 KPIS & SLA, pg. # 72	The Successful Bidder (refer as System Integrator, SI) has to supply software/automated tools to monitor all the KPIS and SLAs under this project.	Kindly advise, does bidder need to propose monitoring tool ?	Yes. Please refer to information provided in section 2.8.1 as below - The aforementioned SLA parameters shall be measured as per the individual SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools to be provided by the SI and audited by SMC/SSCDL or its appointed Consultant for accuracy and reliability.
264	2.8.1.1	73	KPI & 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. Delay penalty at 0.2% per day of monthly support cost will be applicable for major and minor enhancement work during the support period as well	For delay of every week per milestone, a penalty of 0.25% <del>1%</del> of payment for corresponding/relevant milestone would be deducted, provided the delay is attributable to the vendor. <del>The decision of SMC/SSCDL will be binding in this regard.</del> Delay penalty at 0.2% per week <del>day</del> of monthly support cost will be applicable for delay in major and minor enhancement work during the support period as well	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
265	2.8.3	76	KPI & SLA	2.8.3 Support Service Level Agreements and Penalty	As per RFP	Uptime / Performance KPIs should be applicable only to O&M phase of the project.	There are separate SLA mentioned for Implementation Phase and Support Phase
266	2.8.3	76	KPI & SLA	Support Service Level Agreements and Penalty	Penalty (% of monthly support charges)	We request that the maximum penalty be limited to 10% of the monthly invoices for the applicable services. Further request that such penalty be applicable if the breach is solely attributable to the Bidder	RFP term prevails.
267	2.8.3	76	KPI & SLA	2.8.3 Support Service Level Agreements and Penalty	P1 Severity Level Incidents Resolved as agreed expected time 2 hours	Request to increase the time response time	RFP term prevails.
268	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	The bidder shall try to depute the same key personnel at SMC/SSCDL as listed in the BoQ and CV submitted as per Form 1.10 in Section-9. The bidder shall depute a person on its staff at SMC/SSCDL only after the person is interviewed/ screened using any selection procedure by SMC/SSCDL and/or its any representative(s) and the sanction for the same is given in writing. The bidder would also remove a person from its staff at SMC/SSCDL if instructed to do so by the SMC/SSCDL within one month and provide suitable replacement with minimum overlap of 15 days. All persons deputed shall be on the payroll of the Bidder's organization. All the staff proposed to be deployed at SSCDL/ SMC (as per form 1.10- Section-9) should be full time employees of the bidder's organization at the time of bid submission.	Could you please let us know , which are will be applicable for interview and when it will be conducted ?	The interview / screening will be carried out for all onsite resources as mentioned in section 2.6.1

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
269	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	The bidder shall try to depute the same key personnel at SMC/SSCDL as listed in the BoQ and CV submitted as per Form 1.10 in Section-9. The bidder shall depute a person on its staff at SMC/SSCDL only after the person is interviewed/ screened using any selection procedure by SMC/SSCDL and/or its any representative(s) and the sanction for the same is given in writing. The bidder would also remove a person from its staff at SMC/SSCDL if instructed to do so by the SMC/SSCDL within one month and provide suitable replacement with minimum overlap of 15 days. All persons deputed shall be on the payroll of the Bidder's organization. All the staff proposed to be deployed at SSCDL/ SMC (as per form 1.10- Section-9) should be full time employees of the bidder's organization at the time of bid submission.	We understand that we will not be able to deploy the same key personnel at SMC/SSCDL whose resume's are submitted as part of technical Proposal because there is no commitment from SMC/SSCDL on placement of order within a time span of maximum 2 months to the selected bidder in this tender after submission of commercial bid online.  However, in case tender is awarded to us, we will try to deploy either the same resources whose resume had been shared in the technical proposal if they are available or with substituted/other resources with similar experience will be deployed.	Please refer to the section 2.8.7 for required information
270	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	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.	We humbly request your good office bring monetary deductions, as have been specified for the failure to deploy resources could be brought within the cap of penalty.	RFP term prevails.
271	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	Note: There is NO CAPPING on the applicable deduction for non-availability of resources as per the above table.	<del>Note: There is NO CAPPING on the applicable deduction for non-availability of resources as per the above table.</del>	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
272	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	13. In case the minimum resources are not available, penalty will be charged over and above the deductions as specified above at the following rate for the respective positions a) 25% of deduction amount as penalty for delay upto one month b) 50% of the deduction amount as penalty for delay of more than one month upto two months c) 100% of the deduction amount as penalty for delay of more than two months d) This will be applied even for positions that fall vacant during the contract period and also for such period during which resource was not available due to leave of absence for more than 5 days and substitute is not provided.	<del>13. In case the minimum resources are not available, penalty will be charged over and above the deductions as specified above at the following rate for the respective positions a) 25% of deduction amount as penalty for delay upto one month b) 50% of the deduction amount as penalty for delay of more than one month upto two months c) 100% of the deduction amount as penalty for delay of more than two months d) This will be applied even for positions that fall vacant during the contract period and also for such period during which resource was not available due to leave of absence for more than 5 days and substitute is not provided.</del>	RFP term prevails.
273	2.8.8	78	KPI & SLA	Breach in supply of Onsite Manpower	2.8.8 Other Penalty, 80	<del>2.8.8 Other Penalty</del> Penalty Capping	RFP term prevails.
274	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	Other penalties as well as Onsite team	Request to revise the penalty clause	RFP term prevails.
275	2.8.9	80	KPI & SLA	2.8.9 Limitation of Liability, 81	The SI's liability under shall be determined as per the Law in force for the time being. The SI shall be liable to the SMC/SSCDL for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to SMC / SSCDL on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed the consideration of the contract. 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. This limitation of liability shall not limit the	The SI's liability under shall be determined as per the Law in force for the time being. The SI shall be liable to the SMC/SSCDL for all direct loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including all direct loss caused to SMC / SSCDL on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed the consideration of the contract. <del>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.</del> This limitation of liability shall not limit the SI's liability, if any, arising out of an action	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
					SI's liability, if any, arising out of an action performed with a malafied intention/fraud by bidder or its personnel.	<del>performed with a malafied intention/fraud by bidder or its personnel.</del> Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages.	
276	2.8.8	80	KPI & SLA	2.8. Penalty	The cumulative value of penalties stated under the above clauses (a) to f)) could be up to 10% of the consideration of the contract.	We request that the maximum penalty be limited to 10% of the monthly invoices for the applicable services. Further request that such penalty be applicable if the breach is solely attributable to the Bidder	RFP term prevails.
277	2.8.10	81	KPI & SLA	2.8.10 Indemnity, 81	The selected bidder agrees to indemnify and hold harmless SMC/SSCDL, its officers, employees and agents(each a "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from a) any mis-statement or any breach of any representation or warranty made by the Selected bidder or b) The failure by the selected bidder to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement by any employee or agent of the selected bidder. Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto), created selected	The selected bidder agrees to indemnify and hold harmless SMC/SSCDL, its officers, employees and agents(each a "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from a) any mis-statement or any breach of any representation or warranty made by the Selected bidder or <del>b) The failure by the selected bidder to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement by any employee or agent of the selected bidder.</del> Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto), created selected bidder pursuant to this Agreement, or any equipment, software,	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
					bidder pursuant to this Agreement, or any equipment, software, information, methods of operation or other intellectual property created by selected bidder or its representative pursuant to this Agreement, or the SLAs (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims") or c) any compensation / claim or proceeding by any third party against SMC/SSCDL arising out of any act, deed or omission by the selected bidder or d) Claim filed by a workman or employee engaged by the selected bidder for carrying out work related to this Agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred. e) Any payment made under this Agreement to an indemnity or claim for breach of any provision of this Agreement shall include applicable taxes.	information, methods of operation or other intellectual property created by selected bidder or its representative pursuant to this Agreement, or the SLAs (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims") or c) any compensation / claim or proceeding by any third party against SMC/SSCDL arising out of any act, deed or omission by the selected bidder or d) <del>Claim filed by a workman or employee engaged by the selected bidder for carrying out work related to this Agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.</del> e) Any payment made under this Agreement to an indemnity or claim for breach of any provision of this Agreement shall include applicable taxes.  To be added: This shall be the only remedy of the Client under this Clause.	
278	2.8.9	81		2.8.9 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. This limitation of liability shall not limit the SI's liability, if any, arising out of an action performed with a malafied intention/fraud by bidder or its personnel.	We request to kindly consider the following: (i) The max cap on direct damages be restricted to the 10% of the Value of the Contract. (ii) Indirect loss/damages be specifically disclaimed (iii) Any third party loss/damage be covered within the max capping for direct damages	RFP term prevails.
279	2.8.10	81	KPI & SLA	2.8.10 Indemnity:		We request deletion of this provision	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
280	2.8.8 other penalty	81	KPI & SLA	2.8.8 Other Penalty pg 81	h) The decision of CEO/Chairman of SSCDL will be final and binding in case of the percentage of penalty to be applied, imposed in all the above cases to the bidder.	In section g) of sub-clause '2.8.8 Other Penalty', penalty is capped at 10% of the consideration of contract. However the sub-clause h) is uncapping the penalty on the Service Provider. These two clauses are in contradiction to one another. Therefore request you to delete the sub-clause h) from 2.8.8.	RFP term prevails.
281	2.8.9	81	KPI & SLA	Limitation of Liability	The SI's liability under shall be determined as per the Law in force for the time being. The SI shall be liable to the SMC/SSCDL for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to SMC / SSCDL on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed the consideration of the contract.  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.  This limitation of liability shall not limit the SI's liability, if any, arising out of an action performed with a malafied intention/fraud by bidder or its personnel	We request the limitation of liability in all ways should be capped to contract value	RFP term prevails.
282		81	KPI & SLA	liquidated damages		liquidated damages to be 10% of contract value	RFP term prevails.
283	2.8.11	82	KPI & SLA	2.8.11 Third Party Claims, 82	Subject to Sub-clause (b) below, the Selected bidder (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-	Subject to Sub-clause (b) below, the Selected bidder (the "Indemnified Party") from and against all losses, third party 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	RFP term prevails.

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					performance under this Agreement or the SLAs.	performance or non-performance under this Agreement or the SLAs.	
284	3.6	86	Instruction to bidders	BID FEE AND EARNEST MONEY DEPOSIT (EMD)	EMD	Can the 100% be provided in the form of bank guarantee instead of 50% in Cheque/DD	RFP term prevails.
285	3.6	87	Instruction to bidders	BID FEE AND EARNEST MONEY DEPOSIT (EMD)	j) The EMD may be forfeited under the following conditions: i. If a Bidder submits a non-responsive Proposal;	j) The EMD may be forfeited under the following conditions: <del>i. If a Bidder submits a non-responsive Proposal;</del>	RFP term prevails.
286	3.6	87	Instruction to bidders	BID FEE AND EARNEST MONEY DEPOSIT (EMD)	c) The bidder should also pay EMD of Rs. 50, 00,000 (Fifty lakhs only) in favour of "Surat Smart City Development Limited" as per below: i. 100% by Demand Draft / Banker's Cheque or ii. 50% amount shall be in the form of Demand Draft / Banker's Cheque and 50% amount shall be in the form of Bank guarantee with validity of 180 days from the date of Bid opening. The same shall be drawn/ issued from any bank out of the approved bank (As per list at Appendix-3) or iii. 100% in the form of Bank guarantee with validity of 180 days from the date of Bid opening. The same shall be drawn/ issued from any bank out of the approved bank (As per list at Appendix-3)	We request to accept the 100% EMD of Rs. 50, 00,000 (Fifty lakhs only) in the form of Bank Guarantee with validity of 180 days from the date of Bid opening.	RFP term prevails.
287	3.10	88	Instruction to bidders	CONSORTIUM CONDITIONS	The number of consortium members cannot exceed two, including the Prime/Lead Bidder	<b>1. Allow 3 Consortium Partners</b> <b>2. For License Resell, one of the Consortium Partners need to be an authorised license reseller and SMC to contract the license contract with the relevant consortium partner</b>	RFP term prevails.
288	3.12	90	Instruction to bidders	3.12 RIGHT TO AMENDMENT OF THE PROJECT SCOPE	3.12 RIGHT TO AMENDMENT OF THE PROJECT SCOPE a) SSCDL retains the right to amend the scope of work or amend the program for service delivery at any time and without assigning any reason. SSCDL makes no commitments, express or implied, that the full scope of work as described in this RFP will be commissioned.	3.12 RIGHT TO AMENDMENT OF THE PROJECT SCOPE <del>a) SSCDL retains the right to amend the scope of work or amend the program for service delivery at any time and without assigning any reason. SSCDL makes no commitments, express or implied, that the full scope of work as described in this RFP will be commissioned.</del>	RFP term prevails.

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289	3.11	90	Instruction to bidders	Sub-contracting	Sub-contracting	Please reconfirm if sub-contracting allowed for Managed support services	The sub-contracting is permitted for activities mentioned in Section 3.11
290		90	Instruction to bidders		Termination / Withdrawal: SMC/SSCDL reserves the right to withdraw/ terminate the contract in whole or in part without assigning any reason.	Request from the Bidder: To remove the clause , Termination in whole or in part without assigning any reason.	RFP term prevails.
291	3.11	91	Instruction to bidders	Sub-contracting	The Bidder is not allowed to sub-contract activities related to COTs ERP implementation and Enterprise Content Management (DMS and BPM).	Can lead bidder can take consortium partner for this solution	RFP term prevails.
292	6.1.1.1	99	Pre-Qualification Criteria	ERP-OEM-Turnover	<b>Turnover</b> The OEM's average annual turnover for the last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be minimum INR 500 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.	Government of India is promoting Make in india. In india there are may Companies who implemented ERP solution in various Government Organization and State wide ULB's. According to turnover criteria Indian OEM is not able to participate in Tender and this is against Make in India policies/Moment. Hence ammend this clsuse as "Turnover The OEM's average annual turnover for the last three financial years i.e. 2017-18, 2018- 19 & 2019-20 should be minimum INR 50 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."	RFP term prevails.
293	6.1.1.1	99	Pre-Qualification Criteria	6.1.1.1 ERP OEM 1. Presence in India including Public Sector / Government Page no. 99	<b>Presence in India including Public Sector / Government</b> The proposed ERP should have been implemented and "Gone Live" in minimum three (3) clients out 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. Financial Accounting and Costing Payroll and HR Project Management Purchase and material management Asset management	Government of India is promoting Make in india. In india there are may Companies who implemented ERP solution in various Government Organization and State wide ULB's. Hence ammend this clause as "Presence in India including Public Sector / Government The proposed ERP should have been implemented and "Gone Live" in minimum three (3) clients out 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. Financial Accounting and Costing Payroll and HR	RFP term prevails.



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					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	Project Management Purchase and material management Asset management with minimum project cost is 10 Cr."	
294	6.1.1.1	100	Pre-Qualification Criteria	ERP-OEM	Product roadmap	We suggest that proposed ERP should have at least 10 years of support roadmap from the date of bid submission. This will ensure right products from OEM are proposed.	RFP term prevails.
295	6.1.1.1	100	Pre-Qualification Criteria	6.1.1 Pre-Qualification Criteria –OEM 6.1.1.1 ERP OEM 3. <b>Development Center</b>	The ERP OEM should have at least one development center in India. OEM development centers across world should have minimum 1000 developers involved in ERP product development	Government of India is promoting Make in india. In india there are may Companies who implemented ERP solution in various Government Organization and State wide ULB's. According to turnover criteria Indian OEM is not able to participate in Tender and this is against Make in India policies/Moment. Hence ammend this clause as "The ERP OEM should have at least one development center in India. OEM development centers across world should have minimum 300 developers involved in ERP product development"	RFP term prevails.
296	6.1.1.1	100	Pre-Qualification Criteria	6.1.1 Pre-Qualification Criteria –OEM 6.1.1.1 ERP OEM 4. System Integrators	The ERP solution should be implemented and maintained by at least Five System Integrators in India as on date of issue of the RFP.	There are many indian OEMS who developed COTS ERP and implemented same in Various Government Organisation. This criteria is restrict them to participate in tender. Hence this cluase needs to delet. Please delet this clause.	RFP term prevails.
297	6.1.1.1	100	Pre-Qualification Criteria	6.1.1.1 ERP OEM - Source code	7. Source Code Proposed solution to come with source code available to developers for customization	In case of COTS application, source code may not be available? IS the soultion looked at is puerly development form Strach?	RFP term prevails.
298	6.1.1.2	101	Pre-Qualification Criteria	OEM for Datacenter and DR,Point 8	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.	Gartner is more specific to get the analysis of the offerings from professionals of a particular organization which is very good for reference purpose but this should not be used as a benchmarking for selecting a OEM or service provider or a product in India. There are multiple organizations providing better products & services and are widely used in market but are	Please refer to the Addendum & Corrigendum 2

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						<p>not listed in Gartner.</p> <p>Government of India has specifically formed MeitY and which has roll out details applicable for Cloud services in Government departments, so we would request to consider MeitY empanelment as the benchmarking for CSP's to offer services to Government departments on MeitY Empaneled Government Community Cloud</p> <p>With these type of clauses, Indian Organizations/CSP are restricted from participating in such a great opportunities and also due to this department will not be getting the competitive prices and services hence request to kindly remove this Gartner clause.</p>	
299	6.1.1.3	102	Pre-Qualification Criteria	Workflow/ BPM based E-office applications	Pre-Qualification Criteria – Workflow/ BPM based E-office applications (if not part of COTS ERP)	In case COTS ERP OEM themselves are providing E-office applications, DMS and BPM, then there is no necessity for the ERP OEM to meet this qualification criteria under 6.1.1.3 - Please clarify whether this understanding is correct.	The proposed COTS Based Workflow/BAPM solution should be either part of proposed COTS ERP or should fulfill the criteria 6.1.1.3.
300	6.1.1.3	102	Pre-Qualification Criteria	Workflow/ BPM based E-office applications	Pre-Qualification Criteria – Workflow/ BPM based E-office applications (if not part of COTS ERP)	In case COTS ERP OEM are providing some of the solution components under E-office applications, DMS and BPM and rest of them are proposed by the System Integrator as Custom built solution, still there is no necessity for the ERP OEM to meet this qualification criteria under 6.1.1.3 - Please clarify whether this understanding is correct.	The proposed COTS Based Workflow/BAPM solution should be either part of proposed COTS ERP or should fulfill the criteria 6.1.1.3.
301	6.1.1.3	102	Pre-Qualification Criteria	Workflow/ BPM based E-office applications	Pre-Qualification Criteria – Workflow/ BPM based E-office applications (if not part of COTS ERP)	In case COTS ERP OEM are providing some of the solution components under E-office applications, DMS and BPM and rest of them are proposed by the System Integrator as third Party solutions, Please clarify whether the third Party solutions proposed by the SI need to fulfill this qualification criteria?	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
302	6.1.1.2	102	Pre-Qualification Criteria	OEM for Datacenter, and DR	Service Provider must be MeitY empaneled CSP as on bid start date.	As per pg. 70 of RFP the Cloud based DR is to be setup within 30 days of Milestone 6 (T+515 days) which is actually almost 1.5 years from signing of LOA. Oracle has participated in the current CSP empanelment at Meity and the process is work in progress. Hence we request you to allow CSP who are Meity empanelled as on date of setup of cloud based DR.	RFP term prevails.
303	6.1.1.2	102	Pre-Qualification Criteria	OEM for Datacenter, and DR	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.	This clause restricts the CSP to three OEMs. We request you to allow all CSP who are listed with Meity while setting up the Cloud based DR so that more options are available to system integrators resulting in better TCO for customer.	Please refer to the Addendum & Corrigendum 2
304	6.1.1.2	102	Pre-Qualification Criteria	OEM for Datacenter and DR , Point 8	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.	We are requesting to remove garnet clause from above clause as you have already asked for MeitY empaneled CSP as its limiting to very few CSPs to participate and none of the Indian CSP can participate in this RFP.	Please refer to the Addendum & Corrigendum 2
305		102		RFP Page no: 102 Clause: 6.1.1.2 OEM for Datacenter and DR	Cloud based DR OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.	Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured & Benefits like it's flexible, reliable, good investment, easy mobile access & recovery, environmental advantage, Top Security, Instant access. But to chose the best cloud vendor you should	RFP term prevails.

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						<p>consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches.</p> <p><b>Since there is no technical specification mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</b></p> <p><b>I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer.</b></p> <p><b><u>Minimum specification / changes required are as below:</u></b></p> <ol style="list-style-type: none"> <li>1. All solutions related COTS ERP available on DC should be also available on DR Infrastructure.</li> <li>2. All Networking &amp; Security &amp; Applications solution which are available on Data Center should be available on public cloud also.</li> <li>3. A seamless integration should be there in between DC and Cloud DR.</li> <li>4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, AWAf, DDOS.</li> <li>5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.</li> <li>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</li> <li>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</li> <li>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.</li> <li>9. DC (on-Prem) and DR (on-Cloud) , based</li> </ol>	

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						<p>ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and maintaining standardization of operating systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDOS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDOS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not reply on old generation</p>	

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						<p>signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p> <p>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</p> <p>22. The WAF solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</p>	

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306	6.1.1.3	103	Pre-Qualification Criteria	Workflow/ BPM based E-office applications (if not part of COTS ERP), Point 3	3. Product Acceptability: The product must be listed in the latest Gartner Magic Quadrant (2016 or later) of Enterprise Content Management or Intelligent Business Process & Management. AND The product must have appeared in the Gartner Magic Quadrant of Enterprise Content Management and Intelligent Business Process & Management in last 5 years as on date of issuance of bid.	a) Workflow/DMS is a part of larger portfolio platforms like Digital Experience Platforms on which eOffice solution are available. Hence request to broaden the scope of Platform presence in Gartner Magic Quadrant Reports to all "Relavant" reports like MQ for Content Service Provider, MQ for Intelligent Business Process Management, MQ for Digital Experience Platform etc.  b) Across the RFP, SMC have opted for best of the solutions in the market by benchmarking to "Leaders" Quadrant except for this criteria. With Larger portfolio of products being considered, SMC should consider "Leaders" quadrant product for this also.	RFP term prevails.
307	6.1.1.3	103	Pre-Qualification Criteria	Workflow/ BPM based E-office applications (if not part of COTS ERP), Point 5	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.	RFP term prevails.
308	6.1.1.3	103	Pre-Qualification Criteria	Workflow/ BPM based E-office applications (if not part of COTS ERP), Point 5	Proposed solution to come with source code available to developers for customization	We understand the source code required here is only for the customizations part to the proposed solution and not to the complete platform/solution.  Since we are proposing COTS-based solution which is in-house developed by Newgen, source code cannot be shared but source code for customized Part can be shared. Please check and confirm if ok.	RFP term prevails.
309	6.1.1	103	Pre-Qualification Criteria		OEM Self-certificates to be provided in the format given by customer	SAP has its own standard format for Self-certifications. It wont be possible for us to provide declarations as per the formats asked in RFP. Additionally in all govt. RFPs we have followed the same process. We always give declarations on SAP letterhead approved by legal in SAP standard format.	RFP term prevails.

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310	6.1.2	103	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator	Proof Document Required for Sno-2, Sno-3 and Sno-4 - Financial Capability Statement as in Section-9 Form –1.4	We recommend that the Form 1.4 be signed either Statutory Auditor / CA / Company Secretary / Authorised Signatory	RFP term prevails.
311	6.1.2	103	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator	Proof Document Required for Sno-5	<p>We shall not be able to share the copy of Work Order or Purchase Order of our customer(s) as our projects are under confidentiality and Non-Disclosure Agreement. Therefore It is requested to modify the requirements of Documents required for this pre-qualification criteria as follows -</p> <ul style="list-style-type: none"> <li>• Provide Evidences in terms of copy work order / purchase order and completion certificate from client for each of the projects undertaken / <u>certificate signed by Company Secretary of the bidder.</u></li> <li>• In case of an ongoing project, the project must have achieved a value of 3 Cr. from financial perspective. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order <u>or certificate signed by Company Secretary of the bidder.</u></li> </ul>	RFP term prevails.
312	6.1.2	103	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator	Proof Document Required for Sno-6	<p>We shall not be able to share the copy of Work Order or Purchase Order of our customer(s) as our projects are under confidentiality and Non-Disclosure Agreement. Therefore It is requested to modify the requirements of Documents required for this pre-qualification criteria as follows -</p> <ul style="list-style-type: none"> <li>• Provide Evidences in terms of copy work order / purchase order and completion certificate from client for each of the projects undertaken/ <u>certificate signed by Company Secretary of the bidder.</u></li> <li>• In case of an ongoing project, the project must have achieved a value of 3 Cr. from financial perspective or 300 transaction users should have started using the system. Minimum 3 modules should have gone live.</li> </ul> <p>The Certificate to this effect from the client on</p>	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
						client's letter head to be provided along with copy of work order / purchase order <u>or certificate signed by Company Secretary of the bidder.</u>	
313	6.1.1.3	103	Pre-Qualification Criteria	Pre-Qualification Criteria – Workflow/ BPM based E-office applications (if not part of COTS ERP) Page 103	The proposed solution should support integration with third party applications like Open Standard based GIS software, payment gateway, email gateway.	Please suggest the modules and scenario where integration with GIS and payment gateway would be required.	SI is required to capture the required details during requirement gathering phase.
314	6.1.2	104	Pre-Qualification Criteria	Turnover - 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.	Request the department to change and to be read as: The bidder (combined for both consortium partners) should have average turnover for the last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be minimum INR 60 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.	RFP term prevails.
315	6.1.2	104	Pre-Qualification Criteria	Turnover - 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.	Request the department to change and to be read as: In case of consortium, the second member of consortium should have average turnover of minimum INR 40 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.	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
316	6.1.2	104	Pre-Qualification Criteria	Turnover - 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 prime bidder should have average annual group company consolidated turnover of at least Rs. 150 crores in 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.	RFP term prevails.
317	6.1.2	104	Pre-Qualification Criteria	Turnover - 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.	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.	RFP term prevails.
318	6.1.2	104	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator, Point 2, Turnover	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.	Considering the strategic nature & complexity of the project, we feel that the eligibility criteria for System Integrators should be revised upwards to atleast 500 Cr. Would request you to clarify why it is kept so low	RFP term prevails.
319	6.1.2	104	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator	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. Some partner have there Expert is in Software development field and some have in IT infra. Hence request you to ammentd this clause as" The prime bidder and all consortium member jointly have average turnover for the last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be minimum INR 150 crores."	RFP term prevails.

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320	6.1.2	104	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator, 104	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 the authority to consider average turnover of the group company.  Request for Modification:  The prime bidder should have average annual group company consolidated turnover of at least Rs. 150 crores in 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.	RFP term prevails.
321	6.1.2	104	Pre-Qualification Criteria	Turnover(Consortium)- 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	Please delet this clause and as Jointly turnover of all partner is suffucient.	RFP term prevails.
322	6.1.2	105	Pre-Qualification Criteria	Turnover(Consortium)- 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 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.	RFP term prevails.

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323	6.1.2	105	Pre-Qualification Criteria	Experience(Consortium) - 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 atleast 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.	Request the department to change and to be read as: In case of consortium, the second bidder should have experience of implementing similar COTs based implementation or similar customized software development IT project or implementation of hardware in atleast 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.	RFP term prevails.
324	6.1.2	105	Pre-Qualification Criteria	Experience - 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 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). a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management	The Bidder (Consortium Member) should have experience of implementing at least one project with same COTS ERP (as proposed) solution with minimum project value of Rs. 2 crore (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	RFP term prevails.

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325	6.1.2	105	Pre-Qualification Criteria	Experience - 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 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). a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management	The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project. Some partner have there Expert is in Software development field and some have in IT infra. So consortium partners experience should be consider in Criteria. Hence ammend this clause is "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). a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management"	RFP term prevails.
326	6.1.1	105	Pre-Qualification Criteria	Experience - 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 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). 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 same COTS ERP (as proposed) solution with minimum project value of Rs. 2 crore (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	RFP term prevails.

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327	6.1.1	105	Pre-Qualification Criteria	Experience - System Integrator, Point 5	<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 250 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>Our request is to decrease the minimum project value and transactional users.</p> <p>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 minimum project value of Rs. 2 crore (excluding hardware cost) or 250 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>	RFP term prevails.
328	6.1.2	106	Pre-Qualification Criteria	Experience - System Integrator, Point 5	<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 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.]</p>	<p>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 minimum project value of Rs. 2 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.]</p>	RFP term prevails.
329	6.1.2	106	Pre-Qualification Criteria	Experience - System Integrator, Point 5	<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><b>Global projects implementing similar COTS ERP solution should be considered.</b></p>	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
330	6.1.2	106	Pre-Qualification Criteria	CMMI level- System Integrator, Point 7	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 (as on date of issuance of Bid).	Request SSCDL to change clause to "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 3 (as on date of issuance of Bid)."	RFP term prevails.
331	6.1.2	106	Pre-Qualification Criteria	CMMI level- System Integrator, Point 7	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 (as on date of issuance of Bid).	Government of India is promoting Make in india. In india there are may Companies who implemented ERP solution in various Government Organization and State wide ULB's. Many CMMI Level 4 companies Developed ERP systems in Government orgnisations. The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project. Some partner have there Expert is in Software development field and some have in IT infra. So consortium partners experience should be consider in Criteria. Hence request you to amend this clause as " 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 4 (as on date of issuance of Bid)."	RFP term prevails.
332	6.1.2	106	Pre-Qualification Criteria	CMMI level(Consortium)- System Integrator, Point 8	Second member of consortium (if any), should be Certified as CMM / CMMi Level 3 Company OR Shall be certified ISO 9001 company. The certification should cover Software Services business of the bidder. (as on date of issuance of Bid).	The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project. Some partner have there Expert is in Software development field and some have in IT infra. So consortium partners experience should be consider in Criteria. As CMMI level certificate can be from Prime bidder or Consortium partner.  Please delete this clause	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
333	6.1.2	106	Pre-Qualification Criteria	Pre-Qualification 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	Our request is to consider the MAF of Consortium partner too.  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	RFP term prevails.
334	6.1.2	106	Pre-Qualification Criteria	CMMI level- System Integrator, Point 7	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 (as on date of issuance of Bid).	We request you to allow CMMi certificate(s) of our branch office, parent company, sister concern, member of same network or member of same global firm may also be considered as required qualifying Credentials.	RFP term prevails.
335	6.1.2	107	Pre-Qualification Criteria	Pre-Qualification 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	The Bidder (Consortium Member) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP	RFP term prevails.
336	6.1.2	107	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator, Point 3	In case of consortium, the second bidder should have experience of  implementing similar COTs based implementation or....	This criteria emphasizes on 2nd bidder meeting the condition. Please clarify if this is a drafting error and whether 1st bidder can meet this requirement;	RFP term prevails.
337	6.1.2	107	Pre-Qualification Criteria	Experience (Consortium) - 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 atleast 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.	In case of consortium, the second bidder should have experience of implementing similar COTs based implementation or similar customized software development IT project in atleast 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.	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
338	6.1.2	107	Pre-Qualification Criteria	Experience (Consortium) - 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 atleast 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.	<b>In case Prime Bidder has exp in COT's based implementation and would be Prime implementation partner, then this clause seems to be irrelevant for confortium partner should have similar exp.</b>	Please refer Section 3.10, Point -C.
339	6.1.2	107	Pre-Qualification Criteria	Experience (Consortium) - 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 financial years (as on date of issuance of Bid) on its own without consortium.	We assume that custom developed eGov applications project in Government (State or Central) / Public Sector Units/ ULB customers in India with minimum project value of Rs. 50 lakhs will qualify in this criteria. Please confirm.	Clause is self explanatory.
340	6.1.2	108	Pre-Qualification Criteria	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.	RFP term prevails.
341	6.1.2	108	Pre-Qualification Criteria	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.	RFP term prevails.

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342	6.1.2	108	Pre-Qualification Criteria	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 Autonomus 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.	RFP term prevails.
343	6.1.3	109	Pre-Qualification Criteria	Pre-Qualification Criteria – Sub-Contractors, Point 4	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.	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 Orgaanizations/ Reputed Private Organizations undertakings in India.	RFP term prevails.
344	6.1.3	109	Pre-Qualification Criteria	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.	For Email Exchange & Collaboration Tool The Sub-Contractor should have experience of implementing email exchange solution during the past 10 years in any Reputed Organizationwith minimum 150 users from the date of issuance of RFP.	RFP term prevails.

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345	6.1.3	109	Pre-Qualification Criteria	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.	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.	RFP term prevails.
346	6.1.3	109	Pre-Qualification Criteria	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 managementservices 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.	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.	RFP term prevails.
347	6.2	109	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	Relevant experience of bidder (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): 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 250 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 implemented having	RFP term prevails.

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					<p>– 6 marks each</p> <ul style="list-style-type: none"> <li>· For the project where 2 out of 5 core modules have been implemented having user base of more than 150 transactional users</li> </ul> <p>– 5 marks each</p> <p>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.</p> <p>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.</p> <p>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.</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>user base of more than 150 transactional users</p> <p>– 5 marks each</p> <p>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.</p> <p>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.</p> <p>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.</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>	

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
348		109	Technical Evaluation Criteria	Bidder's Experience, Point 1	<p>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):</p> <p>Financial Accounting and Costing                      Payroll and HR                      Project Management                      Purchase and material management. Asset management</p> <p>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</p> <p>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</p> <p>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</p> <p>For the project where 2 out of 5 core modules have been implemented having user base of more than 150 transactional users                      5 marks each</p> <p>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.</p> <p>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</p>	<p>The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project. Some partner have there Expert is in Software development field and some have in IT infra. So consortium partners experience should be consider in Criteria.</p> <p>Hence ammned this clause as"Relevant experience of prime bidder or any consortium partner in COTS ERP* Implementation in India in past 10 years (as on date of issuance of Bid) covering the following modules (maximum 5 projects):</p> <p>Financial Accounting and Costing                      Payroll and HR                      Project Management                      Purchase and material management. Asset management</p> <p>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</p> <p>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</p> <p>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</p> <p>For the project where 2 out of 5 core modules have been implemented having user base of more than 150 transactional users                      5 marks each</p> <p>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.</p> <p>In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using</p>	RFP term prevails.

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					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.]	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.]	
349	6.2	109	Technical Evaluation Criteria		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 SSCDL to also consider consortium partner projects under this criteria. Request SSCDL to change this criteria as " <u>Relevant experience of prime bidder or consortium member</u> in COTS ERP* Implementation in India in past 10 years (as on date of issuance of Bid) covering the following modules (maximum 5 projects):"	RFP term prevails.
350	6.2	109	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	Our Request is to decrease the 300 transactional users to 250.	RFP term prevails.

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					<p>– 7 marks each</p> <ul style="list-style-type: none"> <li>· For the project where 2 out of 5 core modules have been implemented having user base of more than 300 transactional users</li> </ul> <p>– 6 marks each</p> <ul style="list-style-type: none"> <li>· For the project where 2 out of 5 core modules have been implemented having user base of more than 150 transactional users</li> </ul> <p>– 5 marks each</p> <p>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.</p> <p>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.</p> <p>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.</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>		

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351	6.2	109	Technical Evaluation Criteria	Bidder's Profile- Note	3. Bidder must provide the experience statement as per Annexure-1 (Form-1.5) for each project claimed for Points-1 &3 and Annexure-1 (Form-1.16) for point 2 above along with the documentary evidences like Copy of Purchase Order or Work Order or LOI or Agreement duly authenticated/ signed by the respective client and Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate from respective client. The number of transactional users and modules in use should be evident from either of the above client documents.	Request you to modify the criteria of documents to be provided for the Project Experience as our projects are under confidentiality and Non-Disclosure Agreement and we shall not be able to submit the copy of PO/WO/LoI/ Agreement/Project Acceptance Certificate/ Go-Live Certificate, as follows - Bidder must provide the experience statement as per Annexure-1 (Form-1.5) for each project claimed for Points-1 &3 and Annexure-1 (Form-1.16) for point 2 above along with the documentary evidences like Copy of Purchase Order or Work Order or LOI or Agreement duly authenticated/ signed by the respective client and Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate from respective client/ <u>Letter from Company Secretary of the bidder providing the details of the project</u> . The number of transactional users and modules in use should be evident from either of the above client documents.	RFP term prevails.
352	6.2	109	Technical Evaluation Criteria	TECHNICAL EVALUATION CRITERIA, Sl. No 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 the following change in clause:  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 4 projects):	RFP term prevails.
353	6.2	110	Technical Evaluation Criteria	Bidder's Experience, Point 1	Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 10 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects):	Allow currently running projects to be considered with Full marks	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
354	6.2	110	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"> <li>· For the project having user base of more than 200 users – 4 marks each</li> <li>· For the project having user base of more than 100 users – 2.5 marks each</li> <li>· (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 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.</li> </ul>	<p>Relevant experience of bidder (Consortium Member) 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)/ Autonomous Organizations/ Reputed Private Organizations in India in past 10 years (as on date of issuance of Bid) (maximum 2 projects)</p> <ul style="list-style-type: none"> <li>· For the project having user base of more than 200 users – 4 marks each</li> <li>· For the project having user base of more than 100 users – 2.5 marks each</li> <li>· (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 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.</li> </ul>	RFP term prevails.
355		110	Technical Evaluation Criteria	Bidder's Experience, Point 2	<p>Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB in India in past 7 years (as on date of issuance of Bid) (maximum 2 projects)</p>	consider 1 project and experience on any general workflow.	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
356		110	Technical Evaluation Criteria	Bidder's Experience, Point 2	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) 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)	This clause not relevant if COTS based ERP have said functionality. Hence please delete this clause	RFP term prevails.
357		110	Technical Evaluation Criteria	Bidder's Experience, Point 2	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) · 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 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	Our request is to consider the reference of Autonomous Organization as well as Reputed private organization	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
					project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live.		
358	6.2	110	Technical Evaluation Criteria	TECHNICAL EVALUATION CRITERIA, Sl. No 1	<ul style="list-style-type: none"> <li>• For the project where 3 out of 5 core modules have been implemented having user base of more than <b>300</b> transactional users – 8 marks each</li> <li>• 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</li> <li>• For the project where 2 out of 5 core modules have been implemented having user base of more than <b>300</b> transactional users – 6 marks each</li> <li>• For the project where 2 out of 5 core modules have been implemented having user base of more than <b>150</b> transactional users – 5 marks each</li> </ul>	<p>We request the following change in clause:</p> <ul style="list-style-type: none"> <li>• For the project where 3 out of 5 core modules have been implemented having user base of more than <b>200</b> transactional users – 8 marks each</li> <li>• For the project where 3 out of 5 core modules have been implemented having user base of more than <b>100</b> transactional users – 7 marks each</li> <li>• For the project where 2 out of 5 core modules have been implemented having user base of more than <b>200</b> transactional users – 6 marks each</li> <li>• For the project where 2 out of 5 core modules have been implemented having user base of more than <b>100</b> transactional users – 5 marks each</li> </ul>	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
359	6.2	110	Technical Evaluation Criteria	TECHNICAL EVALUATION CRITERIA, SI. No 2	<ul style="list-style-type: none"> <li>For the project having user base of more than <b>200</b> users – 4 marks each</li> <li>For the project having user base of more than <b>100</b> users – 2.5 marks each</li> </ul>	<p>We request the following change:</p> <ul style="list-style-type: none"> <li>For the project having user base of more than <b>100</b> users – 4 marks each</li> <li>For the project having user base of more than <b>50</b> users – 2.5 marks each</li> </ul>	RFP term prevails.
360	6.2	110	Technical Evaluation Criteria	TECHNICAL EVALUATION CRITERIA, SI. No 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 (<b>Servers, Network equipment etc. desktops and other client side hardware will not be considered</b>) 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"> <li>Maximum 2 projects – 5 Marks each</li> </ul> <p><b>Note: Projects considered under point 1 to 3 will not be considered under this criteria.</b></p>	<p>We request the following change:</p> <p>Relevant experience of prime bidder in Implementation of turnkey project including Software Application Development and/or provision, installation and commissioning of backend hardware (<b>Servers, Network equipment etc. desktops and other client side hardware will not be considered</b>) 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"> <li>Maximum 2 projects – 5 Marks each</li> </ul> <p><b>Note: Projects considered under point 1 to 3 will not be considered under this criteria.</b></p>	RFP term prevails.
361	6.2	110	Technical Evaluation Criteria	Bidder's Experience, Point 2	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	Please clarify IF SAP file life cycle Management and SAP custom workflow / File movement can be considered as workflow/BPM based application	The proposed COTS Based Workflow/BAPM solution should be either part of proposed COTS ERP or should fulfill the criteria 6.1.1.3.
362	6.2	111	Technical Evaluation Criteria	Bidder's Experience, Point 4	Relevant Experience highlighting ERP implementations in ULB/ Public Sector/ Government sector	Relevant Experience highlighting ERP implementations in ULB/ Public Sector/ Government sector/ Autonomous Organizations/ Reputed Private Organizations	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
363	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"> <li>· 1st project – 5 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</li> <li>· 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</li> </ul> <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>	<p>Experience of bidder (Consortium Member) 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/ Autonomous Organizations/ Reputed Private Organizations</p> <ul style="list-style-type: none"> <li>· 1st project – 5 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</li> <li>· 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</li> </ul> <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>	RFP term prevails.
364	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"> <li>· 1st project – 5 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</li> <li>· 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</li> </ul> <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>	<p>Request SSCDL to change clause to "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/ Banks (Nationalized/Private Sector as per RBI)/Insurance Companies (registered by IRDA)</p> <ul style="list-style-type: none"> <li>· 1st project – 5 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</li> <li>· 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</li> </ul> <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>	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
365	6.2	111	Technical Evaluation Criteria	Bidder's Experience, Point 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	We request SSCDL to also consider consortium partner projects under this criteria. Request SSCDL to change this criteria as "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"	RFP term prevails.
366		111	Technical Evaluation Criteria	Bidder's Experience, Point 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 · 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) 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.]	Our request is to consider the reference of Autonomus Organization as well as Reputed private organization	RFP term prevails.
367	6.2	111	Technical Evaluation Criteria	Bidder's Experience, Point 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	Request the department to change and to be read as: Relevant experience of prime bidder in Implementation of turnkey project including Software Application Development and/or provision, installation and commissioning of backend hardware/cloud (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	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
					<p>Cre.</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"> <li>Maximum 2 projects – 5 Marks each</li> </ul> <p>Note: Projects considered under point 1 to 3 will not be considered under this criteria.</p>	<p>IRDA)/Private Organisation in India in past 10 years having minimum project value of Rs. 1.5 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"> <li>Maximum 2 projects – 5 Marks each</li> </ul> <p>Note: Projects considered under point 1 to 3 will not be considered under this criteria.</p>	
368	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>We request SSCDL to also consider consortium partner projects under this criteria. Request SSCDL to change this criteria as "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>	RFP term prevails.
369	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</p>	<p>Relevant experience of bidder (Consortium Member) 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)/ Autonomous Organizations/ Reputed Private Organizations in India in past 10 years having minimum project value of Rs. 2 Crore.</p>	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
					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. · Maximum 2 projects – 5 Marks each Note: Projects considered under point 1 to 3 will not be considered under this criteria	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. · Maximum 2 projects – 5 Marks each Note: Projects considered under point 1 to 3 will not be considered under this criteria.	
370	6.2	111	Technical Evaluation Criteria	Bidder's Experience, Point 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.  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. · Maximum 2 projects – 5 Marks each Note: Projects considered under point 1 to 3 will not be considered under this criteria.	Our request is to consider the reference of Autonomus Organization as well as Reputed private organization and decrease the minimum project value from 5 Crore to 2 Crore	RFP term prevails.
371	6.2	111	Technical Evaluation Criteria	Bidder's Profile, Point 5	Average annual turnover of prime bidder • >=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	Request the department to change and to be read as: Average annual turnover of bidder (combined for both consortium partners) • >=60 Cr to 100 Cr – 2 marks • >=101 Cr to 150 Cr – 3 marks • >=151 Cr to 200 Cr – 4 marks • >=201 Cr – 5 marks	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
372		111	Technical Evaluation Criteria	Bidder's Profile, Point 5	Average annual turnover of prime bidder · >=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	Our request is to consider group turnover:  Average annual turnover of prime bidder · >=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	RFP term prevails.
373	6.2	111	Technical Evaluation Criteria	Bidder's Experience, Point 5	Average annual turnover of prime bidder · >=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	Average annual turnover of prime bidder · >=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	RFP term prevails.
374	6.2	112	Technical Evaluation Criteria	Bidder's Experience, Point 4	Relevant Experience highlighting ERP implementations in ULB/ Public Sector/ Government sector	Our request is to consider the reference of Autonomus Organization as well as Reputed private organization	RFP term prevails.
375	6.2	112	Technical Evaluation Criteria	Bidder's Profile, Point 6	Employee Strength in India (combined for both consortium partners) • >=250 to 500 – 2 marks • >=501 to 750 – 3 marks • >= 751 to 1000 – 4 marks • >=1001 – 5 marks (Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager)	Request the department to change and to be read as: Employee Strength in India (combined for both consortium partners) • >=100 to 200 – 1 marks • >=201 to 300 – 2 marks • >= 300 – 3 marks Additional 2 marks if 20 out of the above resources are certified from proposed OEM (Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager)	RFP term prevails.

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376	6.2	112	Technical Evaluation Criteria	Bidder's Profile, Point 7	<p>Consortium capability</p> <ul style="list-style-type: none"> <li>• No Consortium– 5 marks</li> <li>• Consortium with a partner having SEI CMM Level-3 Certificate– 4 marks</li> <li>• Consortium with a partner having ISO 9001 Certificate – 3 marks</li> </ul>	<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"> <li>• Consortium with a partner having SEI CMM Level-3 Certificate / ISO 9001 Certificate– 5 marks"</li> </ul>	RFP term prevails.
377	6.2	112	Technical Evaluation Criteria	Bidder's Profile- Note	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.	RFP term prevails.
378	7.5	116	Final Evaluation	Final Evaluation	QCBS is consideration is 60:40	We request it to be 70:30. Those who score higher based on their experience in similar implementation must get benefit in evaluation else small ERP vendor will take the benefit of providing lowest price	RFP term prevails.
379	8.4	119	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	SECURITY DEPOSIT, Point a	a) The successful bidder shall at his own expense, deposit with department, within 10 days of the notification of award (done through issuance of the Purchase Order/Letter of Acceptance), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid Document, in favour of Surat Smart City Development Ltd for the due performance and fulfilment of the contract by the bidder. Failing which a penalty @ 0.065% of the amount of PBG will be imposed for delay of each day.	a) The successful bidder shall at his own expense, deposit with department, within 30 <del>10</del> days of the notification of award (done through issuance of the Purchase Order/Letter of Acceptance), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid Document, in favour of Surat Smart City Development Ltd for the due performance and fulfilment of the contract by the bidder. <del>Failing which a penalty @ 0.065% of the amount of PBG will be imposed for delay of each day.</del>	RFP term prevails.

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380	8.4	119	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	SECURITY DEPOSIT, Point b	This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.	We request you to kindly accept the PBG in (2) part. (a) for implementation value and (b) for yearly support value (O&M) , which will be submitted after completion of implementation.	RFP term prevails.
381	8.6	119	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	Tax Liability, Point c	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 term prevails.
382	8.3	119	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	SIGNING OF CONTRACT AGREEMENT, Point a	a) After acknowledgement of the LOA as aforesaid by the Successful Bidder, it shall cause the Successful Bidder, subject to furnishing the Security Deposit as per clause 8.4, to execute/sign the Agreement within fifteen (15) days from the date of LOA. The Successful Bidder shall not be entitled to seek any deviation, modification, or amendment in the Draft Contract Agreement.	We request to allow modification or amendment in the Draft Contract Agreement through a mutual discussion & agreement before execution/signing of Contract Agreement between Successful Bidder & Tender awarding authority.	RFP term prevails.
383	8.5	120	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	Tax Liability, Point c	c) 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 SSCDL shall be liable for the same.	c) 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 SSCDL shall be liable for the same.	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
384	8.10'	122	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	QUANTITY VARIATION, Point a	a) The quantity defined in the RFP are estimated and the actual quantity will be executed based on the actual quantities required at the time of project implementation. The quoted rate will remain firm and same for such variation in quantity. The successful bidder shall not object to the upward or downward variation in quantities (including locations).	a) The quantity defined in the RFP are estimated and the actual quantity will be executed based on the actual quantities required at the time of project implementation. The quoted rate will remain firm and same for such variation in quantity. <del>The successful bidder shall not object to the upward or downward variation in quantities (including locations).</del> Any changes at the time of award of contract or during the contract period shall be made based on mutual agreement and discussion with the SI	RFP term prevails.
385	8.10'	122	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	QUANTITY VARIATION, Point b	b) Quantities mentioned in the commercial formats are indicative in number. SMC/SSCDL at its discretion may or may not procure the listed components in mentioned quantities at the time of placing order / agreement. SSCDL has the rights to delete any of the component before final implementation. The successful bidder shall not object to the upward or downward variation in quantities of any item.	b) Quantities mentioned in the commercial formats are indicative in number. SMC/SSCDL at its discretion may or may not procure the listed components in mentioned quantities at the time of placing order / agreement. SSCDL has the rights to delete any of the component before final implementation. <del>The successful bidder shall not object to the upward or downward variation in quantities of any item.</del> Any changes at the time of award of contract or during the contract period shall be made based on mutual agreement and discussion with the SI	RFP term prevails.
386	8.10'	122	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	QUANTITY VARIATION, Point c	c) If required additional quantity over and above may be executed on later stage, the payment for such additional quantities shall be made at tender rates. The rates mentioned in the price bid for all components except for ERP Licenses will be valid during the entire contract period and for ERP Licenses the rates will be valid upto 1 year from the successful completion of Milestone-6 defined as defined in section 2.7. The selected bidder shall be bound to supply additional quantity up to 30% (thirty percent) of tender amount/quantity, in accordance to any instruction, which may be given to him in writing by SMC/SSCDL.	c) If required additional quantity over and above may be executed on later stage, the payment for such additional quantities shall be made at tender rates. The rates mentioned in the price bid for service components ( i.e. excluding hardware/licenses) <del>all components except for ERP Licenses</del> will be valid during the entire contract period and for ERP Licenses the rates will be valid upto 1 year from the successful completion of Milestone-6 defined as defined in section 2.7. The selected bidder shall be bound to supply additional quantity up to 10% <del>30% (thirty percent)</del> of tender amount/quantity, in accordance to any instruction, which may be given to him in writing by SMC/SSCDL.	RFP term prevails.

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387	8.10'	122	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	QUANTITY VARIATION, Point d	d) No claim shall be entertained or become payable for price variation of additional quantities	<del>d) No claim shall be entertained or become payable for price variation of additional quantities</del>	RFP term prevails.
388	9	123	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.1: Covering Letter	We agree for unconditional acceptance of all the terms and conditions set out in the Bid Document (& subsequent clarification / corrigendum, if any) document.....	We request that Bidder be allowed to propose deviations to some of the key contract terms and conditions	RFP term prevails.
389	9	123	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.1: Covering Letter	We confirm that we agree with the terms and conditions provided in RFP	We request that Bidder be allowed to propose deviations to some of the key contract terms and conditions	RFP term prevails.
390	9	126	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.2 B: Joint Bidding Agreement/ Clause iii.	d) 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 and 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.	RFP term prevails.
391	9	129	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.5: Experience Statement	Form –1.5: Experience Statement	We would like inform you that our projects are under Non-disclosure Agreement and Confidentiality, therefore we shall not be able to share any customer PO/WO/Agreement. We request you to kindly add the following statement - 'In case the projects are under Non-disclosure Agreement and confidentiality, bidder can provide the project details signed by their Company Secretary.'	RFP term prevails.
392	9	132	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.7: Affidavit, 132	2. The undersigned also hereby certifies that neither our firm M/s..... nor any of its constituent partners have abandoned any work in India nor any contract awarded to us for such works has been rescinded during last five years, from the date of this bid submission.	2. The undersigned also hereby certifies that neither our firm M/s..... <del>nor any of its constituent partners have abandoned any work in India</del> nor any contract awarded to us for such works has been rescinded during last five years, from the date of this bid submission.  6. My/ our offer shall not be considered in case	Please refer to the Addendum & Corrigendum 2

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					6. My/ our offer shall not be considered in case of fake/ forged document(s) found during verification at any stage or at any stage of contract. I/ We are agreed to whatever action (s) taken by competent authority of corporation in the aforesaid circumstances such as forfeiture of security deposit and debarring from participation in future tenders for the period/ years as deemed fit by the corporation and informing the same to all other state/ central level Government/ semi government organizations.	of fake/ forged document(s) found during verification at any stage or at any stage of contract. I/ We are agreed to whatever action (s) taken by competent authority of corporation in the aforesaid circumstances such as forfeiture of security deposit and debarring from participation in future tenders for the period/ years as deemed fit by the corporation. <del>and informing the same to all other state/ central level Government/ semi government organizations.</del>	
393	9	134	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.9: Non-Disclosure Agreement, 134	As per RFP	<p>To be included:</p> <p>The obligations contained in this Agreement will not apply to the extent that the Confidential Information (a) was part of the public domain at the time of disclosure or subsequently became part of the public domain; (b) was rightfully acquired by the SI prior to disclosure by the Disclosing Party; (c) was independently developed by the SI or its Representatives without reference to the Confidential Information; or (d) becomes lawfully available to the Receiving Party and its Representatives from a third party whom the Receiving Party and its Representatives reasonably believe to be free from any confidentiality restriction ;or (e) is required to be disclosed by a government agency or by a proper court of competent jurisdiction.</p> <p>The confidentiality obligations under this NDA shall survive for 3 years post expiry or termination of the Agreement in relation to the RFP.</p>	RFP term prevails.

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394	9	142	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	<p>Clause: <b>Form –1.13: Proposed Solution Architecture and Infrastructure</b></p> <p>Section No: <b>Architecture diagram detailing the landscape proposed:</b></p>	<p>The solution as part of the RFP shall be hosted at the Data Centre and Could based DR Site</p>	<p>Today's IT architecture, automation has becomes mandatory which will help to maintain the SLA for applications availability and performance.</p> <p>In addition, every on-prem Data Center have more than one link and at DR to maintain the SLA or uptime of applications, In case if primary link or DC goes down then traffic switchover to secondary link or secondary DR.</p> <p>In case, if any one link/ Data Center fails then customer/ bidder should be in position that they should automatically switch from Primary link/ DC to Secondary link / DR.</p> <p><b>If Yes, I am not able to see any technical specification in this RFP which helps SSCDL with seamless failover between primary link or DC to secondary link or DR (on-prem or Cloud).</b></p> <p><u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> <li>1. Proposed solution should be high performance, scalable and purpose-built next Generation platform for link Global Server Load balancer, DNS, Cache DNS , recursive and Authoritative DNS and DNSSEC features.</li> <li>2. The proposed solution must provided Active-Active DC functionality and should support global server load balancing between DC and on-premise/cloud based DR.</li> <li>3. Should provide Geolocation IP address database to identify the source of the attack origin and should support IP Reputation Mechanism to identify the Blacklisted TOR Networks or Proxy IP address to block the request immediately.</li> <li>4. The proposed solution must support global server load balancing between DC and on-</li> </ol>	RFP term prevails.

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						<p>premise/cloud based DR and should support following DNS Record type for LLB - All (A, AAAA, A6 ,CNAME, DNAME, HINFO, KEY, MX, NS, NXT, PTR, SIG, SOA, SRV, TXR)</p> <p>5. Proposed solution should be high performance, scalable and purpose-built next Generation platform for link Load Balancer features.</p> <p>6. The proposed solution must support RTT and QOS feature</p>	
395	9	143	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee, 143	<p>AND FOR THE consideration aforesaid, we do hereby undertake to pay to SSCDL on demand without delay demur the said sum of Rs. &lt;(PBG Amount in Word and Figure)&gt; only together with interest thereon at the rate prescribed under &lt;as per RBI based lending rate (9%)&gt; from the date of demand till payment or such lesser sum, as may be demanded by SSCDL from us as and by way of indemnity on account of any loss or damage caused to or suffered by SSCDL by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to SSCDL thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –</p>	<p>AND FOR THE consideration aforesaid, we do hereby undertake to pay to SSCDL on demand without delay demur the said sum of Rs. &lt;(PBG Amount in Word and Figure)&gt;<del>only together with interest thereon at the rate prescribed under &lt;as per RBI based lending rate (9%)&gt; from the date of demand till payment</del> or such lesser sum, as may be demanded by SSCDL from us as and by way of indemnity on account of any loss or damage caused to or suffered by SSCDL by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to SSCDL thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –</p>	RFP term prevails.



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396	9	143	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee	Provided always that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees..... only) and shall remain in force until SSCDL certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.	Kindly specify the end date/validity period of the PBG	Please refer to section 8.4 for required information
397	9	143	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee	Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees ..... Only).	We request deletion of this provision	RFP term prevails.
398	9	144	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee, 144	a) The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of SSCDL are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till SSCDL certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company	a) The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT <del>and that the same will continue to be enforceable till all the claims of SSCDL are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till SSCDL certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company</del>	RFP term prevails.
399	9	144	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee, 144		<i>Needs to be added as per bank format</i>  o Notwithstanding anything contained herein above, o a) Our liability under this bank guarantee shall not exceed _____. o b) This Bank Guarantee shall be valid up to _____ (date of expiry). o c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee, only and only if, you serve upon us a written claim on or before _____ (date of claim expiry). o d) Thereafter all your rights under this guarantee shall be forfeited and we shall be	Bidder can add the same at the time of submission of PBG

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						released from all our liabilities hereunder irrespective of whether the guarantee in original is returned to us or not.	
400	9	148	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.16: Experience Statement BPM based E-office applications implementation	Form –1.16: Experience Statement BPM based E-office applications implementation	We would like inform you that our projects are under Non-disclosure Agreement and Confidentiality, therefore we shall not be able to share any customer PO/WO/Agreement. We request you to kindly add the following statement - 'In case the projects are under Non-disclosure Agreement and confidentiality, bidder can provide the project details signed by their Company Secretary.'	RFP term prevails.
401	9	150	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form 1-17: MAF Format of Authorization Letter from OEMS << for software components>> Page 150	We _____ (Name of the OEM) extend our warranty maintenance or support services for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for 4 years post completion of Hypercare Support.	Query - 4 years post completion of Hypercare support extends the requirement of support for an exorbitant period and limits technology enhancements. Hence request this point to be amended as: We _____ (Name of the OEM) extend our warranty maintenance or support services for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for 4 years of Hypercare Support.	RFP term prevails.
402	9	150	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form 1-17: MAF Format of Authorization Letter from OEMS << for software components>> Page 150	We also confirm End of Support date have not been announced for the product proposed and product roadmap is attached for your reference.	Product Roadmap is an OEM organization IP - Intellectual property and disclosing it will be a legal concern. Hence request this clause to amended as follows : We also confirm End of Support date have not been announced for the product proposed	RFP term prevails.
403	9	150	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form 1-17: MAF Format of Authorization Letter from OEMS << for hardware components>> Page 150	We _____ (Name of the OEM) extend our warranty maintenance or support services for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for 4 years post completion of Hypercare Support.	Query - 4 years post completion of Hypercare support extends the requirement of support for an exorbitant period and limits technology enhancements. Hence request this point to be amended as: We _____ (Name of the OEM) extend our warranty maintenance or support services for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for 4 years of Hypercare Support.	RFP term prevails.

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404	9	150	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form 1-17: MAF Format of Authorization Letter from OEMS << for hardware components>> Page 150	We also confirm End of Support date have not been announced for the product proposed and product roadmap is attached for your reference.	Product Roadmap is an OEM organization IP - Intellectual property and disclosing it will be a legal concern. Hence request this clause to amended as follows : We also confirm End of Support date have not been announced for the product proposed	RFP term prevails.
405	9	150	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form-1.17: MAF - Format for Authorization Letters from OEMs	Form-1.17: MAF - Format for Authorization Letters from OEMs	As per our understanding Format on page 150 which is suited for Hardware and Software vendors and not for cloud service providers. Can we provide Letter of Support (LoS) in AWS format.	Please refer to the Addendum & Corrigendum 2
406	10.2	156	CONTENT AND FORMAT OF PRICE PROPOSAL	GENERAL INSTRUCT, Point 8	8. Quantities mentioned in the commercial formats are indicative in number. SMC/SSCDL at its discretion may or may not procure the listed components in mentioned quantities at the time of placing order / agreement. SSCDL has the rights to delete any of the component before final implementation. The successful bidder shall not object to the upward or downward variation in quantities of any item. 9. Payment for additional quantities shall be made at tender rates. If SMC/SSCDL wants to procure additional quantities, the same shall be valid during contract period for such purchases.	8. Quantities mentioned in the commercial formats are indicative in number. SMC/SSCDL at its discretion may or may not procure the listed components in mentioned quantities at the time of placing order / agreement. SSCDL has the rights to delete any of the component before final implementation. <del>The successful bidder shall not object to the upward or downward variation in quantities of any item.</del>  9. <del>Payment for additional quantities shall be made at tender rates. If SMC/SSCDL wants to procure additional quantities, the same shall be valid during contract period for such purchases.</del>  Any changes at the time of award of contract or during the contract period shall be made based on mutual agreement and discussion with the SI	RFP term prevails.
407	10.2	156	CONTENT AND FORMAT OF PRICE PROPOSAL	GENERAL INSTRUCT, Point 10	10. No claim shall be entertained or become payable for price variation of additional quantities 11. No escalations of prices will be considered under any circumstances	10. <del>No claim shall be entertained or become payable for price variation of additional quantities</del>  11. <del>No escalations of prices will be considered under any circumstances</del>  The selected bidder shall not be bound to supply additional quantity beyond 10% of tender amount/quantity, in accordance to any	RFP term prevails.

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						instruction, which may be given to him in writing by SMC/SSCDL.	
408	10.3	158	COMMERCIAL BID FORMAT	Schedule-A: Implementation Cost and Annual Support Cost	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.,	RFP term prevails.
409	10.3	158	COMMERCIAL BID FORMAT	Schedule-A:	OEM Annual technical Support (ATS) for ERP , e-Office Application using DMS & BPM: for 4 Years	In the price bid OEM ATS during implementation is missing request you to kindly add in price bid section because OEM ATS is applicable from date of signing of contract which happens immediately after signing contract between SI & SCM	RFP term prevails.
410	10.3.3	160	COMMERCIAL BID FORMAT	Schedule-C: Software Licenses & ATS Cost	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.	RFP term prevails.
411	10.3.4	162	COMMERCIAL BID FORMAT	Schedule-D: Datacenter IT Infrastructure, Cloud Based DR & Certification Cost	Table 1-IT Infrastructure Hardware for Datacenter with warranty support As per RFP	In the commcerial sheet Schedule D Table-1 - cost of components of DC to be quoted. Pl let us know where the implementation cost DC and its support cost for 4 years need to be provided to SMC/SSDCL. Pl provide and modify the commercial format	RFP term prevails.
412	10.3.4	163	COMMERCIAL BID FORMAT	Schedule-D: Datacenter IT Infrastructure, Cloud Based DR & Certification Cost	Table 2- IT Infrastructure, Software & Service Cost for Cloud based DR As per RFP	In the commcerial sheet Schedule D Table-2 - cost of components of DR to be quoted. Pl let us know where the cloud implementation cost and cloud support cost for 4 years need to be provided to SMC/SSDCL. Pl provide and modify the commercial format	RFP term prevails.

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413	10.3.4	164	COMMERCIAL BID FORMAT	Schedule D	Bidder is asked to quote OEM make and model with part number for Cloud based DR infrastructure	Since cloud based DR will be offered as Infrastructure as a service by CSP, kindly remove the OEM make, model and part number column in this table will not be relevant to a cloud service provider. Kindly remove these categories	Under OEM make, CSP name is to be mentioned where as for Model and Part Number the identifier for proposed service is to be mentioned.
414	11.1	166	IT Infrastructure Requirement	DR site on third party (Cloud) site	The hardware to host ERP solution must be OEM certified appliance.	Kindly confirm as Disaster Recovery will be on third party cloud hence this clause will not be applicable to CSP as cloud service provider will be providing STQC audited infrastructure as per the MeitY Guidelines	Please refer to the Addendum & Corrigendum 2
415	11.1	166	IT Infrastructure Requirement	General Instructions, Point i	i. Production environment at DC configured in High availability mode with no single point of failure in Active-Active Mode.	Request you to Re-phrase this statement as Production environment at DC configured in High availability mode with no single point of failure.	RFP term prevails.
416	11.1	166	IT Infrastructure Requirements	General Instructions, Point e	The Bidder has to do sizing assuming an increase of 25% on the user count and a peak time concurrency of 70%.	Please clarify whether 25% user growth to be considered as ERP users or non ERP users ?	Requirement is self explanatory.
417	11.1	166	IT Infrastructure Requirements	General Instructions, Point e	The Bidder has to do sizing assuming an increase of 25% on the user count and a peak time concurrency of 70%.	As mentioned in the RFP the peak time concurrency of 70% is considered for only ERP users or non ERP users? Request you to please provide peak time concurrency for only ERP users.	Requirement is self explanatory.
418	11	166	IT Infrastructure Requirements	General Instructions, Point e	The Bidder has to do sizing assuming an increase of 25% on the user count and a peak time concurrency of 70%.	Please clarify whether 25% user growth to be considered as ERP users or non ERP users ?	Requirement is self explanatory.
419	11	166	IT Infrastructure Requirements	General Instructions, Point e	The Bidder has to do sizing assuming an increase of 25% on the user count and a peak time concurrency of 70%.	As mentioned in the RFP the peak time concurrency of 70% is considered for only ERP users or non ERP users? Request you to please provide peak time concurrency for only ERP users.	Requirement is self explanatory.
420	11	166	IT Infrastructure Requirements	IT Infrastructure Requirements: DC & DR Infrastructure	11. IT Infrastructure Requirements: DC & DR Infrastructure	We assume that other common components like Network and security infrastructure (i.e. firewall, IPS, IDS) shall be provided by the SMC. Please confirm.	Please refer to <b>point b</b> in Section 11.1 for necessary details  All components required to run the solution including network security will be in the scope of the bidder

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421	11	166	IT Infrastructure Requirements	IT Infrastructure Requirements, 11.1 GENERAL INSTRUCTIONS Point f	f) i. Production environment at DC configured in High availability mode with no single point of failure in Active-Active Mode.	Request for Information - The Active-Active meaning always-on High Availability, both the server's will be available at any point in time, user can access both the server's at any point in time, and share the application load and both the server's available at any point of time. Are you looking for the similar requirement - Kindly confirm	Requirement is self explanatory.
422	11	166	IT Infrastructure Requirements	IT Infrastructure Requirements, 11.1 GENERAL INSTRUCTIONS Point f	f) ii. Non-production environment consisting of Development/Quality/etc. at DC	Request for Information - The Non-Production environment will be positioned without High Availability OR We need to build a HA is it Active-Active or Active-Passive for Non-Production Environment.	Only Production environment at DC is to be configured in HA with no single point of failure in Active-Active mode.
423	11	166	IT Infrastructure Requirements	IT Infrastructure Requirements, 11.1 GENERAL INSTRUCTIONS Point h	h) iii. The Cloud based DR should be 50% of DC for production environment infrastructure without High Availability mode.	Request for Information - 50% of DR means, 50% of CPU Cores, 50% of Memory, 50% Storage requirement compare to the DC. And we no need to factor the Test, Dev and UAT for DR. Kindly confirm	Please refer to the Addendum & Corrigendum 2
424	11	166	IT Infrastructure Requirements	11. IT Infrastructure Requirements 11.1 GENERAL INSTRUCTIONS	l) Bidder can leverage virtualization to arrive on the solution.	As you have already considered Gartner's report for "Active Network Equipment (Network Switches), Server AND Storage" under sub section "6.1.1.2 OEM for Datacenter and DR". Kindly consider even server virtualization Gartner report Ist available so that the parity of all the solutions are maintained and also the assurance of right solution for such critical project running applications such as ERP.  1. The solution should provide a Virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security and positioned as Leaders in the Gartner's Magic Quadrant or Forrester for last published report. Support for guest Operating systems like Windows client, Windows Server, Linux (at least Red Hat, SUSE, Oracle Linux, Ubuntu and CentOS, Solaris x86) 2. The solution should provide the cross-cloud Cold and Hot Migration to further enhance the ease of management across and enabling a	RFP term prevails.

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						seamless and non-disruptive hybrid cloud experience for customers. 3. Solution should provide encrypted live migration capability across different virtualization management instances and versions and also provides seamless migration of individual VMs across different processor generation between different data-centers or from an on-premises data-center to the cloud and back, across clusters and during power cycles. 4. zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions. 5. single reboot to dramatically reduce the upgrade times by skipping a host reset and also help to reduce patching and upgrade times by rebooting the hypervisor without rebooting the physical host, skipping time-consuming hardware initialization 6. create a cluster out of multiple storage datastores and automate load balancing by using storage characteristics to determine the best place for a virtual machine's data to reside, both when it is created and when it is used over time. 7. VM-level encryption protects unauthorized data access both at-rest and in-motion 8. proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs 9. integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions without the need for agents inside the virtual machines. 10. secure boot for protection for both the hypervisor and guest operating system by ensuring images have not been tampered with	

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						and preventing loading of unauthorized components 11. Hot Add (CPU, Memory & devices) to virtual machines when needed, without disruption or downtime in working for both windows and Linux based VMs 12. in-built Replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 5 minutes.	
425	11	166	IT Infrastructure Requirements	General Instructions	General Instructions	<b>Current HW architecture, Database Size, List of existing IT application with application type</b>	Necessary details will be shared with successful bidder
426	11.1	166	IT Infrastructure Requirements	11. IT Infrastructure Requirements 11.1 GENERAL INSTRUCTIONS, Point b	b) Bidders have to size and propose the hardware infrastructure required to host the applications as part of the Integrated Systems Solution duly meeting the SLA requirements. The Bidder would have to identify infrastructure requirement which will include server, storage, backup, operating system, database, network, security etc. The sizing needs to be done keeping in mind the SMC's requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted services	In the RFP specifications of only Server(s), Storage, Tape Library, LAN Switch, Rack, HSM Device has been provided. More over there are no minimum quantity for different infrastructure items that has been provided in the RFP for DC & DR Setup. Request you to please provide the complete list of infrastructure items which is required to be hosted in DC and make available in the DR Cloud Setup along with the minimum requirements of quantity & its complete technical specifications, so that all the bidders are quoting uniformly for all the items and there is no ambiguity during the technical and commercial evaluation. PI provide the same.	RFP term prevails.
427	11.1	166	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point f	11. IT Infrastructure Requirements 11.1 GENERAL INSTRUCTIONS f) The integrated solution shall have following environments: iii. Production environment at Cloud based Disaster Recovery Site	Please clarify if the environment at DR is required to be running all the time or we can propose solution where environment will be up only when DR is triggered.	Please refer to the <b>point h of Section 11.1</b> for required details
428	11	166	IT Infrastructure Requirements	RFP Page no: <b>166</b> Clause: <b>11. IT Infrastructure Requirements</b>	f) The integrated solution shall have following environments:  iii. <b>Production environment at Cloud based Disaster Recovery Site</b>	Today's IT architecture, automation has becomes mandatory which will help to maintain the SLA for applications availability and performance.	RFP term prevails.



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				Section No: 11.1 <b>GENERAL INSTRUCTIONS</b>		<p>In addition, every on-prem Data Center have more than one link and at DR to maintain the SLA or uptime of applications, In case if primary link or DC goes down then traffic switchover to secondary link or secondary DR.</p> <p>In case, if any one link/ Data Center fails then customer/ bidder should be in position that they should automatically switch from Primary link/ DC to Secondary link / DR.</p> <p><b>If Yes, I am not able to see any technical specification in this RFP which helps SSCDL with seamless failover between primary link or DC to secondary link or DR (on-prem or Cloud).</b></p> <p><u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> <li>1. Proposed solution should be high performance, scalable and purpose-built next Generation platform for link Global Server Load balancer, DNS, Cache DNS , recursive and Authoritative DNS and DNSSEC features.</li> <li>2. The proposed solution must provided Active-Active DC functionality and should support global server load balancing between DC and on-premise/cloud based DR.</li> <li>3. Should provide Geolocation IP address database to identify the source of the attack origin and should support IP Reputation Mechanism to identify the Blacklisted TOR Networks or Proxy IP address to block the request immediately.</li> <li>4. The proposed solution must support global server load balancing between DC and on-premise/cloud based DR and should support following DNS Record type for LLB - All (A, AAAA, A6 ,CNAME, DNAME, HINFO, KEY, MX, NS, NXT, PTR, SIG, SOA, SRV, TXR)</li> <li>5. Proposed solution should be high</li> </ol>	

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						<p>performance, scalable and purpose-built next Generation platform for link Load Balancer features.</p> <p><b>6. The proposed solution must support RTT and QOS feature</b></p>	
429	11	166	IT Infrastructure Requirements	<p>RFP Page no: <b>166</b></p> <p>Clause: <b>11. IT Infrastructure Requirements</b></p> <p>Section No: <b>11.1 GENERAL INSTRUCTIONS</b></p>	<p>b) Bidders have to size and propose the hardware infrastructure required to host the applications as part of the Integrated Systems Solution duly meeting the SLA requirements. The Bidder would have to identify infrastructure requirement which will include server, storage, backup, operating system, database, network, security etc.</p>	<p>While connecting to DC/DR setup, we also have to protect our entire infrastructure from volumetric attacks like DDoS attacks we need advance protection mechanism.</p> <p>A DDoS attack takes a website down by flooding the targeted server with traffic, overloading it to the point of inoperability. Customers has experienced rapid rises with incidents increasing almost five-fold, so Advance DDoS will covers all type of Network DDoS and DNS attacks (DNSSEC, DNS RPZ, Threat intel-IP intelligence, DNS DDoS, DNS IPS, DNS protocol anomaly, DNS L7 policy enforcement, Protocol anomaly.</p> <p>Recent bridges are witness like phishing, ransomware, &amp; DoS attacks, we should consider Advance DDoS along with other network security components.</p> <p>Since there is no technical specification mentioned for Advance DDoS and found missing in the RFP. Request you to consider the same in the RFP .</p> <p>I would request customer to include below functionality advance protection feature which will protect from advance attack trends.</p> <p><b><u>Minimum specification / changes required are as below:</u></b></p> <p><b>1. System should Protect against SSL/TLS-encrypted Attacks with a FIPS-2 compliant Internal/External through SSL offloader.</b></p> <p><b>2. The DDoS solution should support 20G SSL throughput &amp; SSL DDoS Inspection with 30K SSL</b></p>	RFP term prevails.

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						<p>TPS @2k bit Key RSA and 20K SSL TPS with ECC.</p> <p>3. System should have Behavioral DoS approach, challenge response, CAPTCHA based approach for immediate mitigation of flood attacks—protecting against zero-day DoS and DDoS attacks without manual intervention.</p> <p>4. Should have inbuilt advance and Hardware accelerated purpose-built TLS stack for Key exchange and bulk inspection; RC4, DES, 3DES, AES-CBC, AES-GCM, AES-GMAC, RSA, DSA, DH, ECDSA, ECDH, MD5, SHA, SHA2 ciphers with FIPS 140-2 Levels 3.</p> <p>5. All layer 3, 4, and 7 DoS/DDoS threats including flood/sweep with Src/Dst IP address awareness, UDP/DNS/HTTP/TCP/SIP/SYN/ACK/RST/FIN using sub-second detection, network behavior analysis, 120+ DDoS vectors, application anomaly detection, dynamic filtering, protocol analysis, source tracking, control policies, and more.</p> <p>6. The DDoS solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile)/FIPS certified under Common Criteria Program for security related functions.</p>	
430		166		RFP Page no: 166 & 167  Clause: <b>11. IT Infrastructure Requirements</b> <b>11.1 GENERAL INSTRUCTIONS</b>	<p><b>h) DR Site on third party (Cloud) site:</b></p> <p>i. SI will be required to properly size and provide complete solution including all the components to meet the RFP requirements.</p> <p>ii. The sizing and solution document must be submitted as part of Technical Bid document.</p> <p>iii. The Cloud based DR should be 50% of DC for production environment infrastructure without High Availability mode.</p> <p>iv. DC and DR should be configured in Active-Passive Mode.</p> <p>v. In addition to regular back up at DC, back up of Non-production environment consisting of Development/Quality/etc. at</p>	<p>Referring to the CLOUD points in the RFP. You are looking to move your DR setup on-cloud. As we know Common characteristics and benefits of the cloud like On-demand availability, Easily accessed through a broad network, Multi-tenant resource pooling, Ability to scale rapidly, Cloud computing services are measured &amp; Benefits like it's flexible, reliable, good investment, easy mobile access &amp; recovery, environmental advantage, Top Security, Instant access.</p> <p>But to chose the best cloud vendor you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches.</p>	RFP term prevails.

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					DC should be done at Cloud based DR site (weekly full backup with daily incremental backup).	<p>Since there is no technical specification mentioned for on-cloud DR and found missing in the RFP. Request you to consider the same in the RFP.</p> <p>I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer. <u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> <li>1. All solutions related COTS ERP available on DC should be also available on DR Infrastructure.</li> <li>2. All Networking &amp; Security &amp; Applications solution which are available on Data Center should be available on public cloud also.</li> <li>3. A seamless integration should be there in between DC and Cloud DR.</li> <li>4. Cloud service should maintain the exact replica of on-prem ADC solution like load balancer, DNS based global load balancing, APM, AWAf, DDOS.</li> <li>5. Cloud service should support config synchronization with help of on-prem solution which should able to do config sync with cloud VM instance at any given time.</li> <li>6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks.</li> <li>7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput, SSL TPS, WAF, GSLB QPS, SSL VPN Users.</li> <li>8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.</li> <li>9. DC (on-Prem) and DR (on-Cloud) , based ADC, WAF, SSL-VPN, DNS and DDOS should be managed from the same centralized console for ease of management, centralized logging and</li> </ol>	

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						<p>maintaining standardization of operating systems, policies and configurations , facilitating automated DC to DR failover.</p> <p>10. BEHAVIORAL ANALYSIS using behavioral algorithms and automation to defend against IoT botnet threats, including Water Torture, Burst and Randomized attacks. Should provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS.</p> <p>11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security.</p> <p>12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDoS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDoS solutions .</p> <p>13. Cloud ADC solution should do seamless integration with on-site solution and have to do Configuration Synchronization from DC to DR without any manual intervention.</p> <p>14. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection against attacks designed to abuse the application functionality. The solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</p> <p>16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</p> <p>17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming,</p>	

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						<p>password spraying, scraping, spambots &amp; synthetic identities.</p> <p>18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>19. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p>20. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p> <p>21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</p> <p>22. The WAF solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</p>	
431	11	167	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	h) iv. DC and DR should be configured in Active-Passive Mode.	Request for change of Clause - DC and DR should be configured in Active-Passive with Asynchronous Replication between DC & DR.	RFP term prevails.
432	11	167	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	h) v. In addition to regular back up at DC, back up of Non-production environment consisting of Development/Quality/etc. at DC should be done at Cloud based DR site (weekly full backup with daily incremental backup).	Request for Information - Kindly mention the Backup Retention Period for Weekly full backup and daily incremental backup policy.	Please refer to the Addendum & Corrigendum 2

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433	11	167	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	h) vi. The solution has to be configured with an RPO of 2 hour and RTO of 4 hour	Request for Change of Clause - The solution has to be configured with an RPO of 2 hour and RTO of 12 hour	RFP term prevails.
434	11	167	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	The Cloud based DR should be 50% of DC for production environment infrastructure without High Availability mode.	Please clarify whether 50% resources are required to be reserved for production. Since DR is a service offered with RPO/RTO based architecture , kindly include 'The Disaster Recovery Site will not be performing any work but will remain on standby. During this period, the compute environment for the application in DR shall be available but with minimum possible compute resources required for a functional DR as per the Cloud solution offered. . DR Database/Storage shall be replicated on an ongoing basis and Shall be available in full (100% of the DC) as per designed RTO/RPO (2 hours/ 4 hours) and replication strategy. The Storage should be 100% of the capacity of the Primary Data Centre (PDC) site . In the event of a site failover or switchover, DR site shall take over the active role, with 50% of DC for production environment infrastructure without High Availability mode.'	Please refer to the Addendum & Corrigendum 2
435	11	167	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	11. IT Infrastructure Requirements 11.1 GENERAL INSTRUCTIONS h) DR Site on third party (Cloud) site: iii. The Cloud based DR should be 50% of DC for production environment infrastructure without High Availability mode.	Please clarify if the requirement is to see 50% of production DC on cloud configured and hibernated by stopping the instances.	Please refer to the Addendum & Corrigendum 2
436	11	167	IT Infrastructure Requirements	RFP Page no: <b>167</b>  Clause: <b>11. IT Infrastructure Requirements</b>  Section No: <b>11.1</b>	<b>11.1 GENERAL INSTRUCTIONS</b>  m) The Bidder shall be responsible for delivering the desired performance level and availability as described in RFP	Cyber attacks are happening and are constantly evolving which will impact your entire IT infrastructure. WAF solution is required for all applications which will protect your integration layer like SOAP/JOSON REST API. Since from architecture perspective our understanding is WAF will protect you from all advance Layer-7/ application thread like SOAP/JOSON REST API.  You can't protect yourself from these new	RFP term prevails.

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				GENERAL INSTRUCTIONS		<p>emerging sophisticated attacks by only using a single keywords or mentioning SLA parameters.</p> <p>API security has traditionally been enforced at the edge through a gateway pattern, but modern applications have redefined the rules of the game. Applications often rely on multiple internal, public, or partner APIs. In addition, the adoption of microservice.</p> <p>Since there is no detail technical specification mentioned for Web Application Security and found missing in the RFP. Request you to include the same in the RFP.</p> <p>I would request SSCDL to include below functionality advance protection feature which will protect from advance attack trends.</p> <p><b><u>Minimum specification / changes required are as below:</u></b></p> <ol style="list-style-type: none"> <li><b>1. The proposed WAF must have Application layer encryption to support the encryption of credentials on real time to ensure the protection from credential based attack.</b></li> <li><b>2. The proposed solution must provide protection against attacks designed to abuse the application functionality. the solution must offer visibility into synthetic traffic originated by bots and legit human traffic. SI must design and size the solution for both web and mobile based application using mobile SDK.</b></li> <li><b>3. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level.</b></li> <li><b>4. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not rely on old generation signature-based technologies to detect and prevent the sophisticated attacks including gift</b></li> </ol>	



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						<p>card cracking, card enumeration, skimming, password spraying, scraping, spambots &amp; synthetic identities</p> <p>5. Solution must provide the comprehensive coverage for all the channels and provide coverage of all the attack vectors including web, mobile and API; s and prevent the automated traffic from reaching the origin server.</p> <p>6. The WAF solution should have Behavioral DoS support across all virtual servers using advanced analytics and machine learning to generate dynamic signatures and block malicious traffic without administrator intervention.</p> <p>7. The solution must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.</p> <p>8. The WAF solution hardware or operating system should be EAL or NDPP/NDcPP (Network Device Protection Profile) certified under Common Criteria Program for security related functions.</p> <p>9. SSL VPN must have the endpoint compliance check to ensure the endpoints are comply with organization security policy.</p> <p>10. Remote access does support APP management from single console with SSO.</p> <p>11. Remote access should have functionality to work as identity aware proxy and support the zero trust model.</p> <p>12. The Remote access module must comply with single source of trust requirement for customer.</p> <p>13. It should have 3rd party connector to ensure the Risk based blocking of traffic.</p>	

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437	11.2	168	Technical Specification	SERVER FOR ERP SOLUTION, Point 17	<p>1. SERVER FOR ERP SOLUTION</p> <p>17. Virtualization Support Should support leading virtualization platforms including the one proposed by the bidder (if any)</p>	<p>As you have already considered Gartner's report for "Active Network Equipment (Network Switches), Server AND Storage" under sub section "6.1.1.2 OEM for Datacenter and DR". Kindly consider even server virtualization Gartner report Ist available so that the parity of all the solutions are maintained and also the assurance of right solution for such critical project running applications such as ERP.</p> <p>1. The solution should provide a Virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security and positioned as Leaders in the Gartner's Magic Quadrant or Forrester for last published report. Support for guest Operating systems like Windows client, Windows Server, Linux (at least Red Hat, SUSE, Oracle Linux, Ubuntu and CentOS, Solaris x86)</p> <p>2. The solution should provide the cross-cloud Cold and Hot Migration to further enhance the ease of management across and enabling a seamless and non-disruptive hybrid cloud experience for customers.</p> <p>3. Solution should provide encrypted live migration capability across different virtualization management instances and versions and also provides seamless migration of individual VMs across different processor generation between different data-centers or from an on-premises data-center to the cloud and back, across clusters and during power cycles.</p> <p>4. zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions.</p> <p>5. single reboot to dramatically reduce the upgrade times by skipping a host reset and also</p>	RFP term prevails.

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						<p>help to reduce patching and upgrade times by rebooting the hypervisor without rebooting the physical host, skipping time-consuming hardware initialization</p> <p>6. create a cluster out of multiple storage datastores and automate load balancing by using storage characteristics to determine the best place for a virtual machine's data to reside, both when it is created and when it is used over time.</p> <p>7. VM-level encryption protects unauthorized data access both at-rest and in-motion</p> <p>8. proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs</p> <p>9. integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions without the need for agents inside the virtual machines.</p> <p>10. secure boot for protection for both the hypervisor and guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components</p> <p>11. Hot Add (CPU, Memory &amp; devices) to virtual machines when needed, without disruption or downtime in working for both windows and Linux based VMs</p> <p>12. in-built Replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 5 minutes.</p>	

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438	11.2	168	Technical Specification	SERVER FOR OTHER REQUIREMENTS, Point 17	<p>2. SERVER FOR OTHER REQUIREMENTS</p> <p>17. Virtualization Support Should support leading virtualization platforms including the one proposed by the bidder (if any)</p>	<p>As you have already considered Gartner's report for "Active Network Equipment (Network Switches), Server AND Storage" under sub section "6.1.1.2 OEM for Datacenter and DR". Kindly consider even server virtualization Gartner report 1st available so that the parity of all the solutions are maintained and also the assurance of right solution for such critical project running applications such as ERP.</p> <p>1. The solution should provide a Virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security and positioned as Leaders in the Gartner's Magic Quadrant or Forrester for last published report. Support for guest Operating systems like Windows client, Windows Server, Linux (at least Red Hat, SUSE, Oracle Linux, Ubuntu and CentOS, Solaris x86)</p> <p>2. The solution should provide the cross-cloud Cold and Hot Migration to further enhance the ease of management across and enabling a seamless and non-disruptive hybrid cloud experience for customers.</p> <p>3. Solution should provide encrypted live migration capability across different virtualization management instances and versions and also provides seamless migration of individual VMs across different processor generation between different data-centers or from an on-premises data-center to the cloud and back, across clusters and during power cycles.</p> <p>4. zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions.</p> <p>5. single reboot to dramatically reduce the upgrade times by skipping a host reset and also</p>	RFP term prevails.

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						<p>help to reduce patching and upgrade times by rebooting the hypervisor without rebooting the physical host, skipping time-consuming hardware initialization</p> <p>6. create a cluster out of multiple storage datastores and automate load balancing by using storage characteristics to determine the best place for a virtual machine's data to reside, both when it is created and when it is used over time.</p> <p>7. VM-level encryption protects unauthorized data access both at-rest and in-motion</p> <p>8. proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs</p> <p>9. integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions without the need for agents inside the virtual machines.</p> <p>10. secure boot for protection for both the hypervisor and guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components</p> <p>11. Hot Add (CPU, Memory &amp; devices) to virtual machines when needed, without disruption or downtime in working for both windows and Linux based VMs</p> <p>12. in-built Replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 5 minutes.</p>	

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439	11.2	168	Technical Specification	SERVER FOR ERP SOLUTION, Point 1	1. SERVER FOR ERP SOLUTION  1. Make: OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Modular Servers	Change Request Justification: IDC & Gartner report requested is Sales volume & revenue based report of general purpose X86 servers and does not take in to consideration performance and quality aspects of the server, and hence may not be applicable and relevant here since the solution being bought is purely on performance and quality.  Further, High-end Technology OEM such as Hitachi being in niche server based solution, doesn't sell servers in high volumes and so doesn't appear in the Gartner or IDC report. Change Requested: Kindly remove the Sales figure criteria of X86 servers and arrange to put Performance based criteria if at all required or make it Open to enable Bids from OEMs such as Hitachi.	Please refer to the Addendum & Corrigendum 2
440	11.2	169	Technical Specification	SERVER FOR ERP SOLUTION, Memory Technology, Point 5	Minimum 50% DIMM Slots must be supporting Non-Volatile Memory.	Non-Volatile memory has been replaced by Persistent memory which is a superior technology in terms of performance giving lower latencies and now available in latest generation servers, appliances, workstations, laptops as well. Therefore, request authority to change this clause to "Minimum 50% DIMM Slots must be supporting Non-Volatile Memory/Persistent Memory", so that MSI's can quote servers supporting latest technology.	RFP term prevails.
441	11.2	169	Technical Specification	SERVER FOR ERP SOLUTION, Storage Controllers, Point 8	Servers must be equipped with RAID Controller supporting RAID 0,1 , 5, 6, and 10 with 8GB Cache memory	From our experience of implementing various Smart City and ICCS Projects both as System Integrator and OEM, 4GB cache on RAID controller is more than sufficeint to handle disk IOP's performance requirement of major ERP vendors. Current clause is specific to single OEM, hence request the authority to change this clause to "Servers must be equipped with RAID Controller supporting RAID 0,1 , 5, 6, and 10 with 4GB Cache memory"	RFP term prevails.

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442	11.2	169	Technical Specification	SERVER FOR ERP SOLUTION, Storage Controllers, Point 8	1. SERVER FOR ERP SOLUTION  8. Storage Controllers: Servers must be equipped with RAID Controller supporting RAID 0,1 , 5, 6, and 10 with 8GB Cache memory	Clarification Request Justification: Dedicated Storage is being proposed and Rack server Dependability is for only Hypervisor, hence such high Cache is not required in the Server RAID  Change Requested:Kindly reduce RAID Cache from 8GB to 2 GB	RFP term prevails.
443	11.2	170	Technical Specification	SERVER FOR ERP SOLUTION, Server Management Features , Point 13	13. Server Management Features / Technologies / Softwares	We request Server must also support key featres like Dual Silicon Root of Trust , System Lockdown, Rapid OS Recovery, Automatic BIOS Recovery, System Drift Detection, Power-on password, administrator's password, two Trusted Platform Modules (TPMs) 1.2 or 2.0, System Erase (instant secure erase) including NVMe drives.	RFP term prevails.
444	11.2	170	Technical Specification	SERVER FOR ERP SOLUTION, HBA , Point 11	1. SERVER FOR ERP SOLUTION  11. HBA Single port 8 Gb OFC HBA X 2 Nos. for redundancy to connect with SAN Storage/SAN Switch	Clarification Request Justification: Each Port of any Dual Ported HBA is independent of each other and thus in case of failure of any of the port, the other port will remain available due to the built-in High Availability feature in the HBAs. Hence such HBAs don't have any functionality difference compared to 2 x Single Port HBAs.  Further, this will ensure that the PCI slots (scarce resources) are not unnecessarily consumed and available for future expansion  Change Requested: 1 x Dual-port 16Gbps FC HBA for redundancy to connect with SAN Storage/SAN Switch	RFP term prevails.
445	11.2	172	Technical Specification	SERVER FOR ERP SOLUTION, Server Management Features , Point 13	13. Server Management Features / Technologies / Softwares	We request Server must also support key featres like Dual Silicon Root of Trust , System Lockdown, Rapid OS Recovery, Automatic BIOS Recovery, System Drift Detection, Power-on password, administrator's password, two Trusted Platform Modules (TPMs) 1.2 or 2.0, System Erase (instant secure erase) including NVMe drives.	RFP term prevails.

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446	11.2	173	Technical Specification	SERVER FOR OTHER REQUIREMENTS,Networking features, Point 9	2 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN, Failover, Fault Tolerance must be available from day one. Scalability of 25Gigabit Ethernet Ports in same server.	For Failover and Fault tolerance features across network ports, min. 4 no.s of 10G SFP+ ports is needed in server i.e. 2 x 10Gb 2P NIC. Hence, request authority to change this clause to " 4 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN, Failover, Fault Tolerance must be available from day one. Scalability of 25Gigabit Ethernet Ports in same server."	RFP term prevails.
447	11.2	173	Technical Specification	SERVER FOR ERP SOLUTION,Point 11	1. SERVER FOR ERP SOLUTION  11. HBA Single port 8 Gb OFC HBA X 2 Nos. for redundancy to connect with SAN Storage/SAN Switch	Clarification Request Justification: Each Port of any Dual Ported HBA is independent of each other and thus in case of failure of any of the port, the other port will remain available due to the built-in High Availability feature in the HBAs. Hence such HBAs don't have any functionality difference compared to 2 x Single Port HBAs.  Further, this will ensure that the PCI slots (scarce resources) are not unnecessarily consumed and available for future expansion  Change Requested: 1 x Dual-port 16Gbps FC HBA for redundancy to connect with SAN Storage/SAN Switch	RFP term prevails.
448	11.2	175	Technical Specification	SAN STORAGE WITH SAN SWITCHES,MAKE, Point 1	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for General-Purpose Disk Arrays	Gartner Magic Quadrant for General-Purpose Disk Arrays has been replaced by Gartner Magic Quadrant for Primary Storage in 2019. Kindly change this clause as below: "OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Primary storage".	Please refer to the Addendum & Corrigendum 2
449	11.2	175	Technical Specification	SAN STORAGE WITH SAN SWITCHES, Controllers , Point 3	3. SAN STORAGE WITH SAN SWITCHES 3. Controllers Minimum four Xeon 8 Core CPU across storage controllers	Clarification Request Justification: The core configuration of different OEM is different. The priority parameter for storage is IOPS, Latency, Throughput, Scalability and not the CPU configuration  Change Requested: Minimum four Xeon 6 Core CPU across storage controllers	RFP term prevails.



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450	11.2	176	Technical Specification	SAN STORAGE WITH SAN SWITCHES,Cache, Point 5	Minimum 512 GB of useable cache across controllers, out of which minimum 384 GB Cache must be controller cache and rest can be flash based cache.	Kindly change this clause to " Minimum 512 GB of useable cache across controllers, out of which minimum 384 GB Cache must be protected controller cache and rest can be flash based cache."In the event of complete power failure, battery backup in controller is essential to prevent cache data loss making it an essential feature in any enterprise array from resiliency perspective and maintaining high SLA level.	RFP term prevails.
451	11.2	176	Technical Specification	SAN STORAGE WITH SAN SWITCHES, Host Interface Port, Point 6	Minimum 4 nos. of 16 Gbps Fibre Channel Ports per Controller shall be available. Ports must be active and populated with SFP+ from day one.	Considering the overall capacity of 500TB, 4 number of 16Gbps per controller (Total 8 ports across two controllers) seems to be too less.  Request to change this clause as - "Proposed storage shall be supplied with total of 16 x 16/32Gbps FC Ports. Ports must be active and populated with SFP+ from day one."	Please refer to the Addendum & Corrigendum 2
452	11.2	176	Technical Specification	SAN STORAGE WITH SAN SWITCHES, Point 5	3. SAN STORAGE WITH SAN SWITCHES  5. Cache Minimum 512 GB of useable cache across controllers, out of which minimum 384 GB Cache must be controller cache and rest can be flash based cache.  Cache shall be used only for data and control operations and should not handle any overhead of operating system	Clarification Request Justification: The current specification allowing flash based cache was used as a workaround in the older generation of storage architecture where Cache was limited. A mix of controller cache and flash based cache definitely have performance overheads compared to pure controller (DRAM) Cache.  Change Requested: Minimum 512 GB of useable cache across controllers (256GB per controller) using only controller (DRAM) Cache  Cache shall be used only for data and control operations and should not handle any overhead of operating system	RFP term prevails.

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453	11.2	177	Technical Specification	SAN STORAGE WITH SAN SWITCHES,RAID Support, Point 10	Should support various RAID Levels (RAID 0 / 1 / 5 / 6 / 10 or any combination of RAID level on single Storage system)	<p>RAID types and RAID configuration across drives provides reliability and data availability to the storage architecture and storage system deployed. With utmost certainty it can be said that Storage with RAID 6 will have higher reliability and higher data availability than same Storage with RAID 5 irrespective of drive types. Furthermore, RAID 1 is not used in any of the capacity tier across any drive types because it doesn't justify the cost:benefit ratio.</p> <p>With the above learnings from our vast storage client base across the globe, HPE has brought the concept of 100% data availability guarantee enterprise datacenter class SAN Storage with RAID 6 which provides with the benefit of the highest/maximum data availability i.e., 100% and that too with RAID 6 across any/all drive pool present in the storage with various combination of layout like 6D+2P, 8D+2P etc.</p> <p>These enterprise datacenter class SAN Storage come with RAID 6 as standard. Hence we request to modify the clause as:</p> <p>"Should support and configured with one of the RAID Levels (RAID 1 / 5 / 6 / 10 or any combination of RAID level on single Storage system to deliver highest data availability from the proposed Storage"</p>	RFP term prevails.

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454	11.2	177	Technical Specification	SAN STORAGE WITH SAN SWITCHES,Storage, Point 12	<ul style="list-style-type: none"> <li>The proposed storage should be supplied with 500 TB usable capacity (with no compression and de-duplication) with at least 100 TB usable capacity using SSD drive, 200 TB usable capacity using SAS drives and 200 TB usable capacity using NL-SAS drives.</li> <li>Bidder is required to use RAID 5 / RAID 6 / RAID 10 as per best practises and to maximise the performance of entire software solution proposed.</li> <li>Each LUN created should not have more than 10 drives. 1 Global Hot Spare per 20 drives with equivalent or higher capacity should be considered.</li> <li>Capacity of SSD drive proposed should not be more than 2 TB.</li> <li>Capacity of SAS drive proposed should not be more than 2 TB.</li> <li>Capacity of NL-SAS drive proposed should not be more than 6 TB</li> </ul>	<p>(1) SSD Drive not more than 2TB leaves only option of 1.92TB since 400GB SSD, 800GB SSD, 920GB SSD are only used for Adaptive Flash Cache and not for capacity tier.</p> <p>(2) SAS Drive not more than 2TB leaves only option of 1.2TB and 1.8TB.</p> <p>(3) NL-SAS Drive not more than 6TB leaves us with only option of 4TB since 6TB NL-SAS has been declared obsolete.</p> <p>1.92TB SSD, 1.2TB SAS, 1.8TB SAS and 4TB NL-SAS drives have been in sales cycle for over 5years now and getting the upgrades and spares on these mentioned capacity drives for next 7years has been ruled out by supply chain personnel handling procurements across multiple sources across the globe.</p> <p>Furthermore, SSD drives are non-mechanical drives wherein there is negligible performance drop with linear capacity increase. NL-SAS drives are already low performance drives which are meant for capacity/volume and these drives do not contribute much in Drive IOPS from Storage.</p> <p>Hence, we request you to kindly allow the very next upper/higher capacity drives in each of the drive tier as below:</p> <ol style="list-style-type: none"> <li>Capacity of SSD drive proposed should not be more than 4TB.</li> <li>Capacity of SAS drive proposed should not be more than 2.5TB.</li> <li>Capacity of NL SAS drive propose should not be more than 8TB.</li> </ol>	Please refer to the Addendum & Corrigendum 2

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455	11.2	177	Technical Specification	SAN STORAGE WITH SAN SWITCHES,Storage, Point 12	Additional suggestions: Classification and Categorization of Storage basis the Applications to be hosted on them and opting for (1) All Flash Storage for performance hungry applications and (2) Combination of Flash and SAS Storage for other SMC Applications.	<p>We understand that SMC intends to procure and deploy Storage solutions as part of (i) ICCC RFP and (ii) ERP RFP.</p> <p>ICCC Plaform typically include performance hungry layers/applications such as:</p> <p>(a) Data Acquisition Layer - real time data from sensors devices, data sources, static and real time data feeds from different applications, systems and databases etc.</p> <p>(b) Datacenter Layer - data analysis, machine learning, artificial intelligence</p> <p>(c) Data Aggregation and Analytics Layer - extraction and transformation of data from different systems, data sources and different data formats</p> <p>(d) Business Logic Application Layer</p> <p>(e) Command Control Center Layer &amp; Security Layer</p> <p>ERP Platform typically include performance hungry layers/applications such as:</p> <p>(a) ERP Core Modules</p> <p>(b) E-office applications using DMS and BPM</p> <p>For above ICCC &amp; ERP Platforms, having performance oriented &amp; higher throughput All-Flash Storage with 500TB usable capacity using SSD's not more than 4TB in RAID 6 will be technically more viable and very promising solution for SMC.</p>	RFP term prevails.
456	11.2	177	Technical Specification	SAN STORAGE WITH SAN SWITCHES,Storage, Point 12	Additional suggestions: Classification and Categorization of Storage basis the Applications to be hosted on them and opting for (1) All Flash Storage for performance hungry applications and (2) Combination of Flash and SAS Storage for other SMC Applications.	<p>In addition to the above point # 14, a second SAN storage for routine SMC Applications and other non business critical &amp; non mission critical application / data can be stored on 600TB usable capacity using SAS drives not more than 2.5TB in RAID 6 and 400TB usable capacity using NL-SAS drives not more than 8TB in RAID 6 will be technically more viable and promising solution for SMC.</p> <p>We believe that by categorizing the storage according to Applications hosted on them will</p>	RFP term prevails.

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						be very useful and it will also remove performance overheads arising out of archival capacity tier on high performance SSD Tier in a single storage system.	
457	11.2	177	Technical Specification	SAN STORAGE WITH SAN SWITCHES, Point 12	<p>3. SAN STORAGE WITH SAN SWITCHES</p> <p>12. Storage The proposed storage should be supplied with 1000 TB usable capacity (with no compression and de-duplication) with at least 200 TB usable capacity using SSD drive, 400 TB usable capacity using SAS drives and 400 TB usable capacity using NL-SAS drives. Bidder is required to use RAID 5 / RAID 6 / RAID 10 as per best practises and to maximise the performance of entire software solution proposed. Each LUN created should not have more than 10 drives. 1 Global Hot Spare per 20 drives with equivalent or higher capacity should be considered.</p> <ul style="list-style-type: none"> <li>• Capacity of SSD drive proposed should not be more than 2 TB.</li> <li>• Capacity of SAS drive proposed should not be more than 2 TB.</li> <li>• Capacity of NL-SAS drive proposed should not be more than 6 TB</li> </ul>	<p>Clarification Request Justification: By limiting the capacity of SSD to 2TB, the sizing can be carried only using 1.9TB SSD which will increase the hard disk count and certainly limiting the expansion in future. Also, since each of the SSD provides very high IOPS, reducing the number of hard disks wouldn't have any impact on the performance requirement of the project.</p> <p>By limiting the capacity of SAS to 2TB, the sizing can be carried only using 1.2TB SAS which will increase the hard disk count and certainly limiting the expansion in future. Also, this being an old generation Disk Type, is not supported any more on Hitachi Storages, and thus won't allow us to participate.</p> <p>By limiting the capacity of NLSAS to 6TB, the sizing can be carried only using 6TB NLSAS which will increase the hard disk count and certainly limiting the expansion in future. Also, this being an old generation Disk Type, is not supported any more on Hitachi Storages, and thus won't allow us to participate.</p> <p>Change Requested:</p> <ul style="list-style-type: none"> <li>• Capacity of SSD drive proposed should not be more than 3.8 TB.</li> <li>• Capacity of SAS drive proposed should not be more than 2.4 TB.</li> <li>• Capacity of NL-SAS drive proposed should not be more than 10 TB</li> </ul>	Please refer to the Addendum & Corrigendum 2

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458	11.2	177		SAN STORAGE WITH SAN SWITCHES, Point 12	<p>3. SAN STORAGE WITH SAN SWITCHES</p> <p>12. Storage The proposed storage should be supplied with 1000 TB usable capacity (with no compression and de-duplication) with at least 200 TB usable capacity using SSD drive, 400 TB usable capacity using SAS drives and 400 TB usable capacity using NL-SAS drives. Bidder is required to use RAID 5 / RAID 6 / RAID 10 as per best practises and to maximise the performance of entire software solution proposed. Each LUN created should not have more than 10 drives. 1 Global Hot Spare per 20 drives with equivalent or higher capacity should be considered.</p> <ul style="list-style-type: none"> <li>• Capacity of SSD drive proposed should not be more than 2 TB.</li> <li>• Capacity of SAS drive proposed should not be more than 2 TB.</li> <li>• Capacity of NL-SAS drive proposed should not be more than 6 TB</li> </ul>	<p>Clarification Request Justification: By limiting the capacity of SSD to 2TB, the sizing can be carried only using 1.9TB SSD which will increase the hard disk count and certainly limiting the expansion in future. Also, since each of the SSD provides very high IOPS, reducing the number of hard disks wouldn't have any impact on the performance requirement of the project.</p> <p>By limiting the capacity of SAS to 2TB, the sizing can be carried only using 1.2TB SAS which will increase the hard disk count and certainly limiting the expansion in future. Also, this being an old generation Disk Type, is not supported any more on Hitachi Storages, and thus won't allow us to participate.</p> <p>By limiting the capacity of NLSAS to 6TB, the sizing can be carried only using 6TB NLSAS which will increase the hard disk count and certainly limiting the expansion in future. Also, this being an old generation Disk Type, is not supported any more on Hitachi Storages, and thus won't allow us to participate.</p> <p>Change Requested:</p> <ul style="list-style-type: none"> <li>• Capacity of SSD drive proposed should not be more than 3.8 TB.</li> <li>• Capacity of SAS drive proposed should not be more than 2.4 TB.</li> <li>• Capacity of NL-SAS drive proposed should not be more than 10 TB</li> </ul>	Please refer to the Addendum & Corrigendum 2
459	11.2	182	Technical Specification	LTO8 TAPE LIBRARY Point No. 4	2 Fibre Channel drive in built from day one and additional 2 drive option should be available for future.	If possible Please change - 2 Fibre Channel drive in built from day one and additional 1 drive option should be available for future. 3 drive with 1 module, you can add max 8 module, its support upto 24 drives & 400 Slots.	RFP term prevails.

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460	11.2	184	Technical Specification	10 G LAN SWITCH, Point 1	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure	Since, This switch requirement is for Datacenter Server connectivity, we request to consider Gartner Magic Quadrant for DC Networking with Leaders and Challengers segments in the Report.	Please refer to the Addendum & Corrigendum 2
461	11.2	184		10G LAN Switch, Point no. 1	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure	Request you to please remove Leader's Quadrant to participate.	Please refer to the Addendum & Corrigendum 2
462	11.2	185	Technical Specification	10 G LAN SWITCH, Point 10	RIP V1/V2 Protocol	We request to remove this Technical Feature from the requirement.	No Change. RFP term prevails
463	11.2	185	Technical Specification	10 G LAN SWITCH, Point 14	QinQ Protocol	We request to remove this Technical Feature from the requirement.	Please refer to the Addendum & Corrigendum 2
464	11.2	185	Technical Specification	10 G LAN SWITCH, Point 22	WEB based Configuration	Since, This switches are part of the Datacenter Networking and connecting the servers. Web GUI based configuration management is not provisioned in this devices for security purpose, hence we request you to remove this Technical Feature from the requirement.	Please refer to the Addendum & Corrigendum 2
465	11.2	185	Technical Specification	V. 10 G LAN SWITCH, Point 19	Malicious Code Detection	Since, Malicious Code detection will be performed by Firewall / Network Security devices. We request to remove this Technical Feature from the switch requirement.	Please refer to the Addendum & Corrigendum 2
466	11.2	186	Technical Specification	BACKUP SOFTWARE - SUPPORTING VIRTUAL ENVIRONMENT , Point No. 3	Should be able to backup open files on Windows Environment, and backup of other OS platforms like RHEL, SUSE Linux, OEL	Would like to know the exact version number of OS platforms	Necessary details will be shared with successful bidder
467	11.2	186	Technical Specification	BACKUP SOFTWARE - SUPPORTING VIRTUAL ENVIRONMENT , Point No. 6	Backup Software should support backup for all the standard and commercially available database and applications like MS-SQL, Oracle (both on Windows and Linux), Exchange, Active Directory, Sharepoint Server etc.	Would like to know the exact version number of OS platforms, and the DB version	Necessary details will be shared with successful bidder

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468	11.2	187	Technical Specification	VI. Backup Software - supporting Virtual Environment, Point 8	The backup software should support full integration to virtual environment like VMWare, Microsoft HyperV and Redhat KVM for the backup and recovery of full virtual machines and the individual files and folders inside them.	We request you to keep this point as "The backup software should support full integration to proposed virtual environment for the backup and recovery of full virtual machines and the individual files and folders inside them."  Justification: This specification is vendor specific. Hence request you to ammend the clause.	RFP term prevails.
469	11.2	187	Technical Specification	VI. Backup Software - supporting Virtual Environment , Point 9	Should support single pass backup for faster backup/recovery	Please clarify the requirement.  Justification: This specification is vendor specific. One Pass backup is term used by a specific OEM. Please help us elaborate on the exact requirement so other OEM's can comply & share the solution accordingly.	No Change. RFP term prevails
470	11.2	187	Technical Specification	VI. Backup Software - supporting Virtual Environment , Point 11	The backup software must have support for integrated advanced backup technologies like deduplication and archiving. The same can be added in future by just enabling the license for the same.	We request you to keep this point as "The backup solution must have support for integrated advanced backup technologies like deduplication and compression. Archving capability is required should be available in future by just enabling the license for the same."  Justification: Please confirm if archival from production data is a requirement in this RFP. Also since the RFP asks for the deduplication capabilities & backup is to be written on the tapes as per the technical specifications of the products added, hence request you to include the VTL/Deduplication storage in technical specifications & requirement in RFP.	RFP term prevails.
471	11.2	187	Technical Specification	VI. Backup Software - supporting Virtual Environment, Point 13	Backup Software should support the Bare Metal Restore on non-identical Hardware	We request you to keep this point as "Backup Software should support the Bare Metal Restore on dissimilar OEM Hardware"  Justification: As per the requirements of baremetal solution, the critical volume capacity should be same as of the source system. The restoration can be done on the disimilar OEM hardware.Hence request you to ammend this specification.	RFP term prevails.



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472	11.2	188	Technical Specification	BACKUP SOFTWARE - SUPPORTING VIRTUAL ENVIRONMENT, Point 16	Backup Software must be enterprise grade of and having an assurance of data restoration for next 9 - 10 years minimum. In case of there will be any upgrade in software the backup taken from proposed version shall be also restored in future with higher version.	Please confirm the total quantity of backup software to be proposed for the backup frontend capacity in TB	Bidder is responsible to provide the solution as well as the sizing for scope defined in the RFP
473	11.2	188	Technical Specification	CLOUD BASED EMAIL EXCHANGE & COLLABORATION TOOL, Security Features, Point 6	i. Anti-Malware & Anti-Spam Protection – 99% or better spam-blocking effectiveness ii. Anti-Virus Scanning - Incoming & Outgoing mails with or without attachments. iii. Anti-Spyware blocking iv. Anti-Phishing blocking v. Ransomware blocking vi. Certified data privacy - ISO 9001 / ISO 27001 vii. Integrated Cyber Security viii. Emerging Threat Control – Sandboxing, behaviour analysis ix. Encryption in E-Mail transit with TLS	Is it necessary that content as well as attachments sent in email should also be encrypted? Ideally this should follow a stateless key management architecture. Do you need the email attachment along with th email also to be encrypted. Pls suggest.	RFP term prevails.
474	11.2	188	Technical Specification	CLOUD BASED EMAIL EXCHANGE & COLLABORATION TOOL, Security Features, Point 6	i. Anti-Malware & Anti-Spam Protection – 99% or better spam-blocking effectiveness ii. Anti-Virus Scanning - Incoming & Outgoing mails with or without attachments. iii. Anti-Spyware blocking iv. Anti-Phishing blocking v. Ransomware blocking vi. Certified data privacy - ISO 9001 / ISO 27001 vii. Integrated Cyber Security viii. Emerging Threat Control – Sandboxing, behaviour analysis ix. Encryption in E-Mail transit with TLS	1. Request to clarify, if any authentication requirements like Single Sign On for these apps 2. Request to clarify, if the legal cases does these envisioned applications to support litigation hold facility 3. 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. 4. 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.	1. Bidder is required to capture the required details during requirement gathering phase 2. Bidder is required to capture the required details during requirement gathering phase 3. Bidder is required to capture the required details during requirement gathering phase 4. No Change. RFP term prevails

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475	11.2	192	Technical Specification	CLOUD BASED EMAIL EXCHANGE & COLLABORATION TOOL, Point 6	<p>Security Features</p> <p>i. Anti-Malware &amp; Anti-Spam Protection – 99% or better spam-blocking effectiveness</p> <p>ii. Anti-Virus Scanning - Incoming &amp; Outgoing mails with or without attachments.</p> <p>iii. Anti-Spyware blocking</p> <p>iv. Anti-Phishing blocking</p> <p>v. Ransomware blocking</p> <p>vi. Certified data privacy - ISO 9001 / ISO 27001</p> <p>vii. Integrated Cyber Security</p> <p>viii. Emerging Threat Control – Sandboxing, behaviour analysis</p> <p>ix. Encryption in E-Mail transit with TLS</p> <p>Security Features</p> <p>i. Anti-Malware &amp; Anti-Spam Protection – 99% or better spam-blocking effectiveness</p> <p>ii. Anti-Virus Scanning - Incoming &amp; Outgoing mails with or without attachments.</p> <p>iii. Anti-Spyware blocking</p> <p>iv. Anti-Phishing blocking</p> <p>v. Ransomware blocking</p> <p>vi. Certified data privacy - ISO 9001 / ISO 27001</p> <p>vii. Integrated Cyber Security</p> <p>viii. Emerging Threat Control – Sandboxing, behaviour analysis</p> <p>ix. Encryption in E-Mail transit with TLS</p> <p>Security Features</p> <p>i. Anti-Malware &amp; Anti-Spam Protection – 99% or better spam-blocking effectiveness</p> <p>ii. Anti-Virus Scanning - Incoming &amp; Outgoing mails with or without attachments.</p> <p>iii. Anti-Spyware blocking</p> <p>iv. Anti-Phishing blocking</p> <p>v. Ransomware blocking</p> <p>vi. Certified data privacy - ISO 9001 / ISO 27001</p>	Is bidder need to propose all this email solution separately Kindly elobrate the exact requirement.	The requirement is self explanatory

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					vii. Integrated Cyber Security viii. Emerging Threat Control – Sandboxing, behaviour analysis ix. Encryption in E-Mail transit with TLS		
476	11.2	194	Technical Specification	HSM Device, Generic query	HSM Device	Is the HSM device required on Cloud based DR ? Kindly confirm the compliance for the HSM device on Cloud as well ?	Yes
477	11.2	194	Technical Specification	HSM Device, Generic query		Pls do explain in detail on the HSM Device usage and share us the use case of the same in order to gets into complete Technical Solutions on Overall IT Security and Also is that going to Handling the digital signatures of users and also Is the application as per RFP also to be get integreated with the digital Signatures..? Can you clairfy overall solutions on HSM & Digital Siganture and its complete Usage cases..?	Please refer to section 2.2 ( point no 10.3), 11.1 and 11.2 for required information
478	11.2	194	Technical Specification	HSM DEVICE, Point no. 5	TCP/IP Network based appliance.	Should a port bonding is used to make sure avialability of NICs in network HSMs along with support of both IPv4 and IPv6?  Suggestion: TCP/IP Network based appliance with support of IPv4 & IPv6 with port bonding of NICs  Remakrs: Port bonding is critical feature in maintaining the avialbility of NICs in HSM and connectivity to applications consumig HSMs.	RFP term prevails.

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479	11.2	194	Technical Specification	9. HSM DEVICE Page no. 194, Point no. 14	If solution cannot backup CA keys using Smart Card/Crypto Token, bidder should provide appropriate mechanism to prepare backup device	Should only a FIPS 140-2 level 3 certified device is used to backup keys to keep security high all the time ?  Suggestion: If solution cannot backup CA keys using Smart Card/Crypto Token, bidder should provide appropriate mechanism to prepare backup device with same security and certification as HSM i.e. FIPS 140-2 level 3. The keys should never move out of HSM  Remarks: Keys security is utmost important if backup does not have same security as HSM then backup system is vulnerable for breach.	RFP term prevails.
480	11.2	194	Technical Specification	9. HSM DEVICE Page no. 195, Point no. 24	The appliance shall support High Availability in Active/Passive cluster	Should a keys be be replicated automatically between HSM ?  Suggestion: The appliance shall support High Availability in Active/Passive cluster with automatic key replication between devices within 30 seconds.  Remarks: Keys replication in hsm should be automatic so that there is no downtime with applications access HSM cluster .	Please refer to the Addendum & Corrigendum 2
481	11.2	194	Technical Specification	9. HSM DEVICE Page no. 194, Point no. 21	HSM should have the capabilities of 20 partitions in single appliance	Should an HSM should have a capability physical Partition only  Suggestion: Should an HSM should have a capability of 20 physical partition in FIPS 140-2 level 3 certified memory  Remarks: The partition should not be logical.	RFP term prevails.
482	11.2	194	Technical Specification	9. HSM DEVICE , Point no. 23	24x7 Telephonic/email/onsite support from OEM	Should the support center of HSM OEM be in India region  Suggestion : 24x7 Telephonic/email/onsite support from OEM. The support center of the OEM should be in India	RFP term prevails.

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						Remakrs : Local Support center gives ease of trouble shooting for any issues.	
483	11.2	194	Technical Specification	HSM device, Point 10	Support for Hash Message Digest HMAC, SHA1 SHA2 (224-512).	We recommend to add SHA3 algorithm for hashing and message digest. As per the NIST recommendation, SHA3 is the most secure hashing algorithm.	RFP term prevails.
484	11.2	194	Technical Specification	HSM Device, Point 6	Should comply to standards like FIPS 140-2 Level-3, ROHS	As per Meity Guidelines, the imported Hardware modules for Key management also needs to comply with BIS certification. So suggest you to include BIS certification for India for proposed model and series alongwith worldwide acknowledged FIPS and ROHS.	RFP term prevails.
485	11.2	194	Technical Specification	HSM Device, Point 12	Random Number Generation –FIPS 140-2 approved	We recommend to add support for AIS 31 certified Random Number Generator along with FIPS certified Random Number Generator. True Randon Number Generators are must for ensuring the keys generated by the HSM are most secure as they have high degree of entropy/randomness.	RFP term prevails.
486	11.2	194	Technical Specification	HSM Device, Point 8	Public Key Algorithm RSA encrypt/decrypt, RSA sign/verify, ECC (Electric Curve cryptography).	We recommend that the HSM device should provide licenses of RSA, ECC and other algorithms in the same bundle. There should not be seprate licenses based on the type of algorithms.	RFP term prevails.
487	11.2	194	Technical Specification	HSM device, Point 5	TCP/IP Network based appliance	Should a port bonding is used to make sure avialability of NICs in network HSMs along with support of both IPv4 and IPv6? TCP/IP Network based appliance with support of IPv4 & IPv6 with port bonding of NICs Port bonding is critical feature in maintaining the avialbility of NICs in HSM and connectivity to applications consumig HSMs.	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
488	11.2	194	Technical Specification	HSM device, Point 14	If solution cannot backup CA keys using Smart Card/Crypto Token, bidder should provide appropriate mechanism to prepare backup device with same security and certification as HSM i.e. FIPS 140-2 level 3. The keys should never move out of HSM	Keys security is utmost important if backup does not have same security as HSM then backup system is vunulerable for breach. Should only a FIPS 140-2 level 3 certified device is used to backup keys to keep security high all the time ?	RFP term prevails.
489	11.2	195	Technical Specification	HSM device, Point 21	HSM should have the capabilities of 20 partitions in single appliance	Please update if there is need for partition upgrade. We have seen that 20 partitions are exhausted when the business need arises. Hence our recommendation should be have support for "Unlimited" partitions. This will reduce the burden of replacing the existing HSM with less partition to a newer HSM when the need increases.	RFP term prevails.
490	11.2	195	Technical Specification	HSM device, Point 17	Support for multi factor authentication (Remote and Local)	We recommend to add support for multi factor authentication for both HSM Administration and Cryptographic operations (Remote and Local). Having multi factor authentication for the above operations will ensure higher security for the HSM device.	RFP term prevails.
491	11.2	195	Technical Specification	HSM device, Point 19	Support for minimum 100 signatures per second at 2048 bits minimum, scalable up to 500 signatures per second.	Considering the future projection, 400% growth in existing TPS requirement looks excessive. Request you to consider maximum 3 times on the initial 100 TPS. Hence request the modified point to be, scalable upto 300 signatures per second	RFP term prevails.
492	11.2	195	Technical Specification	HSM device, Point 22	HSM should support NMS integration.	Please clarify if any particular NMS solution needs to be supported or simple SNMP based support is enough.	RFP term prevails.
493	11.2	195	Technical Specification	HSM device, Point 19	Support for minimum 100 signatures per second at 2048 bits minimum, scalable up to 500 signatures per second.	Please update if there is need for higher performance upgrade (i.e. TPS) in future. We recommend that the HSM device should be field upgradable, rather than procuring a new appliance when the need for higher TPS arises.	RFP term prevails.
494	11.2	195	Technical Specification	HSM device, Point 24	The appliance shall support High Availability in Active/Passive cluster with automatic key replication between devices within 30 seconds.	Keys replication in hsm should be automatic so that there is no downtime with applications access HSM cluster . Should a keys be be replicated automatically between HSM ?	Please refer to the Addendum & Corrigendum 2

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495	11.2	195	Technical Specification	HSM Device, Point 6	Should an HSM should have a capability of 20 physical partition in FIPS 140-2 level 3 certified memory	The partition should not be logical. Should an HSM should have a capability physical Partition only	RFP term prevails.
496	11.2	195	Technical Specification	HSM Device, Point 23	24x7 Telephonic/email/onsite support from OEM.	Local Support center gives ease of trouble shooting for any issues. The support center of the OEM should be in India Should the support center of HSM OEM be in India region	RFP term prevails.
497	11.2	196	Technical Specification	HSM Device, Point 29	Onboard key generation and storage of at least 250 Keys within HSM secure Memory for better security.	Considering large number of keys to be supported, tokenized key mnagment complying with same FIPS level (140-2) would be beneficial from Key management, Backup and operational perspective. This is also very well accepted by CCA and updated the guidelines in 2015.  Hence request you to change this clause as - On-board key generation and secure the keys in accordance with FIPS 140-2 Level 3, using HSM.	RFP term prevails.
498	11.2	196	Technical Specification	HSM Device, Point 29	Onboard key generation and storage of at least 250 Keys within HSM secure Memory for better security.	HSM technology can protect any number of Keys that can be later used for different applications, hence to fully leverage the benefit the HSM should not limit the number of keys. Hence request you to consider securing unlimited keys in accoradance with FIPS 140-2 and CCA standards instead of 250.	RFP term prevails.
499	11.2	196	Technical Specification	HSM Device, Point 29	Onboard key generation and storage of at least 250 Keys within HSM secure Memory for better security.	Considering 250 Keys, only 20 partitions may not be sufficient hence request you to consider at least 50 partitions.	RFP term prevails.
500	11.2	196	Technical Specification	HSM Device, Point 34	Warranty: - 24 x 7 on-site comprehensive back-to-back OEM warranty with parts during complete contract period - minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead)	Generally components like HSM that are always online and in use, have technology that keeps updating and improving. Hence the ideal support tenure considered should be as 5 years. Hence, instead of the minimum 7 years OEMS product support, kindly request you to consider 5 years Amended clause would be: - minimum 5 years OEM product support guarantee.	RFP term prevails.

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501	11.2	196	Technical Specification	HSM Device, Point 35	Quantity: Specify the quantity of the proposed server as per the solution architecture	Query - HSM are Hardware Security Modules Appliances and Not a Server. Hence is it fair to assume here the specific quantity of the proposed HSMs as per the solution architecture need to be mentioned ? Pl. amend the clause as :Quantity: Specify the quantity of the proposed HSM as per the solution architecture	RFP term prevails.
502	11.3	197	SUMMARY OF BILL OF QUANTITY (BOQ)	Table-1- Software Licenses pertaining to ERP OEM and Table 2 - Other Software Licenses & ATS Cost	Under the column G, ATS is mentioned as 4 years, which is post Milestone 6 (Hypercare).	The licenses purchased during the development phase shall incur ATS till Milestone 6 : Hyper-Care & Transition to Support team, pls clarify where this is to be included in the price bid.	RFP term prevails.
503	11.3	197	SUMMARY OF BILL OF QUANTITY (BOQ)	Table-1- Software Licenses pertaining to ERP OEM and Table 2 - Other Software Licenses & ATS Cost, Pg. no. 197 and 199	Under the column G, ATS is mentioned as 4 years, which is post Milestone 6 (Hypercare).	The licenses purchased during the development phase shall incur ATS till Milestone 6 : Hyper-Care & Transition to Support team, pls clarify where this is to be included in the price bid.	RFP term prevails.
504	Appendix	203	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ MCA/ CA for Project Manager	Request you to modify the minimum qualification for Project Manager to - B.Tech/B.E./ MCA/ CA / M.Tech	RFP term prevails.
505	Appendix	203	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ CA / MCA for Functional Consultants (Finance, HR, Project Management, Material management, Asset Management, E-office application)	Request you to modify the minimum qualification for Functional Consultants to - B.Tech/B.E./ CA / MCA/ M.Tech / M.Sc (IT)	RFP term prevails.
506	Appendix	203	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ MCA for System Architect	Request you to modify the minimum qualification for System Architect to - B.Tech/B.E./ MCA/ M.Tech / M.Sc (IT)	RFP term prevails.
507	Appendix	203	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ MCA for Integration Lead	Request you to modify the minimum qualification for Integration Lead to - B.Tech/B.E./ MCA/ M.Tech/ M.Sc (IT)	RFP term prevails.



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508	Appendix	204	Appendix 1	Appendix 1: Resource Requirements	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 post certification experience.	We request SSCDL to please remove this requirement of OEM certification for the resources to be deployed at SSCDL under this project since it would be very difficult to appoint/deploy such resources at the Surat location for such a longer duration resulting multiple replacement may be happened and project would be affected.  Additionally, these would be costlier resources and unnecessarily increase the total project cost also. We believe that given minimum qualification and experience requirement would suffice to your requirement hence request to kindly remove the OEM certification clause from the requirement.	RFP term prevails.
509	Appendix	204	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ MCA for Lead Application Developer	Request you to modify the minimum qualification for Lead Application Developer to - B.Tech/B.E./ MCA/ M.Tech / M.Sc (IT)	RFP term prevails.
510	Appendix	204	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ MCA for Application Developers (ERP)	Request you to modify the minimum qualification for Application Developers (ERP) to - B.Tech/B.E./ MCA/ M.Tech/ M.Sc (IT)	RFP term prevails.
511	Appendix	204	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ MCA for Application Developers (e-Office, BPM/DMS)	Request you to modify the minimum qualification for Application Developers (e-Office, BPM/DMS) to - B.Tech/B.E./ MCA/ M.Tech/ M.Sc (IT)	RFP term prevails.
512	Appendix	204	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ MCA for Database Administrator	Request you to modify the minimum qualification for Database Administrator to - B.Tech/B.E./ MCA/ M.Tech/ M.Sc (IT)	RFP term prevails.
513	Appendix	204	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ MCA for System Administrator	Request you to modify the minimum qualification for System Administrator to - B.Tech/B.E./ MCA/ M.Tech/ M.Sc (IT)	RFP term prevails.

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514	Appendix	204	Appendix 1	Appendix 1: Resource Requirements	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 post certification experience	We request to clarify if the certification with 2 years post certification experience is applicable for all resources or Leads. We request you to make it applicable for Solution Architect, FI and HR lead	RFP term prevails.
515	Appendix	206	Appendix 2	Appendix 2: DATA MIGRATION DETAILS	The Existing applications serving the business requirements of SMC are developed on VB.NET, ASP.NET, C #, VB and backend used is MS SQL 2012. Applications whose functionalities are covered under ERP will retire/sunset after successful ERP implementation. The master data, transactional data, business rules from these applications will need to be migrated to the new system	What all module (the ones mentioned on page 206 is exhaustive) Data need to be migrated. 1. Can you please provide the count of tables and volume of data module wise we can factor from the legacy application? 2. Type of data to be migrated? 3. Types of native databases to be migrated? 4. Current periodical and adhoc reports application wise	Necessary details will be shared with successful bidder
516	Appendix	206	Appendix 2	Appendix 2: DATA MIGRATION DETAILS	Data Migration details	Is there any existing DMS product available with Customer? If so, what are the details of the product (Version etc.)? Please provide the volume of data which need to be migrated to the new DMS system(if any)	No DMS solution is currently available with SMC
517	Appendix	211	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 6	6. Scope Extension SSCDL reserves right to extend the scope of services for the price & timelines as given in Annexure II & Annexure III to this Agreement	<i>Please clarify the contents of Annexure II and Annexure III</i>	Please refer to the Addendum & Corrigendum 2
518	Appendix	214	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 11, Indemnity	The selected bidder agrees to indemnify and hold harmless SMC/SSCDL, its officers, employees and agents(each a "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from a) any mis-statement or any breach of any	The selected bidder agrees to indemnify and hold harmless SMC/SSCDL, its officers, employees and agents(each a "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from a) any mis-statement or any breach of any representation or warranty made by the System	RFP term prevails.

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					<p>representation or warranty made by the System Integrator or</p> <p>b) The failure by the System Integrator to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement, RFP and Addenda &amp; Corrigenda thereto by any employee or agent of the System Integrator. Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto) created by System Integrator pursuant to this Agreement, or any equipment, software, information, methods of operation or other intellectual property created by System Integrator or sub-contractors pursuant to this Agreement, (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by (A) "Implementation of Project by itself or through other persons other than System Integrator or its sub-contractors; (B) Third Parties (i.e., other than System Integrator or sub-contractors) at the direction of SSCDL, or</p> <p>c) any compensation / claim or proceeding by any third party against SSCDL arising out of any act, deed or omission by the System Integrator or</p> <p>d) Claim filed by a workman or employee engaged by the System Integrator for carrying out work related to this Agreement. For the avoidance of doubt, indemnification</p>	<p>Integrator or</p> <p>b) <del>The failure by the System Integrator to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement, RFP and Addenda &amp; Corrigenda thereto by any employee or agent of the System Integrator.</del> Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto) created by System Integrator pursuant to this Agreement, or any equipment, software, information, methods of operation or other intellectual property created by System Integrator or sub-contractors pursuant to this Agreement, (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by (A) "Implementation of Project by itself or through other persons other than System Integrator or its sub-contractors; (B) Third Parties (i.e., other than System Integrator or sub-contractors) at the direction of SSCDL, or</p> <p>c) any compensation / claim or proceeding by any third party against SSCDL arising out of any act, deed or omission by the System Integrator or</p> <p>d) <del>Claim filed by a workman or employee engaged by the System Integrator for carrying out work related to this Agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.</del></p>	

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					<p>of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.</p> <p>e) Any payment made under this Agreement to an indemnity or claim for breach of any provision of this Agreement shall include applicable taxes.</p>	<p><del>e) Any payment made under this Agreement to an indemnity or claim for breach of any provision of this Agreement shall include applicable taxes.</del></p> <p>To be added: This shall be the only remedy of the Client under this Clause.</p>	
519	Appendix	214	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 11, Indemnity	<p>The System Integrator agrees to indemnify and hold harmless SSCDL, its officers, employees and agents(each a "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from:</p> <p>a. any mis-statement or any breach of any representation or warranty made by the System Integrator or;</p> <p>b. The failure by the System Integrator to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement, RFP and Addenda &amp; Corrigenda thereto by any employee or agent of the System Integrator.</p>	<p>While we are principally fine with the indemnities listed out therein, we humbly request your good office to have the two indemnities specified as adequate protection is available in the draft agreement against breach of these obligations are appropriately addressed in the agreement more specifically in LOL clause wherein SI's liability for actions under malafide intentions are categorically carved out of LOL cap.</p>	RFP term prevails.
520	Appendix	214	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 11, Indemnity		<p>We request that the indemnification should be capped to max contract value</p>	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
521	Appendix	215	Appendix 4	, Point 12, Third Party Claims	Subject to Sub-clause (b) below, the Selected bidder (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.	Subject to Sub-clause (b) below, the Selected bidder (the "Indemnified Party") from and against all losses, third party 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.	RFP term prevails.
522	Appendix	216	Appendix 4			While we are principally fine with the warranties listed out in the agreement, however, we humbly request your good office to disclaim implied warranties. We respectfully propose following language:	RFP term prevails.
523	Appendix	217	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 14, Warranties	c) Notwithstanding what has been stated elsewhere in this Agreement and the Schedules attached herein, in the event the System Integrator is unable to meet the obligations pursuant to the implementation of the Project, Operations and Maintenance Services and any related scope of work as stated in this Agreement and the Schedules attached herein, SSCDL will have the option to invoke the Performance Guarantee after serving a written notice of thirty (30) days on the system Integrator.	c) Notwithstanding what has been stated elsewhere in this Agreement and the Schedules attached herein, in the event the System Integrator is unable to meet the obligations for reasons solely attributable to the SI pursuant to the implementation of the Project, Operations and Maintenance Services and any related scope of work as stated in this Agreement and the Schedules attached herein, SSCDL will have the option to invoke the Performance Guarantee after serving a written notice of thirty (30) days on the system Integrator.	RFP term prevails.
524	Appendix	218	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 15. Force Majeure	For the SI to take benefit of this clause it is a condition precedent that the SI must promptly notify the SSCDL, in writing of such conditions and the cause thereof within 2 calendar days of the Force Majeure event arising. SSCDL, or the consultant / committee appointed by the SSCDL shall study the submission of the SI and inform whether the situation can be qualified one of Force Majeure.	For the SI to take benefit of this clause it is a condition precedent that the SI must promptly notify the SSCDL, in writing of such conditions and the cause thereof within 14 2 calendar days of the Force Majeure event arising. SSCDL, or the consultant / committee appointed by the SSCDL shall study the submission of the SI and inform whether the situation can be qualified one of Force Majeure.	Please refer to the Addendum & Corrigendum 2

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
525	Appendix	218	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 16. 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.	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 an mutually appointed arbitraion panel under the Arbitration and Concilliation Act, 1996 as amended from time to time to the Chairman, SSCDL, and his / her decision shall be final and binding to both.	RFP term prevails.
526	Appendix	218	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 15. Force Majeure		EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, NEITHER OF THE PARTY MAKE OR GIVE ANY REPRESENTATION OR WARRANTY OR CONDITION OF ANY KIND, WHETHER SUCH REPRESENTATION, WARRANTY, OR CONDITION BE EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE While we principally fine with the clause, we humbly request your good office to include "epidemic" and "pandemic" events in the definiton of force majeure events.	RFP term prevails.
527	Appendix	218	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 16 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.	While we are principally fine with the clause, we humbly request your good office to include the right for invoking arbitration in case the aggrieved party is not satisfied and wishes to invoke arbitration, before mutually appointed sole arbitrator. The arbitration seat and venue could be Surat.	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
528	Appendix	219	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 17. Limitation of Liability towards SSCDL	<p>The SI's liability under the resultant Agreement shall be determined as per the Law in force for the time being. The SI shall be liable to the SSCDL for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to SMC / SSCDL on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed the contract value.</p> <p>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.</p>	<p>The SI's liability under the resultant Agreement shall be determined as per the Law in force for the time being. The SI shall be liable to the SSCDL for all direct loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including all direct loss caused to SMC / SSCDL on account of defect in goods or deficiency in services on the part of SI. <del>or his agents or any person / persons claiming through or under said SI.</del> However, such liability of SI shall not exceed the contract value.</p> <p><del>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.</del></p> <p>Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, the SI shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages.</p>	RFP term prevails.
529	Appendix	219	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 17. Limitation of Liability towards SSCDL		<p>While we are principally fine with the clause including the liability cap specified and carve-outs, we humbly request your good office to disclaim liability for indirect damages for both parties. We respectfully suggest the following language:</p> <p>"In no event will either Party be liable (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any: (i) consequential, indirect, incidental, special or punitive damages, or (ii) loss of profits, business,</p>	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
						<p>opportunity or anticipated savings (whether directly or indirectly arising).</p> <p>Nothing in the Agreement excludes or limits either Party's liability to the other which cannot lawfully be excluded or limited."</p>	
530	Appendix	220	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 21. Intellectual Property Rights.	As per RFP	To be added: No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, the SI may use certain tools, processes or methodologies of its own in performing the Deliverables. Ownership of all intellectual property rights and any other rights in these shall vest with SI, and no rights shall be deemed to have accrued to the SSCDL.	RFP term prevails.
531	Appendix	220	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 21. Intellectual Property Rights.	For the customized solution developed for the project, IPR of the solution would belong exclusively to the SSCDL. The SI shall transfer the source code to SSCDL. SI shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product. SSCDL may permit the SI, right to use the customized software for any similar project being executed by the same SI, with payment of reasonable royalty to SSCDL for the same.	<p>We request to amend the clause as follows:                      In all cases, Bidder (and/or its licensor) retains sole ownership of all pre-existing IPR and background IPR and all developments, variations and enhancements thereto.                      •SSCDL receives ownership of customer-specific foreground IPR. Bidder is granted a non-exclusive, royalty-free, perpetual, worldwide back-license for unlimited commercial use of customer-specific foreground IPR.                      •All non-SSCDL specific foreground IPR is owned by Bidder. SSCDL is granted a non-exclusive license for use of non-customer specific foreground IPR, against additional consideration.</p>	RFP term prevails.
532	Appendix	221	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 23. Exit Management, 221	c) Plans for provision of contingent support to the Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.	c) Plans for provision of contingent support to the Project and Replacement Vendor for a reasonable period ( <del>minimum one month</del> ) after transfer within the exit management period.	RFP term prevails.
533	Appendix	222	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 23. Exit Management, 221	c) Employees Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including in	c) Employees Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including in	RFP term prevails.



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					<p>particular those relating to privacy) provide to SSCDL a list of all employees (with job titles and communication address) of the Successful Bidder, dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the Successful Bidder, SSCDL or Replacing Vendor may make an offer of contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the SSCDL or any Replacing Vendor.</p>	<p>particular those relating to privacy) provide to SSCDL a list of all employees (with job titles and communication address) of the Successful Bidder, dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the Successful Bidder, <del>SSCDL or Replacing Vendor may make an offer of contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the SSCDL or any Replacing Vendor.</del> SSCDL acknowledges that personnel to be provided by Successful bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to Successful bidder's business. In consideration of the foregoing, SSCDL agrees that for the term of this Agreement and for a period of one year thereafter, SSCDL will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Successful bidder employee, or induce any such individual to leave the employ of Successful bidder. For purposes of this clause, a Successful bidder employee means any employee or person who has who has been involved in providing services under this Agreement.</p>	

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
534	Appendix	222	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 23. Exit Management, c) Employees	Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to SSCDL a list of all employees (with job titles and communication address) of the Successful Bidder, dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the Successful Bidder, SSCDL or Replacing Vendor may make an offer of contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the SSCDL or any Replacing Vendor.	We humbly request your good office to provision for mutually agreed cost for effecting transfer of employees upon termination/expiration of agreement.	RFP term prevails.
535	Appendix	223	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 23. Exit Management, Point f	f) Transfer Cost: On premature termination of the contract for reasons other than those mentioned in section 23.a (Termination for Default), the Successful Bidder shall be paid the depreciated book value of the infrastructure cost and the other assets (as per the Asset Register). The depreciation rates and method followed will be as per Income Tax Rules. Note: Amount to be payable by SI on premature termination of contract = Pending amount to be paid against services delivered + Depreciated Book Value of the Assets as per Income Tax Rules – Applicable Penalty / Liquidated Damages	f) Transfer Cost: On premature termination of the contract for reasons other than those mentioned in section 23.a (Termination for Default), the Successful Bidder shall be paid the <del>depreciated book value of the infrastructure cost and the other assets (as per the Asset Register). The depreciation rates and method followed will be as per Income Tax Rules.</del> Note: Amount to be payable by SI on premature termination of contract = Pending amount to be paid against services delivered + Depreciated Book Value of the Assets as per Income Tax Rules – Applicable Penalty / Liquidated Damages a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts	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
						e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	
536	Appendix	223	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 24. Termination of Contract	<p>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:</p> <p>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</p> <p>If the SI fails to perform any other obligation(s) under the contract/RFP</p> <p>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.</p> <p>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</p>	<p>a) Either Party <del>SSCDL</del> 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 other party <del>SI</del> and as it deems fit, terminate the contract either in whole or in part:</p> <p>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</p> <p>If the SI/SSCDL fails to perform any other obligation(s) under the contract/RFP</p> <p>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.</p> <p>On failure of the defaulting party <del>SI</del> to rectify such breach within 30 days, the other party <del>SSCDL</del> 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. <del>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</del></p> <p>To be included:                      In the event of termination, SSCDL shall pay Successful bidder for goods delivered and services rendered till the date of termination.</p>	RFP term prevails.

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537	Appendix	223	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 24. Termination of Contract	SSCDL reserves the right to withdraw/ terminate the contract in whole or in part with a written notice to the bidder in any of following circumstances	We request SSCDL to provide the bidder with atleast 30 days cure period to remedy such defects. We further request that bidder be allowed to suspend/terminate the contract in the event of non-payment of outstanding dues as per the agreed payment terms with reasonable notice	RFP term prevails.
538	Appendix	223	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 24. Termination of Contract	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:	We request the SI should get paid for all the services rendered and the price of the hardware and software procured for SSCDL till the termination	RFP term prevails.
539	Appendix	224	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 25, Miscellaneous, Point a	a . Confidentiality	We humbly request your good office to make the clause mutual as during the course of engagement, both parties will be sharing their respective CI.	RFP term prevails.
540	Appendix	227	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 25, Miscellaneous , Point d	d) Compliance with Labor regulations, The SI shall pay fair and reasonable wages to the workmen employed by him, for the contract undertaken by him and comply with the provisions set forth under the Minimum wages Act and the Contract Labor Act 1970.	To be included: Successful bidder undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the SSCDL wants the Successful bidder to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, SSCDL will support Successful bidder with change request for additional cost incurred by Successful bidder for complying to new minimum wages. Successful bidder will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	RFP term prevails.
541			Generic		Generic Query	Please provide total no of daily transactions to be managed through Eoffice suite and/or BPM platform.	Bidder is required to capture the required details during requirement gathering phase

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
542			Generic		HA/DR requirement of ITSM and EMS solution	Does the proposed Monitoring tools should be configured in HA or DR or both ? Please share more details on expected architecture of proposed service management and EMS solution	Please refer to the Addendum & Corrigendum 2 ITSSM tool should be configured without HA at DC. The backup of the same should be stored at DR on a periodic basis.
543			Generic	General	General	We understand that the ERP Solution along with eOffice is to be integrated with already available different applications. Best Practise for such an application is to have an intranet portal which will become the Gateway/Single Entry Point to all the application via SSO for all the SMC employees. However, there is no such requirement mentioned in the RFP. If our understanding is correct, request you to include the requirement is a Intranet Portal also in the Functional requirement along with expected feature specifications of the same.	RFP term prevails.
544			Generic	General	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
545			Generic	Proposed	Analytics	Proposed ERP application should have inbuilt Analytics & graphical reports as part of their application solution so that the organization gets the benefit of the solution on day one instead of waiting for substantial data to be built for Datawarehouse to give the analytical & graphical reports.	Please refer to section 2.2 on required details
546			Generic	Proposed	Analytics	Proposed ERP application should have inbuilt Analytics & graphical reports as part of their application solution so that the organization gets the benefit of the solution on day one instead of waiting for substantial data to be built for Datawarehouse to give the analytical & graphical reports.	The MIS and analytics requirements are mentioned in section 2.2
547			Generic	General	Data Migration	1. What is the current size of data to be migrated. 2. Current Data Base used 3. SI to propose the ETL tool in the proposal	Please refer to Appendix 2: Data Migration Details
548			Generic	General	Security Testing	1. Is MECON going to do a 3rd party VAPT test for security?	Query not clear

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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						2. What is the level of security required for Data (At Rest & Motion)?	
549			Generic	General	Automation Tools	SI is open to suggest Automation tools based on the scope? Or MECON has any specific tools which can be used? 2. Level of Automation testing requires i.e. % of coverage	Please refer to section 2.5.1 and 2.5.5 for required details
550			Generic	General	Performance Testing	1. Non Functional requirements like No of Users projected for 3 years / 5 years to grow? 2. What would be the KPIs in terms of page response times or Transaction Per Second 3. SI partner is open to suggest tools based on number of users to be tested?	1. Please refer to section 11.1 for required details 2.KPI as per defined in Section 2.8 3. Please refer to section 2.5.1 and 2.5.5 for required details
551			Generic		As per RFP	Request customer to delete the words 'etc', 'but not limited to', 'exhaustive' wherever present. Scope should be explicitly defined	RFP term prevails.
552	D		Generic	25. a) Confidentiality	As per RFP	To be added: This confidentiality obligations under this Clause shall survive 3 years post the expiry and termination of this Agreement.	RFP term prevails.
553			Generic	Site Not Ready (SNR)	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that SI shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	RFP term prevails.

**ADDENDUM & CORRIGENDUM-2: RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation**  
**[RFP No.: SSCDL-ERP-RFP-01-2020]**



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
554			Generic	Pass Through Warrantly	Clause not present in RFP	Since SI is acting as a reseller of completed products, SI shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that SI shall not provide any additional warranties and indemnities with respect such products.	RFP term prevails.
555			Generic	ERV	Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	RFP term prevails.
556			Generic	Saving Clause	Clause not present in RFP	SI's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent SI performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	RFP term prevails.
557			Generic	Deemed Acceptance	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to SI within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that SI shall have 15 days time to correct in case of any rejection by Customer.	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
558			Generic	Change Order	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. SI will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, SI shall not be bound to perform any additional services.	RFP term prevails.
559			Generic	Credit Period for Payment	Clause not present in RFP	All the payments to be made within 30 days of submission of invoice	RFP term prevails.
560			Generic	Termination for non-payment	Clause not present in RFP	SI shall have the right to terminate the contract in case of breach of the contract by SSCDL / non-fulfillment of obligation by SSCDL, including but not limited to delay or non-payment of undisputed payments for a period more than 45 days.	RFP term prevails.
561			Generic	General Query		Are there any data quality issues in the current data source systems? If yes please specify the source name, associated data entities and type of data quality issue. Also is there any requirement for de-duplication of customer/citizen data?	Bidder is required to capture the required details during requirement gathering phase
562			Generic	General Query		Does SSCDL expect the reporting tool will connect to different systems directly and help to generate reports & dashboard independently or as a best practice all the data should collected in one data warehouse (DWH) system in normalized format so that any kind of reports or analytics can be generated from DWH application using the selected reporting tool? Please suggest	RFP term prevails.
563			Generic	General		Do we need to propose dedicated onsite resource ISO 27001 to Operation & Management to meet the compliance requirement	Please refer to section 2.6.1 for required information
564			Generic	General		Can the support team be split in Hybrid Model (onsite-offshore) to have cost benefit and contingency. Any minimum percentage of resources to be onsite.	Please refer to section 2.6.1 for required information



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#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
565			Generic	General		Bidder assumes for onsite team, SMC/SSDCL to provide the office space, computing, internet access and communication infrastructure. Please confirm.	Please refer to section 2.8.7 for required information
566			Generic	General		Managed service support - The ERP support will be with 24x7. Please confirm Service desk/Helpdesk should be 24x7 or 8x5 support.	The service is required during SMC working hours.
567			Generic	General	Central Development Location	What is the central development location for this engagement?	Query not clear
568			Generic	General	Travel required during Implementation & support	Is there any travel required outside the central location? If yes, where and what's the frequency of the trips	Query not clear
569			Generic	9. HSM DEVICE	Suggestion	The Warehouse of the HSM product should be in India to meet the replacement time line of material as per the rfp	RFP term prevails.
570			Generic	9. HSM DEVICE	Suggestion	OEM's Professional Services team should be based in India in order any kind of customization or implementation activities to be performed seamlessly	RFP term prevails.
571			Generic			Please also add separate commercial section in price bid for OEM audit which is to be paid by SI to OEM 100 % advance.	RFP term prevails.
572			Generic	General	General	Please suggest in which other applications do we require Payroll integration	Please refer to section 2.3 for required information
573			Generic	General	General	Can there be custom application components for handling multiple user scenarios?	Query not clear
574			Generic		Generic Query	Please provide total no of daily transactions to be managed through Eoffice suite and/or BPM platform.	Bidder is required to capture the required details during requirement gathering phase
575			Generic		Generic Query	Please provide total document volume and approximate size to be managed through Eoffice suite and applicable for storage in DMS.	Bidder is required to capture the required details during requirement gathering phase