

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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 https://smc.nprocure.com on or before 09.12.2020 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 1
2		3	NOTICE INVITING REQUEST FOR PROPOSAL	Bid End Date	Online Price Bid End Date To be submitted online only on https://smc.nprocure.com on or before 09.12.2020 up to 18:00 hrs.	After receiving the pre bid query responses we will need time to collate and relook at the responses and submit after approvals, hence request to extend the price bid online submission date to 23/12/2020 and technical bid submission date to 30/12/2020	Please refer to the Addendum & Corrigendum 1
3	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 statement is open ended & it may land up into scope creep during delivery. Hence kindly delete "but not limited to"	No Change. RFP term prevails
4	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
5	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.
6	1.4	13	INTRODUCTION	AS-IS SITUATION	General query	Please clarify if SMC has any Enterprise agreement with any of the OEMs like Microsoft, Redhat, Oracle etc. and if Bidder can leverage the same for this project	There is no such agreement.
7	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

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8	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?	Please refer Section 1.4 under Backend Application. Additional details will be shared with successful bidder.
9	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 Inward outward and object register, GIS application etc.	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.
10	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?	Bidder is required to capture the required details during requirement gathering phase.
11	1.4	14	Scope of work	AS-IS SITUATION, Last Paragraph	General query	Please share the existing Network Connectivity, Security Architecture diagram and Bandwidth details across DC/DR & SMC Offices	Necessary details will be shared with successful bidder
12	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 finalised during requirement gathering phase.
13	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	Please refer to section 2.5.4 as below 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. Also refer to Appendix 2 "

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[RFP No.: SSCDL-ERP-RFP-02-2020]



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							Data Migration Details" - 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
14	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	Please refer Appendix 2: DATA MIGRATION DETAILS. Detailed requirements will be finalized during requirement gathering phase.
15	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 information?	Please refer Appendix 2: DATA MIGRATION DETAILS. Detailed requirements will be finalized during requirement gathering phase.
16	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, web service, MFT etc and what are the inbound and outbound integration	Necessary details will be shared with successful bidder
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	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.
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	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.
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	We understand that Data to be migrated from the applications which are getting sun-set (assuming all such application names mentioned on page 206). 1. We would like to know the count of tables and their attributes.	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	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.	Please refer Section 2.5.4 , Section 2.5.6.1 for Data Migration scope And Appendix 2 " Data Migration Details" . Detailed requirements will be finalized during requirement gathering phase.

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[RFP No.: SSCDL-ERP-RFP-02-2020]



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21	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 (16 resources) during the support period. Please refer to section 2.6.1 Bidder is responsible for capacity building & training to SMC/SSCDL staffs as & when required.
22	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.
23	2.1	15	Scope of Work	TO-BE SCENARIO ENVISAGED FOR SMC	2. E-office applications using DMS and BPM	a) We understand that the requirement is to have a eOffice Application build on an underlying platform having DMS and Workflow Engine like a Digital Experience Platform (DXP) which is a platform comprising of CMS, Portal, DMS, Workflow Engine & Search. Please confirm our understanding.b) Please confirm that all references of DMS, BPM, Workflow in RFP refers to any platform having these capabilities.	Please refer Section 2.1.2.
24	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.
25	2.1	15	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC	General Scope	Is SMC looking for L2 and L3 support for BI and Advance Analytics along with Social Media Analytics post implementation of ERP Modules and DMS & BPM	Bidder's scope will be as per RFP.
26	2.1	16	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC	General Scope	Is any analytical requirement is there of Social Media Analytics, if yes please elaborate	If required, necessary integration will be required to be done with the existing MySurat Website and Social Media Analytic tool. Bidder is not required to implement separate social media analytics tool as part of this RFP.
27	2.1	16	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC	General Scope	We understand that BI and Advance Analytics is not under scope for implementation, please confirm	Bidder's scope will be as per RFP.

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[RFP No.: SSCDL-ERP-RFP-02-2020]



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28	2.1	16	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC		a) Is the Citizen Facing Portal and Mobile App part of the scope. If yes then please provide the functional/technical requirements for the same b) The understanding is that the citizen facing portal shall be leveraged to provide access to the proposed integrated system. The access shall be limited to authorized users only. Please confirm on the understanding	a) No, SI is not required to develop the mobile app. Necessary interface to existing mobile app to be developed/integrated through existing SMC Mobile APP and website. B) The web/mobile interface for Civic Application will be accessible to citizens for civic services.
29	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.
30	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
31	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.
32	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.
33	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	Out of the Employees total number 21691, please let us know for how many employees a. Employees Self services access need to be	Refer section 2.1.3 for estimated number of users.

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[RFP No.: SSCDL-ERP-RFP-02-2020]



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					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:	provided, b. Manager self self service access to be provided, c. Travel Management access to be provided? d. For How many Master records, Payroll solution to be provided?	
34	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.
35	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.

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[RFP No.: SSCDL-ERP-RFP-02-2020]



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36	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.	Bidder to offer solution meeting the RFP requirements.
37	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 Management	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. Detailed requirements will be finalized during requirement gathering phase.
38	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.
39	2.1.2 c	18	Scope of Work, Workflow/ BPM based	Workflow/ BPM based E-office applications using	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.

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[RFP No.: SSCDL-ERP-RFP-02-2020]



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			E-office applications using DMS	DMS, c) Inter-departmental file movement (Inward-Outward)			Pl. refer, 2.2., "Module wise functional requirements, Point no 4"
40	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.
41	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/citizens. Pl. refer 2.1.3 for module user details.
42	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 is given that this module would be interface for citizens to apply for various municipal services like new assessment, name change, water connection, etc. Do we have any count how many citizen services would be there for what services. This will help to understand exact scope of this area.	There are various services where citizens interacts with SMC like Property Tax, Water Connection, Drainage Connection, Profession Tax, etc. Under each service there may be different sub-services for which interface is to be developed under Civic Application & Approval Module. E.g. under Property Tax there would be sub-services like new assessment, change in assessment, name change, addition/deletion of tenant, etc.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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43	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.
44	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.
45	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.
46	2.1.3	19	Estimated number of users		Number of citizens availing services on portal – Estimated 1 lakh	Please share the concurrent numbers of citizens/users accessing the services on portal	Please refer to the Addendum & Corrigendum 1
47	2.1.3	19	Estimated number of users	ITSSM	IT Service Support Management (ITSSM):- Estimated number of users- 10 concurrent users + 50 named users	Request to clarify on the rationale behind this numbers so as to have apt understanding on the requirement	RFP term prevails
48	2.1.3	19	Estimated number of users		Estimated number of Users	We have assumed, that as more than a 1 lakh citizens avail the services on portal, so total transactional data related to citizen facing application would be around 5 TB. Please confirm	SI is expected to capture this information during Requirement Gathering phase.
49	2.1.3	19	Estimated number of users	ITSSM	IT Service Support Management (ITSSM):- Estimated number of users- 10 concurrent users + 50 named users	Our understanding is given count is estimated for Surat Smart city internal users. Please confirm.	RFP term prevails
50	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 Audit, court case management, RTI Application	Please specify how many internal employees will use this applications? (unique and not covered under Citizen services)	Please refer Section 2.1.3 Estimated number of users.
51	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 finalised. Please check https://www.suratmunicipal.org/Departments/Accounts/Budget for additional information.

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52	2.1.3	19	Scope of work	TO-BE SCENARIO ENVISAGED FOR SMC, Estimated number of users	2.1.3 Estimated number of users	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"
53	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.
54	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 Organization 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
55	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 finalised during Requirement Gathering phase.
56	2.2	19	MODULE WISE FUNCTIONAL REQUIREMENTS	FINANCIAL ACCOUNTING, COSTING, FUNDS & GRANTS, Point 8	Ability of the system with Interface with various third party software / 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.
57	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 Sitolink Ltd. and Surat Smart City Development Ltd. Please refer to Appendix 4, point no 4 " Legal Entities"
58	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.

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[RFP No.: SSCDL-ERP-RFP-02-2020]



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59	2.2	22	MODULE WISE FUNCTIONAL REQUIREMENTS	1.6 Taxation	point 9. Ability to balance VAT/GST credit to VAT/GST Payable A/c automatically	Is SSCDL want automatic upload of GST return to GSTN portal? Do SMC have any legacy ASP (Application service provider for GST return filing)? If not then this could be separate project all together. Else, we recommend to keep return filing manual upload to GSTN portal to avoid reconciliation, correction, cancellation efforts. please clarify for GST return filing will be scope of SSCDL. Bidder can provide required reports to facilitate SSCDL for return filing.	Such functionality is required within the respective module and integration with GSTN portal is not in scope of the bidder
60	2.2	22	MODULE WISE FUNCTIONAL REQUIREMENTS	1.11 Reports	point 29. 29. GST/taxes related reports should be generated as per the defined format	Is SSCDL want automatic upload of GST return to GSTN portal? Do SMC have any legacy ASP (Application service provider for GST return filing)? If not then this could be separate project all together. Else, we recommend to keep return filing manual upload to GSTN portal to avoid reconciliation, correction, cancellation efforts. please clarify for GST return filing will be scope of SSCDL. Bidder can provide required reports to facilitate SSCDL for return filing.	Such functionality is required within the respective module and integration with GSTN portal is not in scope of the bidder
61	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.
62	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.
63	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.
64	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.
65	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
66	2.2	24	MODULE WISE FUNCTIONAL REQUIREMENTS	Reports, Point 6	Availability of all standard financial reports like Trial Balance, Balance	Number of users involved in preparing and approving annual reports.	Necessary information will be shared with successful bidder during Requirement Gathering phase. Please refer section 2.1.3

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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					sheet, P&L, schedules of balance sheet etc.		Estimated number of users for module wise user details.
67	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
68	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.
69	2.2	28	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
70	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 propose and provide the solution as per RFP requirements.
71	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 propose and provide the solution as per RFP requirements.
72	2.2	32	MODULE WISE FUNCTIONAL REQUIREMENTS	Procurement, Material Management& Vendor Management, Point 3.8	3.8 Rate Contracting of Individual Orders	It will need SRM \ ARIBA. This is not standard S4HANA feature.	Bidder is required to propose and provide the solution as per RFP requirements.
73	2.2	35	MODULE WISE FUNCTIONAL REQUIREMENTS	Procurement, Material Management& Vendor Management,	Tendering by Stores Department	It will need CRM. This is not standard S4HANA feature.	Bidder is required to propose and provide the solution as per RFP requirements.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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				Disposal of Dead Stock, Point 3.13			
74	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 propose and provide the solution as per RFP requirements.
75	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 in not in bidder's scope.
76	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
77	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.
78	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.
79	2.2	39	MODULE WISE FUNCTIONAL REQUIREMENTS	Integrated Audit Management, Point 10	The system should have Search MB / SD o Search Pension o Search Service Book o 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.
80	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.
81	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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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82	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.
83	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.
84	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.
85	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.
86	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.
87	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.
88	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.
89	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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90	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 Section-2.2, 9. Civic Application & Approval Module for various service's Point-11. Necessary application interface for operator and citizen is to be developed by the bidder.
91	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	We understand that this feature is already available in the current website, please help us understand which services need to be developed by the new SI	Pl. refer 2.2, 9. Civic Application & Approval Module For Various Service's functional requirement at Point No. - 11.
92	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 quantify the no of services, no of forms, no of integration to be build.	SI is required to capture the required details during requirement gathering phase.
93	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.
94	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Civic Application & Approval Module for various services, General, Point 11	The interface for the applicants/citizens to avail this service online, should be developed by the SI. SI will be required to make it available on existing website and mobile app, necessary support in this regard will be provided by SMC	Since the existing website is already providing the interface to avail e-services, please help us understand what is required to be developed by the SI	SI is required to develop the web/mobile interface for citizens to make online applications covered under Civic Application.
95	2.2	43	MODULE WISE FUNCTIONAL REQUIREMENTS	Civic Application & Approval Module for various services, General, Point 11	The interface for the applicants/citizens to avail this service online, should be developed by the SI. SI will be required to make it available on existing website and mobile app, necessary support in this regard will be provided by SMC	Is the SI required to develop a mobile app as well, If yes, please elaborate the features required.	No, SI is not required to develop the mobile app. Necessary interface to existing mobile app to be developed/integrated through existing SMC Mobile APP and website.
96	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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97	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
98	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
99	2.2	43	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.
100	2.2	43	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.
101	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 finalised during the requirement gathering phase.
102	2.2	44		RFP Page no: 44 Clause: 10. Technical Requirements 10.1 General, Point 17 Section No: High Availability & Disaster Recovery	1. The Bidder shall be responsible for designing and implementing High Availability for ERP ecosystem at DC and Cloud based 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. 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.I would request	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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						<p>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"> 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. 6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks. 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. 8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication. 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. 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 	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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						<p>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 & 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 & synthetic identities</p>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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						<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 2019.22. 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>	
103	2.2	44	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements , General, Point 20	Integration required with email gateway, SMS gateway, payment gateway, email solution, collaboration tool, ticketing tool	Existing solutions needs to have integration capability, for HA and DR to provide integration. For example - collaboration tool will need to either have a load balancer or should have IP independent configurations	SI is required to design the solution as per the RFP and SLA requirements
104	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	10. Technical Requirements 10.1 General, Point 20	Integration required with email gateway, SMS gateway, payment gateway, email solution, collaboration tool, ticketing tool	As per our understanding integration of SMS/payment Gateway will be in bidders scope. Any charges related to SMS will borne by of SMC. Please confirm	Yes, understanding is correct
105	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.
106	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	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	There are 3rd party scanning modules which are tightly integrated with the DMS to achieve the functional requirement asked for. Please request to allow integrated 3rd party scanning modules rather than scanning module from same OEM as DMS.	RFP term prevails
107	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management		a) Please provide the number of officers and scanning stations factored for scanning documents and uploading the same to DMS.	Necessary details will be shared with successful bidder.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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				Requirements, point 9			
108	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.
109	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
110	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.
111	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.
112	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
113	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.
114	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
115	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document	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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				Management Requirements			
116	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?	Solution functionality should not be dependent on document volume/working hours.
117	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
118	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	How many data source 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 web services/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
119	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirements 10.2 Document Management Requirements	Document Management Requirements	How many static reports need to consider? 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
120	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.
121	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 - Estimate number of Users
122	2.2	45	MODULE WISE FUNCTIONAL REQUIREMENTS	RFP Page no: 45 Clause: 10.	19. As part of the project, the IT infrastructure will be provided by bidder. The bidder will be required	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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				Technical Requirements Section No: 10.1 General, Point 19	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).	<p>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.</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. 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. I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer. Minimum specification / changes required are as below:</p> <ol style="list-style-type: none"> 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, AWAFF, 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. 6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks. 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. 	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<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 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>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<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 & 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 & 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>	
123	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	There are 3rd party scanning modules which are tightly integrated with the DMS to achieve the functional requirement asked for. Please request to allow integrated 3rd party scanning modules rather than scanning module from same OEM as DMS.	RFP term prevails
124	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, Document Management	10. The solution should provide support for automatic document quality analysis so that any bad quality document doesn't get	"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	RFP term prevails

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				Requirement, Point 10	uploaded to the Document Management System. The solution should audit scanned documents for resolution, format/ compression, orientation etc.	document quality Analysis and allow for making necessary correction in document before uploading. Please confirm that this is the expectation.	
125	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. Please confirm the Search requirement is for an Enterprise Search across applications and not limited to only DMS.	Requirement is self explanatory.
126	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.
127	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	10. Technical Requirements, LDAP & Single Sign On, Point 16	Single Sign On details for applications	<ol style="list-style-type: none"> 1. Number of Users 2. Number of Applications 3. Are the applications SAML compliant 4. What type of applications are there. On premise, SaaS etc. 5. Is an on premise solution or a cloud service required 6. Is Single Sign on required for mobile users also 	SI is expected to capture this information during Requirement Gathering phase. Provision for LDAP & SSO will be in scope of ERP SI.
128	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 , Scanning 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 scanning 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.
129	2.2	46	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, 10.2 Document Management	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	No. of users for DMS are specified in RFP and the solution should be accessible from any client for these users.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				Requirement, Point 12		set of indexing/metadata fields that are captured through scanning tool.	
130	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.
131	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Technical Requirement, 10.3 Document Signer Solution Requirement, Point 3	Downloading and install a Class 3 Digital Signature type on the HSM modules.	Bidder needs to procure and supply Digital Signature ? If yes, please provide volumetric of the same.	Please refer to 11.1, point no (t) on procurement details
132	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool	Email Solution	Detail of Existing Mailing solution along with mailbox details. Also, responsibility of mail migration from Old setup to new setup	Necessary details will be shared with successful bidder
133	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool	Email Solution	Request to clarify, if the collaboration and mailing solution need to be Meity empaneled.	RFP term prevails.
134	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool	Email Solution	Request to clarify, if the data to be stored with in India.	Yes
135	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool	Email Solution	Request to clarify, if the we need any cloud storage solution for data backup and large file sharing solution.	RFP term prevails.
136	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool	Email Solution	Request to clarify, if all the applications like HR, RTI, Inter departmental require data loss prevention mechanism to auto-detect data loss, like preventing highly confidential data sharing externally.	RFP term prevails.
137	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool	Email Solution	Request to clarify, if we need under lying applications to surface into collaboration platform so that users are not required to go over multiple application windows to work.	Please refer to section 11.2, " Minimum Technical Specifications " point no 8 " Cloud Based Email Exchange & Collaboration Tool With Ease of Access & Synchronization" for detailed requirements
138	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	Email Exchange & Collaboration tool	Email Solution	Request to clarify, if we need data classification mechanisms for these applications such as General, Confidential, Highly Confidential etc., and apply	Please refer to section 11.2, " Minimum Technical Specifications " point no 8 " Cloud Based Email Exchange & Collaboration Tool

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						different type of data retention or loss prevention policies based on data classification.	With Ease of Access & Synchronization" for detailed requirements
139	2.2	47	MODULE WISE FUNCTIONAL REQUIREMENTS	RFP Page no: 48 Clause: 10. Technical Requirements	Email Exchange & Collaboration tool: Bidder to suggest and implement cloud based email exchange solution and collaboration tool from Microsoft or Google for SMC employees.	<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 & Benefits like it's flexible, reliable, good investment, easy mobile access & 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. 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. 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"> 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. 6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all 	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>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 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</p>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>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 & 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 & 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>	
140	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.
141	2.3	48	Integration Requirements	Integration Requirements		There is explicit integration need mentioned in the table. But there is no mention how the integration would happen – i.e. whether any middleware or API	SI to propose solution meeting the RFP requirements. SMC/SSCDL will provide the necessary

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						management product is required. Or will it be point to point integration using std APIs. Please confirm on this	support for integration with existing applications
142	2.3	48	Integration Requirements	Integration Requirements		There is explicit integration need is mentioned in the table. There are basically integration touch points. Can you share any indicating integration or interface that would be required for each line item mentioned in the table	SI is required to capture the details during requirement gathering phase
143	2.3	48	Integration Requirements	Integration Requirements		a) The understanding is that all the existing application (specified in the table) to which the system needs to be integrated have well defined APIs (REST,SOAP,Message, file-based etc). Please confirmb) Please provide the number of interfaces for each of the application to be integrated with.	SI to propose solution meeting the RFP requirements. SMC/SSCDL will provide the necessary support for integration with existing applications
144	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 with the proposed solution to be developed by the selected system integrator.	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.
145	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.
146	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.
147	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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
148	2.3	49	Integration Requirements	Existing Application	Web Feedback System, MySurat website, Social Media Analytics tools	<ol style="list-style-type: none"> 1. Please suggest number of data sources (integration of social media channels) to be considered for Social Media Analytics. 2. How many social media KPIs need to be developed (for an example - Sentiment Analysis, Topic Categorization, Word Cloud, etc.). 3. Is Mobile Application (Android/ iOS) envisioned for Social Media Data Analysis? 4. Is there any requirement on the real time data analysis based on social media feeds? 	If required, necessary integration will be required to be done with the existing MySurat Website and Social Media Analytic tool. Bidder is not required to implement separate social media analytics tool as part of this RFP.
149	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.
150	2.4	50	ERP Infrastructure Requirements	Last Paragraph	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	Request to delete this ambiguous clause as Bidder will not have clarity and control on the overall Project TCO	RFP term prevails.
151	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.
152	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	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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					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.		
153	2.4.1	50	ERP Infrastructure Requirements	2.4.1 Key Aspects to be considered, point e	It should be possible to configure data replication synchronously or asynchronously.	Synchronous Replication has configuration limitations and is applicable in case of Near-DR site scenario to achieve zero RPO. Considering the SMC requirement of DR on Cloud, Synchronous Replication will not be applicable / feasible. Hence request SMC to remove the clause of "Synchronous Data Replication"	RFP term prevails.
154	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 choses part hardware supply or the hardware supply should be completely moved out-of-scope.	RFP term prevails.
155	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 commissioning 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.
156	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. The licenses shall be perpetual.	RFP term prevails.
157	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.	Request to allow bidder to quote with Subscription Based Software licenses as per the design and solution made by the Bidder including with Email Exchange & Collaboration tool as mentioned in the RFP Page#47	RFP term prevails.
158	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.	DR should be within India and out of City

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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						The DR should be in same city or out of city, within India or out of India.	
159	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
160	2.4	50		RFP Page no: 50 Clause: 2.4 ERP INFRASTRUCTURE REQUIREMENTS	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. 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. I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer. Minimum specification / changes required are as below: 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, AWAFF, DDOS. 5. Cloud service should support config synchronization with help of on-prem solution which	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>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 credentials on real time to ensure the protection from credential based attack.</p> <p>15. The proposed solution must provide protection</p>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>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 & 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 & 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>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
161	2.4.2	50	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.
162	2.4.1	50	ERP Infrastructure Requirements	Key Aspects to be considered, point g	2.4.1 Key Aspects to be considered 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.	We hope that underlying content of RFP is for On premise Hardware at SSCDL DC but would like to clarify that being a Cloud services Provider we do not give ownership of our Hardware to any client nor third party . Requested to pls. confirm.	SI is required to provision the cloud based DR as a service. The CSP is required to provide the access for necessary monitoring & resource allocation to client and SI
163	2.4.2	51	ERP Infrastructure Requirements	Key Activities and Deliverables, Point I	I) Development and maintenance of necessary APIs for integration with SMC website, mobile app or any other application	I) Development and maintenance of necessary APIs for integration with SMC website, mobile app or any other application	RFP term prevails.
164	2.4.1	51	ERP Infrastructure Requirements	Key Aspects to be considered, point 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.	As per our Understanding ERP,BPM and other OEM DR licenses would be given by Bidding SI for DR also. Requested to pls. confirm on the same.	Bidder to propose and finalize license requirement meeting RFP requirements with necessary compliance of OEM licensing terms.
165	2.4.2	52	ERP Infrastructure Requirements	Key Activities and Deliverables, Point o	The System Integrator would also be responsible for the creation & maintenance of the directory server integrated with security modules like Authentication, 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	Please provide details of existing IDAM solution, if any and if Bidder can leverage the same solution	Bidder is required to proposed the solution to meet the RFP requirements.
166	2.4.2	52	ERP Infrastructure Requirements	Key Activities and Deliverables, Point p	Necessary network connectivity LAN/WAN will be provided by SMC/SSCDL	Please confirm on Network Connectivity LAN / WAN and internet links required across DC, SMC Offices	The provision of connectivity is not in the scope of the Bidder including equipment

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						will be provided by SMC along with the Routers required at each location	requirements for connectivity at the end locations
167	2.4.2	52	ERP Infrastructure Requirements	Key Activities and Deliverables, Point p	Necessary network connectivity LAN/WAN will be provided by SMC/SSCDL	Please confirm Network Connectivity to be provided by SMC will be with redundant links or stand-alone	Necessary details will be shared with successful bidder
168	2.4.2	52	ERP Infrastructure Requirements	Key Activities and Deliverables, Point p	Necessary network connectivity LAN/WAN will be provided by SMC/SSCDL	As per our understanding, in case of DC site disaster all SMC/SSCDL officials will connect to DR over the internet. Please confirm if SMC needs VPN connectivity for the same.	Please refer to the Addendum & Corrigendum 1
169	2.4.2	52	ERP Infrastructure Requirements	Key Activities and Deliverables, Point p	Necessary network connectivity LAN/WAN will be provided by SMC/SSCDL	Please confirm if SMC will also provide DC-DR Replication link required for Data synchronization	Yes
170	2.4.2	52	ERP Infrastructure Requirements	ERP Infrastructure Requirements, Key Activities & Deliverables, Point q	q) The scope of the services shall include Monitoring, Administration and Management of the entire DC infrastructure together with other SMC/SSCDL's offices	Please elaborate on the Bidders scope pertaining to SMC/SSCDLs offices along with total number of offices	Please refer to SMC website on total no of SMC offices. The scope of the work is as per the RFP
171	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 statement is open ended & it may land up into scope creep during delivery. Hence please remove "but not limited to"	RFP term prevails.
172	2.4.3	53	ERP Infrastructure Requirements	Monitoring, Administration & Management of IT infrastructure for ERP Solution, Point b	Adequate hardening of the operating systems of the servers, storage & network equipment and security equipment to prevent known and unknown attacks Security Breach Security of the overall solution is quite important and Successful Bidder shall be required to ensure no compromise is done on the same.	As per the given clauses servers, storage and switch technical specification are given in the rf. Considering SI is responsible for Security Breach SLA, request to share Technical specifications for other relevant Network & Security components (Firewall, WAF, Load Balancer etc.) required for the proposed solution so as to have uniform understanding across bidders	Please refer to point 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. Bidder is required to proposed these components as per their solution design.
173	2.4.3	53	ERP Infrastructure Requirements	Monitoring, Administration & Management of IT infrastructure for ERP Solution, Point g	Regular analysis of events and logs and maintain the reports for future audit purposes	To have uniform understanding across bidders, please clarify if bidder needs to propose SIEM or Syslog solution along with the log retention requirement	Bidder to propose solution as per RFP requirements.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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174	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.
175	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.
176	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
177	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.
178	2.4.6	54	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 indicative list of activities shall include:	RFP term prevails.
179	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 indicative list of activities shall include:	RFP term prevails.
180	2.4.7	55	ERP Infrastructure Requirements	2.4.7 Security Administration Services	Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001	What all domain needs to cover under ISO 27001 certification ?	This is to be carried out for complete solution
181	2.4.7	55	ERP Infrastructure Requirements	2.4.7 Security Administration 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 indicative list of activities shall include:	RFP term prevails.
182	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
183	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.
184	2.5.4	61	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Final Preparation	Data Migration	What would be the volume of data to be migrated in GB/TB (if possible please provide application wise breakup -- for the applications to be retire/sunset)	SI is expected to capture this information during Requirement Gathering phase.
185	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.	There should be a definitive team for each module who will be responsible for Sign-off.Suggest to change the clause as:The SI will coordinate with defined team for each module for UAT and will be responsible for signoff the UAT from the defined team	RFP term prevails. Necessary sign-off procedure will be formed during the implementation.
186	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.	Coordinating with all the end-users for Sign-Off is not feasible and will cause delays in project delivery. Hence, request SMC to amend this clause as follows: <i>"SI will coordinate for UAT and will be responsible for UAT signoff from the SPOC / UAT team to be allocated by SMC"</i>	RFP term prevails. Necessary sign-off procedure will be formed during the implementation.
187	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.
188	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.
189	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	Kindly share the current Environment and IT Landscape of SMC?	Necessary details will be shared with successful bidder

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					database implemented for the proposed project.		
190	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	Can we propose a tool for data extraction and basic data cleansing, or SMC has some solution/tool for this	The required details are already mentioned in section 2.5.4
191	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
192	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.
193	2.5.5	62		RFP Page no: 62 Clause: 2.4 ERP INFRASTRUCTURE REQUIREMENTS	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. 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.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>	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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						<ol style="list-style-type: none"> 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, AWAFF, 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. 6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks. 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. 8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication. 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. 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. 11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security. 	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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						<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 & 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 & 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>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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						<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 2019.22. 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>	
194	2.5.6.1	63	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Data Migration	Data Migration	What would be the Count of Tables (Data Objects) across MS SQL database which are due for migration	SI is expected to capture this information during Requirement Gathering phase.
195	2.5.6.1	63	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Data Migration	General Query	Please provide data volumetric applicable for Data Migration, if any	SI is expected to capture this information during Requirement Gathering phase.
196	2.5.6.1	64	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Data Migration	Data Migration	What would be the volume of data: 1) Master 2) Transactional 3) Business rules	SI is expected to capture this information during Requirement Gathering phase.
197	2.5.7	64	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	Capacity Building & Training	RFP Clause 2.5.7.	PI 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
198	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
199	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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200	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
201	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 specify the count of key personnel for each Class applicable for these trainings along with the Training duration	Please refer to section 2.5.7 Capacity Building & Training. For more details , Bidder is required to capture the details during requirement gathering phase
202	2.5.7	64	Capacity Building & Training	Training	i) The trainers imparting the training should be well versed in English and Gujarati language	Please allow English / Hindi spoken trainer in exceptional cases.	Please refer to the Addendum & Corrigendum 1
203	2.5.7	64	Capacity Building & Training	Training Manual	c) All training manuals shall be prepared in English and Gujarati.	As this is a technical delivery which may not be feasible to translate entire manual in GUJARATI language, hence we recommend to keep end user manuals in English language only. In exceptional cases key instructions can be provided / included in Gujarati language in end user manual. please consider our recommendation and confirm	RFP term prevails.
204	2.5.8	65	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	2.5.8 Additional OEM obligations during implementation	Bidder should ensure participation of OEM's representative of the software products procured as part of this RFP, who should mandatorily be present in SMC premises, in the Project review meeting (minimum 1 occurrences every two months) without extra cost to SMC during project implementation phase. An important step in the acceptance procedure of each milestone is OEM validation of the proposed solution,	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.		
205	2.5.8	65	OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY	2.5.8 Additional OEM obligations during implementation	Bidder should ensure participation of OEM's representative of the software products procured as part of this RFP, who should mandatorily be present in SMC premises, in the Project review meeting (minimum 1 occurrences every two months) without extra cost to SMC during project implementation phase.	Software Products is a vast lingo and involvement of all the proposed Software OEMs might not be required during Implementation phase. Hence request SMC to amend this clause as follows: <i>"Bidder should ensure participation of concerned OEM's representative through online meeting or in-person in SMC premises during the Project review meeting (minimum 1 occurrences every two months) without extra cost to SMC during project implementation phase"</i>	This refers to participation from ERP OEM. Further, for Workflow/BPM e-Office Application bidder will be required to ensure OEM representation as and when required.
206	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.	Please amend the clause as follows:- If required, the selected bidder will be required to change the mix of the onsite support team based on the requirement of SMC with mutual agreement & no penalty applicable in any delay.	RFP term prevails.
207	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.
208	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
209	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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
210	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
211	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).PI confirm if our understanding is correct.	Please refer to the Section 2.6.1. for the necessary details
212	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. PI confirm if our understanding is correct.	RFP term prevails.
213	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
214	2.6.3	68	POST IMPLEMENTATION SUPPORT AND MAINTENANCE	Service Management Support Process	Any tools used for Service Management Support Process	1. What is the current tool used for Service Management Support Process? 2. Is Bidder open to suggest tools? 3. Would SMC / SSCDL will provide the tool free number? 4. Is the service required for 24/7 or 24/5 or 16/7 and 16/5	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.
215	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	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 Section 2.6.1 on " Minimum Required onsite Support"

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.		
216	2.6.3	69	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 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. ITSSM tool should be configured without HA at DC.	As per industry standards, Service Management Tool is known as ITSM tool. Requesting you to change the clause to ITSM instead of ITSSM It is expected that system integrator will implement an IT Service Management (ITSM) tool that have sales and support in India and is 12 processes certified by PinkVerify, which will be used by support desk, SMC ISD, IT vendors including ERP SI for IT service management/ ticket handling/ KPI and SLA monitoring across SMC and SSCDL. ITSM tool should be configured without HA at DC	RFP terms prevail.
217	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.
218	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.
219	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.	The timelines mentioned in clause 2.7.1 and the table 2.7.2.1 Application Implementation Milestones are contradictory. Please clarify on the implementation timelines and start of Post Go-Live Support	Please refer to the Addendum & Corrigendum 1
220	2.7.1	69	DELIVERABLES & PAYMENT	Timelines & Deliverables	The implementation phase must be completed in (T + 425) days and post implementation support of 4	As per 2.7.2.1 Application Implementation Milestones table, it must be T-515. Please correct.	Please refer to the Addendum & Corrigendum 1

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					years ("Post Go Live Support") will start on completion of Hypercare.		
221	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.
222	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.
223	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.
224	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.	The timeline mentioned for the Milestone 5Go Live Solution Go Live & Deployment Document in T+515, please clarify T+425 or T+515?	Please refer to the Addendum & Corrigendum 1
225	2.7.2.2	69	DELIVERABLES & PAYMENT	Hardware Installation & Commissioning	Milestone 2 Final Hardware for DC Delivery, installation and commissioning of complete hardware as per the scope Within 45 days of Milestone 3 Completion	we need to install and commission HW prior to start of testing / training during realization phase in QA environment , hence we recommend to amend this timeline and allow HW deployment prior to testing and training in QA environment. Accordingly we may paid for supply of required HW as per the project activities	RFP term prevails.
226	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 attractive pricing for one time purchases and SSCDL can avail of the same.	RFP term prevails.
227	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	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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.		
228	2.7.3.1	70	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 SSCDL expects minimum licenses at the inception of the project and the rate validity after milestone 6 i.e. after 21+12 months = 33months (near to three years) is difficult to accept by OEM, hence please remove this clause and allow rate validity for licenses for 1 year only from the licenses supplied. please consider and amend.	RFP term prevails.
229	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. Other transaction user license will be purchased at the time of UAT/Go-live of the project	There are some OEM solutions which will be enterprise wide license and there is no user number level restrictions on licensing of such products. Further, all these licenses will be required at the time of SRS or before development initiation phase. We understand that in such cases SSCDL will make the full payment of such software licenses as per the payment terms (95% on Supply, 5% on respective product installation + 5% after Go-Live signoff) instead of making it on pro rata basis. Please confirm.	RFP term prevails
230	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.
231	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
232	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.
233	2.7.2.2	70	DELIVERABLES & PAYMENT	RFP Page no: 70 Clause: 2.6.1.1 Hardware Installation & Commissioning Milestones	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 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. 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.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> 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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<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 the application functionality. The solution must offer visibility into</p>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>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 & 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 & 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 2019.22. 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>	
234	2.7.3.1	71	DELIVERABLES & PAYMENT	Payment schedule for license cost	“The license rates will be valid upto 1 year from the successful	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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					completion of Milestone-6 defined above".	respect to a specific period. We propose the same to be fixed for the period July 1st 2022 to June 30th 2023	
235	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	Since licenses will involve significant investment and OEM require payment upfront, we request that the payment terms be modified as below for maintaining cash flows of the SI. 1. Payment of 90% of license cost will be on respective product license supply 2. Payment of 10% on respective product license installation or within 30 days of license supply whichever is earlier	RFP term prevails.
236	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.	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 5 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. SMC/ SSCDL will provide sign-off with maximum time of 5 working days after any queries raised are resolved by the bidder satisfactorily at the time of SRS & UAT. We request to keep 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 as mentioned above within 5 working days.	RFP term prevails.
237	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	<i>We request modification of payment terms for maintaining healthy cash-flows to the SI</i> M0 : 10% 15% M1 : 10% 15% M2 : 15% 20% M3 : 20% M4 & M5 : 25% 20% M6 : 10% 1. The remaining 10% of the implementation cost will be split in to four equal parts of 2.5% each and	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					successful completion of hypercare period on a quarterly basis.	the same will be paid post successful completion of hypercare period on a quarterly basis.	
238	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.
239	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.
240	2.7.3.3	71	DELIVERABLES & PAYMENT	Hardware Installation & Commissioning	<ol style="list-style-type: none"> 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 % 	<p>A) Please remove below sub-clauses under Clause no.2.7.2 Project phases and deliverables:- 2.7.2.2 Hardware Installation & Commissioning Milestones - The payment for Initial Hardware for Development Environment will be subject to the requirement and utilization for the Milestone-1," Initial Hardware for Development Environment" above. 2.7.3.3 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.2.7.2 Project phases and deliverables</p> <p>B) Please clarify that these payment terms are applicable to the complete hardware cost (including hypercare and 4 years hardware support cost) as per Schedule D.</p> <p>C) Since hardware generally involves upfront payment to OEMs, we request modification of payment terms for maintaining healthy cash-flows to the SI <ol style="list-style-type: none"> 1. Satisfactory delivery and acceptance of the hardware 90% 2. Satisfactory installation and commissioning of the hardware 10% </p>	The payment terms is required to be read with the clause no 2.7.2.2

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
241	2.7.3.2	71	DELIVERABLES & PAYMENT	SI Implementation cost	Note: 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.	Request you to kindly explicitly define the criteria of successful completion of hypercare period. This will help in clarity at bidding stage and bidders can estimate accordingly.	Please refer to section 2.7.2.2
242	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.
243	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 %	1. Satisfactory delivery and acceptance of the hardware 80% 2. Satisfactory installation and commissioning of the hardware 15 % 3. On successful Go-live 5%	RFP term prevails.
244	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 for the quantities that are used during this stage	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.
245	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."	SI cannot make delivery and installation of "Development Environment" infrastructure and system software separately. Entire delivery happens in a single lot and SI does installation and environment creation in one go. OEM will not make	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						part delivery and Installation and associated cost will also be higher. Request SSCDL to kindly review the clause and make the allow SI to make delivery of hardware and system software in a single lot.	
246	2.7.4	72	DELIVERABLES & PAYMENT	Payment Schedule for Support, ATS and AMC	<p>The payment for the support charges will be made on a quarterly basis based on SLAs in the Support phase.</p> <p>Payment for Annual Technical Support Charges, Cloud Based DR setup (Idle DR) and emailing solution will be made in advance on a yearly basis.</p> <p>The payment for the Active DR will be made on actual hours of utilization (on producing the supporting document from CSP) as per price quoted in the Commercial Bid.</p>	Please clarify on the Payment terms for Active DR. Will it be Monthly or Quarterly?	Please refer to the clause no 2.7.4 for payment details
247	2.8	72	KPI & SLA	KPIS & SLA	<p>Note: Penalties shall not be levied on the Successful Bidder in the following cases:</p> <ol style="list-style-type: none"> 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". 	<p>Note: Penalties shall not be levied on the Successful Bidder in the following cases:</p> <ol style="list-style-type: none"> 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.
248	2.8	72	KPI & SLA	KPIS & SLA	As per RFP	<p>Please include below clause:</p> <ol style="list-style-type: none"> a) Penalty during implementation shall not exceed 10% of implementation value b) Penalty during support shall not exceed 10% of Quarterly support value. c) Overall aggregate penalties by whatever name 	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						called, shall not exceed 10% of the consideration of the contract.	
249	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.
250	2.8	72	KPI & SLA	General	This provides for multiple penalties during implementation and maintenance phase. However there is no over all capping in the Penalties.	For the liabilities under clause 2.8.1 to 2.8.7 There is no liability capping. The penalties are open ended. Request for capping to 10%.	RFP term prevails.
251	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% 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 week day of monthly support cost will be applicable for delay in major and minor enhancement work during the support period as well	RFP term prevails.
252	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
253	2.8.3	77	KPI & SLA		Incident Response Time P1 Severity Level Incidents Responded within 15 mins	Response time of 30 minutes is very low. Request to change this to 30 Minutes.	RFP term prevails.
254	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-9The bidder shall depute a	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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.		
255	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	The bidder's team should arrange their own Laptops/Computers, software, etc. SSCDL would provide only space, electricity, and connectivity for operations.	Telephone lines along with Toll-Free number if any required for the Helpdesk team will be provided by SMC. Please confirm	Yes
256	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	1. The Selected Bidder must provide a dedicated team based in Surat to service the account of the SMC/SSCDL within 20 days from the date of award of contract.	The dedicated team referred here is for Implementation or O&M support? Please clarify	Team referred in Section 2.8.7 is for implementation period.
257	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	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	Please refer to the section 2.8.7 for required information

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.	available or with substituted/other resources with similar experience will be deployed.	
258	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.	Under Clause no. 2.8.7 Breach in supply of Onsite Manpower, sub-clause no. 12 & 13, there is double deduction for manpower absenteeism. We request you to keep either of the deduction clause or penalty clause & bring it under the Overall penalty capping.	RFP term prevails.
259	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	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. # Role Deduction per resource/day 1. Project Manager- 50002. Functional Consultants - 30003. Application Developers - 2000	There is NO CAPPING on the applicable deduction for non-availability of resources as per the above table. We suggest that cap the penalty for non availability	RFP term prevails.
260	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	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	We request you to allow affiliate / sister company / partner / OEM resources for niche skill whose are not on role of lead bidder. Please consider and amend.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					organization at the time of bid submission.		
261	2.8.7	78	KPI & SLA	Breach in supply of Onsite Manpower	<p>2.8.7 Breach in supply of Onsite Manpower</p> <p>2. The Authority expects all the Key Personnel as specified in the resource deployment plan in the Proposal to be available during the contract period. The Authority will not consider any substitution of Key Personnel except under compelling circumstances beyond the control of the Selected Bidder and the concerned Key Personnel. Such substitution shall be subject to equally or better qualified and experienced personnel being provided to the satisfaction and approval of the Authority with an overlap period of minimum 15 days at Selected Bidder cost.</p>	SI cannot hold their bench strength until decision of tender from the authority. SI must be allowed to replace the resource with an equally or more qualified resource as per RFP.	Please refer to the Addendum & Corrigendum 1
262	2.8.7	79	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.
263	2.8.7	80	KPI & SLA	Breach in supply of Onsite Manpower	<p>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</p> <p>a) 25% of deduction amount as penalty for delay upto one month</p>	Under Clause no. 2.8.7 Breach in supply of Onsite Manpower, sub-clause no. 12 & 13, there is double deduction for manpower absenteeism. We request you to keep either of the deduction clause or penalty clause & bring it under the Overall penalty capping.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.		
264	2.8.8	80	KPI & SLA	Breach in supply of Onsite Manpower	2.8.8 Other Penalty, 80	1) Please change title of 2.8.8 to "Penalty" 2) Under clause no. 2.8.8 Other Penalty, sub-clause no. a, c, d, e, f must be removed/deleted since the SLAs already are defined in detail separately. 3) Please modify sub-clause h) as:- 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. The cumulative penalties shall not exceed 10% of the consideration of the contract.	RFP term prevails.
265	2.8.7	80	KPI & SLA	Breach in supply of Onsite Manpower	Penalty for absence of employee and There is NO CAPPING on the applicable deduction for non-availability of resources	We request you to kindly cap the applicable penalty for resource unavailability within the overall penalty cap of the RFP as this clause is very onerous and limiting us to participate. Bidder are already going to give PBG as part of the contract and there is LD /Penalty clause already there in the RFP which can be used by SMC to keep a check on the bidder. Request you to kindly cap the resource penalty	RFP term prevails.
266	2.8.9	81	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	Under the clause of Limitation of Liability, we as an entity cannot be held liable for any indirect, exemplary or consequential losses or claims. Hence, request you to carve out the aforesaid as an exclusion to the Limitation of Liability Clause. We request to change the clause as:- 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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.	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. However, such liability of SI shall not exceed the consideration of the contract. 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.	
267	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.	Kindly cap the Indemnity to Limitation of Liability. We request to change the clause as:- 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 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, 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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					<p>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, 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 secretes 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</p> <p>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.</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>misappropriation or unlawful disclosure or use of another Party's trade secretes 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</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>This shall be the only remedy of the Client under this Clause.</p>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
268	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.
269	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-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.	Please refer to the Addendum & Corrigendum 1
270	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: i. If a Bidder submits a non-responsive Proposal;	RFP term prevails.
271	3.10	88	Consortium Condition	Point no c	c) The lead bidder will be responsible for implementing COTS ERP along with its own man power (deployed man power for COTS ERP implementation must be on the payroll of lead bidder) deployed onsite for the implementation.	We request you to allow affiliate / sister company / partner / OEM resources for niche skill whose are not on role of lead bidder. Please consider and amend.	Please refer to the Addendum & Corrigendum 1
272	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	Any amendment to the Scope shall be done with mutual agreement & consent of SI.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					described in this RFP will be commissioned.		
273	3.12	90	Instruction to bidders	3.12 RIGHT TO AMENDMENT OF THE PROJECT SCOPE	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.	This is Scope Creep. And modification should be on mutually agreed terms. If not, then we should be entitled to withdraw the bid without liability	RFP term prevails.
274	3.12	90	RIGHT TO AMENDMENT OF THE PROJECT SCOPE	Point no a	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, RFP for selection of System Integrator for ERP SURAT SMART CITY DEVELOPMENT LTD. Page 91 of 238 Stamp & Signature of the Bidder express or implied, that the full scope of work as described in this RFP will be commissioned.	scope of work as per RFP shall be delivered as per the agreed and signed Business blue print, any change in scope or additional requirement after business blue print signed will be treated as "change request and additional cost" please accept and consider	RFP term prevail
275	6.1.1.1	99	Pre-Qualification Criteria	ERP OEM	It is to be noted that SAP and Oracle OEMs are considered as qualified OEM as far as Criteria-1 and Criteria-2 are concerned and need to fulfill remaining criteria. Any other OEM will be required to fulfill following criteria as ERP OEM.	Government of India is promoting Make in India. In India there are may Companies who implemented their Own ERP solution in various Government Organization as well State wide implementation in ULB's. Hence we request department to toughen the clause for qualifying only Indian ERP OEMS's	RFP term prevails.
276	6.1.1.1	99	Pre-Qualification Criteria	ERP-OEM-Turnover	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 500 crores. If 2019-20 Financial Statements is unaudited then the Audited Financial Statements of 2016-17	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 amend this clause as "Turnover	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					along with an undertaking letter from the bidder that the 2019-20 Statements are not audited is to be submitted.	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."	
277	6.1.1.1	100	Pre-Qualification Criteria	6.1.1 Pre-Qualification Criteria –OEM6.1.1.1 ERP OEM3. Development Center	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 amend 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.
278	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 Organization. This criteria is restrict them to participate in tender. Hence this clause needs to delete. Please delete this clause.	RFP term prevails.
279	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 solution looked at is purely development form Scratch?	RFP term prevails.
280	6.1.1.2	101	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 17 months 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 empaneled as on date of setup of cloud based DR.	RFP term prevails.
281	6.1.1.3	103	Pre-Qualification Criteria	Workflow/ BPM based E-office applications (if not	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				part of COTS ERP), Point 5			
282	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.
283	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.
284	6.1.1.3	103	Pre-Qualification Criteria		Proposed solution to come with complete transparency including the Source Code for Customization	Please confirm that the Source Code of the Base Product is expected to be delivered as part of bidder's deliverable.	Source code is required for customisation
285	6.2	103	Technical Evaluation Criteria	Active Network Equipment (Network Switches), Point 9	OEM must be listed in Leader's Quadrant / Challengers 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 / Visionaries segments in the Report.	RFP term prevail
286	6.1.2	104	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.
287	6.1.2	104	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator	Proof Document Required for Sno-5	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 - <ul style="list-style-type: none"> • 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> • 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 	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						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>	
288	6.1.2	104	Pre-Qualification Criteria	Pre-Qualification Criteria- System Integrator	Proof Document Required for Sno-6	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 -• 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> • 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.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>	RFP term prevails.
289	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.
290	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 department to amend the clause as "The bidder should have average turnover for the last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be minimum INR 150 crores. If 2019-20 Financial Statements is unaudited then the Audited Financial Statements of 2016-17 along with an undertaking letter from the bidder that the 2019-20 Statements are not audited is to be submitted.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						The Turnover value can be from Prime Bidder or from all consortium partners jointly.	
291	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.	We request to consider the group global turnover The prime bidder should have average group global 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. Statements are not audited is to be submitted.	RFP term prevails.
292	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	Please delete this clause and as Jointly turnover of all partner is sufficient.	RFP term prevails.
293	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.	Kindly reduce the average turnover of minimum 3 crores in last three financial years	RFP term prevails.
294	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-	We request to decrease average turnover criteria for consortium partner In case of consortium, the second member of consortium should have average turnover of	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					<p>20) from IT/ ITeS.</p> <p>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.</p>	<p>minimum INR 4 crores in last three financial years (i.e. 2017-18, 2018-19 & 2019-20) from IT/ ITeS.</p> <p>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.</p>	
295	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.	For better competition and allow more partners to participate kindly reduce the turnover to INR 2 crores for consortium partner and also allow total three consortium members including Prime Bidder.	RFP term prevails.
296	6.1.2	105	Pre-Qualification Criteria	Experience - System Integrator, Point 5	<p>The Prime Bidder should have experience of implementing at least one project with same COTS ERP (as proposed) solution with minimum project value of Rs. 3 crore (excluding hardware cost) or 300 transactional users, encompassing any three out of the following five modules in last ten (10) years (as on date of issuance of Bid).</p> <p>a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management</p>	<p>The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project. 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 amend 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).</p> <p>a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management"</p>	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
297	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 HRC. Project Management c. Purchase and material management d. Asset management	We request to consider the ERP implementation experience of all member combined. The All 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 HRC. Project Management c. Purchase and material management d. Asset management	RFP term prevails.
298	6.1.2	106	Pre-Qualification Criteria	Experience - System Integrator, Point 6	The Prime Bidder should have executed at least 3 projects which includes implementation or post implementation support for COTS ERP* solution in India with minimum project value of Rs. 3 crore (excluding hardware cost) or 250 transactional users, in last ten (10) financial years (as on date of issuance of Bid).[*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]	We request to consider the ERP implementation experience of all members combined. The All Consortium Member combined 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.]	RFP term prevails.
299	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 department to amend the 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 3 or above (as on date of issuance of Bid).	RFP term prevails.
300	6.1.2	106	Pre-Qualification Criteria	Point 9, MAF for COTS ERP	The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be	We request to consider the Manufacturer's Authorised Form of any member in consortium: The Bidder (Any member in consortium) to provide	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					eligible to bid for the proposed COTS ERP	the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP	
301	6.1.2	107	Pre-Qualification Criteria	Point 9, MAF for COTS ERP	The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP	The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project. Companies form consortium to bring in different domain expertise available with them. Hence limiting this clause only for lead bidder to qualify should be amended and "Any Bidder in case of consortium" can qualify, should be considered. we request department to amend the clause as: The Bidder (Prime Bidder) or any member of consortium to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP	RFP term prevails.
302	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.
303	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.	We request to consider the ERP implementation experience of all members combined: In case of consortium, All consortium member combined 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/ Reputed Private Organizations/ NGO 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	RFP term prevails.
304	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	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					of Rs. 50 lakhs (excluding hardware cost) in last 10 financial years (as on date of issuance of Bid) on its own without consortium.		
305	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 SSDCL to also consider consortium partner projects under this criteria. Request SSCDL to change this criteria as "Relevant experience of <u>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.
306	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):	The very fact that RFP is allowing consortium where all consortium members/partners are jointly and severally liable to execute project. Companies form consortium to bring in different domain expertise available with them. Hence limiting this clause only for lead bidder to qualify should be amended and "Any Bidder in case of consortium" can qualify, should be considered. Hence we request department to amend the clause as: Relevant experience of prime bidder or any partner in case of consortium 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.
307	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	We request to consider the projects of private sectors: 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, out of which minimum 1 (One) project shall be for any Government (State or Central) / Public Sector Units/ ULB government organizations/ public sector / Reputed Private Organizations undertakings in India.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					Central) / Public Sector Units/ ULB government organizations/ public sector undertakings in India.		
308	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.	We request to consider the project of private sectors: For Email Exchange & Collaboration Tool The Sub-Contractor should have experience of implementing email exchange solution during the past 10 years in any organization with minimum 250 users from the date of issuance of RFP.	RFP term prevails.
309	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 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.	We request to consider the projects of private sectors: 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 / Private Organization in India for minimum 2 years support following setup and follow IT service delivery processes.	RFP term prevails.
310	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.	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/Lol/ 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/	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					The number of transactional users and modules in use should be evident from either of the above client documents.	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.	
311	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 Costingb. Payroll and HRc. Project Managementd. Purchase and material management. Asset management· For the project where 3 out of 5 core modules have been implemented having user base of more than 300 transactional users – 7 marks each· For the project where 3 out of 5 core modules have been implemented having user base of more than 150 transactional users – 6 marks each· For the project where 2 out of 5 core modules have been implemented having user base of more than 300 transactional users – 5 marks each· For the project where 2 out of 5 core modules have been implemented having user base of more than 150 transactional users – 4 marks eachIf the COTS ERP solution considered in above project is same as proposed COTS ERP Solution in SMC, then additional 1 marks per project will be awarded.In case of an ongoing project with phased approach, the corresponding number of	We request to consider the ERP implementation experience of all member combined Relevant experience of All Consortium Members 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 Costingb. Payroll and HRc. Project Managementd. Purchase and material management. Asset management· For the project where 3 out of 5 core modules have been implemented havinguser base of more than 250 transactional users – 7 marks each· For the project where 3 out of 5 core modules have been implemented havinguser base of more than 150 transactional users – 6 marks each· For the project where 2 out of 5 core modules have been implemented havinguser base of more than 250 transactional users- – 5 marks each· For the project where 2 out of 5 core modules have been implemented havinguser base of more than 150 transactional users– 4 marks eachIf the COTS ERP solution considered in above project is same as proposed COTSERP Solution in SMC, then additional 1 marks per project will be awarded.In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using the system and correspondingnumber of modules should have gone live for which marks are claimed. TheCertificate to this effect from the client on client's letterhead to be provided alongwith copy of work order / purchase order.In case of any ongoing project where the project/modules have not gone live, thebidder will be given half of the marks as compared to the	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					transactional users should have started using the system and corresponding number of modules should have gone live for which marks are claimed. The Certificate to this effect from the client on client's letterhead to be provided along with copy of work order / purchase order. In case of any ongoing project where the project/modules have not gone live, the bidder will be given half of the marks as compared to the projects that have gone live or projects having specified no. of modules gone live. [*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]	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.]	
312	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 (Nationalized / Private Sector as per RBI)/Insurance Companies (registered by IRDA) in India in past 10 years (as on date of issuance of Bid) (maximum 2 projects)</p> <ul style="list-style-type: none"> · For the project having user base of more than 200 users – 4 marks each · For the project having user base of more than 100 users – 2.5 marks each · (If the COTS solution is same as proposed COTS Solution in SMC, then additional 1 marks for each project) In case of an ongoing project with phased approach, the corresponding number of 	<p>We request to consider the experience of all member combined</p> <p>Relevant experience of All members combined in COTS Based Workflow/BPM based applications implementation 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 (as on date of issuance of Bid) (maximum 2 projects)</p> <ul style="list-style-type: none"> · For the project having user base of more than 100 users – 4 marks each · For the project having user base of more than 50 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 	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



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					<p>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.</p> <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.</p>	<p>to this effect from the client on client's letter head to be provided along with copy of work order / purchase order.</p> <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.</p>	
313	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 (Nationalized / 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 eachFor 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)</p>	<p>This clause will not be relevant if COTS based ERP have said functionality. Hence we request department to delete this clause</p>	RFP term prevails.
314	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>	<p>We request SSDCL 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"</p>	RFP term prevails.
315	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</p>	<p>Experience of All members combined in COTS ERP* implementation in India in past 10 years (as on date of issuance of Bid) in Public Sector</p>	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					<p>issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB</p> <p>· 1st project – 5 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</p> <p>· 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</p> <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.</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>Units(PSU)/State/Central Govt. / ULB/ Reputed Private Organizations</p> <p>· 1st project – 5 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</p> <p>· 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)</p> <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.</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>	
316	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 SSDCL 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.
317	6.2	112	Technical Evaluation Criteria	Bidder's Experience, Point 4	<p>Relevant experience of prime bidder in Implementation of turnkey project including Software</p>	<p>We request to consider the experience of all member combinedRelevant experience of All members combined in Implementation of turnkey</p>	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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 – 2.5 Marks each Note: Projects considered under point 1 to 3 will not be considered under this criteria	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. 1.25 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	
318	6.2	112	Technical Evaluation Criteria	Bidder's Profile, Point 5	Average annual turnover of prime bidder	Since consortium is allowed, this clause should be amended as : Average annual turnover of prime bidder (combined turnover in case of consortium)	RFP term prevails.
319	6.2	112	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	We request you to consider global group turnover Average annual global group 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	RFP term prevails.
320	6.2	112	Technical Evaluation Criteria		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.
321	6.2	112	Technical Evaluation Criteria	Bidder's Profile, Point 7	Consortium capability • No Consortium – 5 marks	The existing clause in the evaluation criteria enticing bidder to avoid the Joint/Consortium bidding due to	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					<ul style="list-style-type: none"> • Consortium with a partner having SEI CMM Level-3 Certificate– 4 marks • Consortium with a partner having ISO 9001 Certificate – 3 marks 	<p>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.</p> <p>We request SMC to please amend the evaluation criteria as:</p> <p>"Consortium capability</p> <ul style="list-style-type: none"> • Consortium with a partner having SEI CMM Level-3 Certificate / ISO 9001 Certificate– 5 marks" 	
322	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.
323	6.2	112	Technical Evaluation Criteria	Workflow/ BPM based E-office applications, Point 8	Workflow/ BPM based E-office applications, Point 8	Workflow/BPM is a part of larger portfolio platforms like Digital Experience Platforms on which eOffice solution are available. Hence request to INCLUDE OEM listed in latest Gartner Magic Quadrant of " Digital Experience Platform " also along with "Enterprise Content Management" or "Intelligent Business Process & Management".	RFP term prevails.
324	6.2	113	Technical Evaluation Criteria	ITSSM Tool	Proposed OEM listed in the latest Gartner Magic Quadrant for IT Service Management (ITSM) Tools	Proposed OEM listed in the latest Gartner Magic Quadrant or Forrester Wave or IDC Marketscape for IT Service Management (ITSM) Tools	RFP term prevails.
325	6.2	113	Technical Evaluation Criteria	Gartner Clause	Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant	Gartner MQ limits the OEMs exploration and apart from Gartner MQ, there are worldwide approved Analyst reports like IDC and Forrester. Hence request SMC to amend this clause as follows across all PQs for OEMs: " <i>Proposed OEM should be listed in Leaders Quadrant of Gartner's Magic Quadrant or Leaders Wave of Forrester Wave or Leader in IDC MarketScape, for their categories of products. The reports that can be referenced should be published in the last 3 years i.e. calendar year 2017 or 2018 or 2019 onwards</i> "	RFP term prevails.
326	6.2	113	Technical Evaluation Criteria	ITSSM Tool	New Addition Request	Proposed ITSM solution should be deployed on premise (for DC) & on MEITY empaneled cloud service provider (for DR)	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
327	7.4	116	Evaluation of Financial Proposal	Evaluation of Financial Proposal	d) The Authority shall determine the responsiveness of Price Proposal of Bidder determined to be highest scorer in relation to the Market rate or Authority's Internal Estimate or Good Industry Practice. In case the Price Proposal of the Selected Bidder is found seriously unbalanced by Authority in relation to the market rate or its internal estimate or Good Industry Practice, the Authority shall be entitled to solicit, at its sole discretion, detailed price analysis for any or all items specified in Price Proposal, from the Lowest and/or all Bidders to demonstrate the internal consistency of those prices	Please remove/delete this clause	RFP term prevails.
328	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.	Please modify the clause as:- a) The successful bidder shall at his own expense, deposit with department, within 30 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.	RFP term prevails.
329	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	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					<p>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.</p>		
330	8.5	121	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	Tax Liability, Point c	<p>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.</p>	<p>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.</p>	RFP term prevails.
331	8.8	122	APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT	SAFETY REGULATION, ACCIDENT AND DAMAGE	<p>SAFETY REGULATION, ACCIDENT AND DAMAGEb) The Bidder's liabilities under Clause (a) and otherwise under the Contract shall remain unimpaired notwithstanding the existence of any storage cum erection or other insurance covering any risk, damage, loss or liability for which the Bidder is liable to the Owner in terms of the foregoing Sub-Clause or otherwise and / or in respect of which the Bidder has indemnified the Owner with the intent that notwithstanding the existence of such insurance, the Bidder shall be and remain fully liable for all liabilities and obligations under the contract and indemnified to the Owner, and the Owner shall not be obliged to seek recourse under such policy(ies) in preference to recourse against the Bidder or otherwise to exhaust any other remedy in preference to the remedies available to in under the</p>	<p>we request the following changeb) notwithstanding the existence of such insurance, the Bidder shall be and remain fully liable for all liabilities and obligations under the contract and indemnified to the Owner, and the Owner shall not be obliged to seek recourse under such policy(ies) in preference to recourse against the Bidder or otherwise to exhaust any other remedy in preference to the remedies available to in under the Contract prior written approval of SSCDL.</p>	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					Contract prior written approval of SSCDL.		
332	8.10'	123	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. The successful bidder shall not object to the upward or downward variation in quantities (including locations). 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.
333	8.10'	123	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. The successful bidder shall not object to the upward or downward variation in quantities of any item. 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.
334	8.10'	123	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)	The rates quoted are valid for the mentioned quantities as per the currently proposal only. Any additional requirement shall be treated as separate proposal (Technical & Commercial) at the prevailing market prices.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					of tender amount/quantity, in accordance to any instruction, which may be given to him in writing by SMC/SSCDL.		
335	8.10'	123	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	d) No claim shall be entertained or become payable for price variation of additional quantities	RFP term prevails.
336	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 an responsibility of any consortium member must be commensurate with the technical/financial capabilities that such member is contributing towards meeting the pre-qualification criteria and not the technical evaluation. Please confirm.	RFP term prevails.
337	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.
338	9	133	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.7: Affidavit, 133	2. The undersigned also hereby certifies that neither our firm M/s 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.6. My/ our offer shall not be considered in case of fake/ forged document(s) found during verification at any stage or at	Please amend the below sub-clause as:-2. The undersigned also hereby certifies that neither our firm M/s 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, which will adversely effect our services under this Agreement. 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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.	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.	
339	9	135	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.9: Non-Disclosure Agreement, 135	As per RFP	Kindly insert the standard exclusions to the confidentiality obligation AND Kindly cap the confidentiality obligation to 3 years post expiry or termination of the Contract	RFP term prevails.
340	9	143	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Clause: Form –1.13: Proposed Solution Architecture and Infrastructure Section No: Architecture diagram detailing the landscape proposed:	The solution as part of the RFP shall be hosted at the Data Centre and Could based DR Site	Today's IT architecture, automation has becomes mandatory which will help to maintain the SLA for applications availability and performance. 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. 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. 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). <u>Minimum specification / changes required are as below:</u> 1. Proposed solution should be high performance,	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>scalable and purpose-built next Generation platform for link Global Server Load balancer, DNS, Cache DNS , recursive and Authoritative DNS and DNSSEC features.</p> <p>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.</p> <p>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.</p> <p>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)</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>	
341	9	144	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee, 144	<p>AND FOR THE consideration aforesaid, we do hereby undertake to pay to SSCDL on demand without delay demur the said sum of Rs. <(PBG Amount in Word and Figure)> only together with interest thereon at the rate prescribed under <as per RBI based lending rate (9%)> 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</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. <(PBG Amount in Word and Figure)> only together with interest thereon at the rate prescribed under <as per RBI based lending rate (9%)> 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</p>	<p>Please refer to the Addendum & Corrigendum 1</p>

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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 –	being absolute and unequivocal and irrevocable AND WE do hereby agree that –	
342	9	144	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee, 144	consideration aforesaid, we do hereby undertake to pay to SSCDL on demand without delay demur the said sum of Rs. <(PBG Amount in Word and Figure)> only together with interest thereon at the rate prescribed under <as per RBI based lending rate (9%)> from the date of demand till payment or such lesser sum	Interest payment not acceptable in PBG. Request to delete the same	Please refer to the Addendum & Corrigendum 1
343	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 released from all our liabilities hereunder irrespective of whether the guarantee in original is returned to us or not.	Bidder can add the same at the time of submission of PBG
344	9	144	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee, 144	The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will	This is an open ended Guarantee. This is not acceptable. Need to have an end date.	Please refer to section 8.4 on Validity

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.		
345	9	144	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee, 144	Confidentiality Agreement	Request to make it reciprocal.	RFP term prevails.
346	9	145	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.	Not acceptable	RFP term prevails.
347	9	145	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).	Request to delete this clause. Joint and several liability not acceptable.	RFP term prevails.
348	9	145	CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS	Form –1.14: Format for Performance Bank Guarantee, 145	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	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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					properly carried out by the Company		
349	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.
350	10.2	157	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. 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. 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.
351	10.2	157	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. 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 The selected bidder shall not be bound to supply additional quantity beyond 10% of tender amount/quantity, in accordance to any instruction, which may be given to him in writing by SMC/SSCDL.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
352	10.3.2	160	COMMERCIAL BID FORMAT	Schedule-B: Email Exchange & Collaboration Tool	10.3.2 Schedule-B: Email Exchange & Collaboration Tool	10.3.2 Schedule-B: Email Exchange & Collaboration Tool:- Please clarify where the bidder needs to quote for the a) implementation cost of Email Exchange & Collaboration Tool b) support cost of Email Exchange & Collaboration Tool c) Subscription cost during implementation and hypercare period of Email Exchange & Collaboration Tool	RFP term prevails.
353	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.
354	10.3.4	164	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 commercial sheet Schedule D Table-1 - cost of components of DC to be quoted. PI let us know where the implementation cost DC and its support cost for 4 years need to be provided to SMC/SSDCL. PI provide and modify the commercial format	RFP term prevails.
355	10.3.4	164	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 commercial sheet Schedule D Table-2 - cost of components of DR to be quoted. PI let us know where the cloud implementation cost and cloud support cost for 4 years need to be provided to SMC/SSDCL. PI provide and modify the commercial format	RFP term prevails.
356	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 point 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
357	11	167	IT Infrastructure Requirements	RFP Page no: 167 Clause: 11. IT Infrastructure Requirements Section No: 11.1	11.1 GENERAL INSTRUCTIONS 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.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				GENERAL INSTRUCTIONS		<p>You can't protect yourself from these new 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 micro service.</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><u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> 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. 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. 3. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level. 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 card cracking, 	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>card enumeration, skimming, password spraying, scraping, spambots & 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>	
358	11.1	168	DR Site on third party (Cloud) site	RFP Page no: 15 Clause: Section No: SCOPE OF WORK	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. iv. DC and DR should be configured in Active-Passive Mode. m) The Bidder shall be responsible for delivering the desired performance level and availability as described in RFP	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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>you should consider following feature functionality which are mandatory to follow, so your DC and DR will be function properly without any glitches. 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. I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer.</p> <p>Minimum specification / changes required are as below:</p> <ol style="list-style-type: none"> 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, AWAFF, 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. 6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks. 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. 8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication. 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 	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>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+H29 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 & synthetic identities</p> <p>.18. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and</p>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>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 & 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 2019.22. 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>	
359	11	168	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.
360	11	168	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.
361	11.1	168	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	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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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, virtualization & guaranteed uptime during its entire lifespan with uninterrupted services	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.	
362	11.1	168	IT Infrastructure Requirements	11. IT Infrastructure Requirements 11.1 GENERAL INSTRUCTIONS, Point g	For ERP production server must be on physical architecture without use of virtualization.	As-of date, entire ERP landscape including Databases are certified on virtualization platform. Considering various modules required as part of FRS, deploying ERP Production landscape on Physical Architecture will unnecessarily impact the Hosting space, Power, cooling and apparently the carbon footprint within SMC premises. Hence, request SMC to amend this clause as follows: "For ERP, Production Database Servers must be on Physical Architecture without use of Virtualization, rest of the Production Application Components can be deployed on certified Virtualization platform"	Please refer to the Addendum & Corrigendum 1
363	11.1	168	IT Infrastructure Requirements	11. IT Infrastructure Requirements 11.1 GENERAL INSTRUCTIONS, Point g	For ERP production server must be on physical architecture without use of virtualization	We understand that Oracle ERP can be hosted on x86 servers with Oracle Linux KVM/OVM installed on it and use hard partitioning to optimize the license qty. This will ensure that all Web, App and DB workloads for Oracle E-Business Suite ERP are hosted on dedicated x86 hardware and will optimize overall license qty. at the same time. Kindly confirm whether our understanding is correct.	RFP term prevail
364	11.1	168	IT Infrastructure Requirements	11. IT Infrastructure Requirements 11.1 GENERAL INSTRUCTIONS, Point f	ii. Non-production environment consisting of Development/Quality/etc. at DC	Please specify the number of Non-production environments required along with the % compared to Production environment to have uniform understanding across bidders	SI is required to design the solution as per the RFP and SLA requirements
365	11	168	IT Infrastructure Requirements	Clause: 11. IT Infrastructure Requirements Section No: 11.1 GENERAL INSTRUCTIONS	f) The integrated solution shall have following environments:iii. Production environment at Cloud based Disaster Recovery Site	Today's IT architecture, automation has becomes mandatory which will help to maintain the SLA for applications availability and performance. 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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>goes down then traffic switchover to secondary link or secondary DR. 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. 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).</p> <p><u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> 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. 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 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 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) 5. Proposed solution should be high performance, scalable and purpose-built next Generation platform for link Load Balancer features. 6. The proposed solution must support RTT and QOS feature 	
366	11	168	IT Infrastructure Requirements	RFP Page no: 168 Clause: 11. IT Infrastructure Requirements Section No: 11.1	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	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. A DDoS attack takes a website down by flooding the targeted server with	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				GENERAL INSTRUCTIONS	requirements. The Bidder would have to identify infrastructure requirement which will include server, storage, backup, operating system, database, network, security etc.	<p>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. Recent bridges are witness like phishing, ransomware, & DoS attacks, we should consider Advance DDoS along with other network security components. 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 .I would request customer to include below functionality advance protection feature which will protect from advance attack trends. <u>Minimum specification / changes required are as below:</u></p> <ol style="list-style-type: none"> 1. System should Protect against SSL/TLS-encrypted Attacks with a FIPS-2 compliant Internal/External through SSL offloader. 2. The DDoS solution should support 20G SSL throughput & SSL DDoS Inspection with 30K SSL TPS @2k bit Key RSA and 20K SSL TPS with ECC. 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. 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. 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. 	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						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.	
367	11.1	168	DR Site on third party (Cloud) site:	RFP Page no: 166 & 167 Clause: 11. IT Infrastructure Requirements 11.1 GENERAL INSTRUCTIONS	h) DR Site on third party (Cloud) site: iii. In the event of DC failure, DR site shall take over the active role, with 50% of compute of DC production environment infrastructure and such scenario will be called "Active DR". Else the compute environment in DR shall be available with minimum possible compute resources required for a functional DR as per the Cloud solution offered, such scenario will be called "Idle DR". DC Production Database shall be replicated on an ongoing basis and shall be available in full as per designed RTO/RPO (2 hours/ 4 hours) and replication strategy.vi. DC and DR should be configured in Active-Passive Mode.	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. 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.I would request SSCDL / Bidder to include below feature functionality which will help to get the best cloud solutions for customer. Minimum specification / changes required are as below: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, AWAFF, 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. 6. Cloud service should provide DDoS solution which should protect customer DR site (on cloud) from all type of volumetric attacks. 7. Cloud service should maintain similar license capacity (On-cloud) of ADC solution running in DC (On-premises). Ex: Device throughput,	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>SSL TPS, WAF, GSLB QPS, SSL VPN Users.8. The proposed solution shall meet DNS protection functionality like • It should support DNSSEC. • DNS NX-Domain attack protection • DNS TCP active authentication.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.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.11. WAF security policies and DDOS configured In DC (on Prem) should have same signatures as the cloud WAF and DDOS for robust security. 12. On-Cloud, ADC, GSLB, WAF, SSL-VPN, DDoS solution should be certified with on-prem ADC, GSLB, WAF, SSL-VPN, DDoS solutions . 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.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.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.16. Application Layer Encryption service which allows Application security solution to protect credentials and sensitive fields from compromise at the client/browser level. 17. Solution must use AI/ML based algorithms to detect the anomaly in the application behavior and must not reply on old generation signature-based</p>	

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<p>technologies to detect and prevent the sophisticated attacks including gift card cracking, card enumeration, skimming, password spraying, scraping, spambots & synthetic identities.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 & synthetic identities19. 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.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.21. The solutions must be a Leader or Challenger in the Gartner Magic Quadrant of Web Application Firewalls 2019.22. 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>	
368	11	168	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point f	<p>f) The integrated solution shall have following environments:</p> <p>i. Production environment at DC configured in High availability mode with no single point of failure in Active-Active Mode.</p> <p>ii. Non-production environment consisting of Development/ Quality/etc. at DC</p> <p>iii. Production environment at Cloud based Disaster Recovery Site</p> <p>g) For ERP production server must</p>	<p>Please confirm whether HSM kind of device will also be required at “Non-production environment consisting of Development/ Quality/etc. at DC” environment. If yes, qty. of the devices will be 4 Nos. (2 DC, 1 Non-Prod., 1 DR) which will unnecessarily increase the cost of the project</p>	<p>Same HSM device for production can be used for non-production environment also.</p>

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					be on physical architecture without use of virtualization.		
369	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h (iii)	DC Production Database shall be replicated on an ongoing basis and shall be available in full as per designed RTO/RPO (2 hours/ 4 hours) and replication strategy. The solution has to be configured with an RPO of 2 hour and RTO of 4 hour	The mentioned clauses are contradictory with respect to RTO / RPO requirement. Ideally, RTO is more than RPO and hence as per our understanding the later statement "RPO of 2 hour and RTO of 4 hour" is valid. Please confirm	Please refer to the Addendum & Corrigendum 1
370	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h (iv)	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 SMC to keep solution open for Bidders to propose latest technologies	RFP term prevails
371	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	DR storage should be provisioned at 50% of the capacity (250 TB) of the Data Centre site. In case of requirement for additional storage space, SI will be required to provision the same as per the approved rate on pro-rata basis.	DR storage should be provisioned at 50% of the capacity (250 TB) of the Data Centre site. In case of requirement for additional storage space, SI will be required to provision the same as per the approved rate on pro-rata basis. Kindly confirm	Query not clear
372	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	Storage for DR Cloud	What are the type of storage to be considered for 250 TB SSD/ ST1	Bidder to propose solution as per RFP requirements.
373	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	DR storage should be provisioned at 50% of the capacity (250 TB) of the Data Centre site. In case of requirement for additional storage space, SI will be required to provision the same as per the approved rate on pro-rata basis.	Similar to DC Storage requirement, please clarify on the Disk type requirements for DR Storage as will to have uniform understanding across bidders	Bidder to propose solution as per RFP requirements.
374	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	General DR Query	Please confirm if there any existing cloud footprint? Or account on AWS to setup DR environment?	No, such cloud footprints or account existing

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
375	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	General DR Query	What are the security components required to be part of DR setup. Example - Firewall , Antivirus, SIEM etc	Bidder to design the solution and propose solution components based on the RFP requirements.
376	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	General DR Query	Is monitoring on DR required to be enabled? If so can we propose cloud native monitoring	Bidder to design the solution and propose solution components based on the RFP requirements.
377	11	169	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.	Please refer to the Addendum & Corrigendum 1
378	11	169	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.
379	11	169	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	RPO is 2 hrs/ RTO is 4 Hrs as per understanding of the document for the database part only or is it for entire Infra	This is for entire DR solution
380	11	169	IT Infrastructure Requirements	IT Infrastructure Requirements, General Instructions, Point h	DR Setup Time frame	THE DR is written for only 4 years so we will setup DR on what date and the end date . In case of extension will it be minimum 1 year or months	Please refer to section 2.7.2.2. on the timeline for setting up of DR
381	11.2	171	Technical Specification	SERVER FOR ERP SOLUTION, Memory Technology, Point 5	Form Factor - 2U or Higher Rack Mountable	Rack Mountable consume more space compared to Blade Architecture. Considering, the proposed solution will be hosted in SMC premises request SMC to keep this clause open for Bidder to propose the best breed solution from Rack / Blade Architecture	RFP term prevails.
382	11.2	171	Technical Specification	SERVER FOR ERP SOLUTION, Server Management Features , Point 13	13. Server Management Features / Technologies / Software	We request Server must also support key features 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.
383	11.2	172	Technical Specification	SERVER FOR ERP SOLUTION, Point 9	4 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN, Failover, Fault Tolerance must be available from day one. Scalability	Wake on LAN feature is supported only on single network adapter with 2 ports in enterprise grade server. Since clause asks here for 4 x 10Gb SFP+ ports, we need to propose min. 2 x 10Gb 2P SFP+	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					of 25Gigabit Ethernet Ports in same server.	network adapters. Request to change this clause to " 4 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN (optional), Failover, Fault Tolerance must be available from day one. Scalability of 25Gigabit Ethernet Ports in same server."	
384	11.2	174	Technical Specification	SERVER FOR OTHER SOLUTION, Server Management Features , Point 13	13. Server Management Features / Technologies / Software	We request Server must also support key features 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.
385	11.2	175	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.
386	11.2	178	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.
387	11.2	178	Technical Specification	SAN STORAGE WITH SAN SWITCHES,RAID Support, Point 8	System should support a minimum of 500 drives or more within the same set of controllers.	Kindly update this clause to " System should be scalable upto minimum of 500 drives or more. " RFP asks for 500TB usable capacity configured on day 1 which can be proposed in less than 200 drives. Moreover the array offered can always be upgraded in future along with additional controllers, hence request the authority to revise this clause so that SI can propose a cost optimized solution.	RFP term prevails.
388	11.2	178	Technical Specification	SAN STORAGE WITH SAN SWITCHES, Point 3	3. Controllers : Minimum four Xeon 8 Core CPU across storage controllers	We request SMC to modify the clause as the Xeon 8 core CPU as these are aged. " 3. Controllers : Minimum 2 * 20 Core CPU at 2.0GHz speed across storage controllers "	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						Justification : This will enable SMC to get latest generation products and solution with better TCO/ROI and performance for ERP project.	
389	11.2	179	Technical Specification	SERVER FOR ERP SOLUTION, Storage Controllers, Point 12	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. DR storage should be provisioned at 50% of the capacity (250 TB) of the Data Centre site.	Similar to DC Storage requirement, please clarify on the Disk type requirements for DR Storage as will to have uniform understanding across bidders	Bidder to propose solution as per RFP requirements.
390	11.2	179	Technical Specification	SERVER FOR ERP SOLUTION, Storage Controllers, Point 12	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.	Most of the OEMs today guarantee, minimum 3:1 compression on capacity with All-Flash drives which also improves the overall system performance. Request SMC to keep this clause open for Bidder to propose the best breed solution with same usable capacity	RFP term prevails.
391	11.2	179	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)	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. 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. These enterprise datacenter class SAN Storage come with RAID 6 as standard. Hence we request to modify the clause	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						as:"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"	
392	11.2	179	Technical Specification	SAN STORAGE WITH SAN SWITCHES, Point 13	13. Global Hot Spare : System should have the capability to designate global hot spares that can be automatically be used to replace a failed drive anywhere in the system.	We request SMC to modify the clause as the Xeon 8 core CPU as these are aged. " Global/Distributed Hot Spare : System should have the capability to designate global/Distributed hot spares that can be automatically be used to replace a failed drive anywhere in the system. " Justification : The Technology has evolved and systems are being offered with better Hot spare technology for Faster Rebuild time with faster and better drives like SSD, NVMe. Hence this will benefit SMC ERP project with minimal rebuild time in the event of disk failures.	RFP term prevails.
393	11.2	180	Technical Specification	SAN STORAGE WITH SAN SWITCHES, Storage, Point 12	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. • Bidder is required to use RAID 5 / RAID 6 / RAID 10 as per best practices and to maximize 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. •Capacity of SSD drive proposed should not be more than 4 TB. • Capacity of SAS drive proposed should not be more than 2 TB. • Capacity of NL-SAS drive proposed should not be more than 10 TB	(2) SAS Drive not more than 2TB leaves only option of 1.2TB and 1.8TB.1.2TB SAS, 1.8TB 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. All latest offering from major storage vendors have 2.4TB SAS 10k HDD option available in them.Additionally, on one side RFP clearly mentions to configure capacity as per best practices to maximize performance of entire solution and on the other it limits the LUN size to 10 drives. Today's intelligent storage arrays have AI algorithm's which automatically factor LUN/RAID group size as per total no. of drives configured with best optimal performance. These settings cannot be manually over ridden. The same is true for global hot spares as well...additional spare capacity is automatically factored at the time of sizing. Hence request authority to change the clause as per below: <u>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</u>	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						<u>drives and 200 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. • Capacity of SSD drive proposed should not be more than 4 TB. • Capacity of SAS drive proposed should not be more than 2.5 TB. • Capacity of NL-SAS drive proposed should not be more than 10 TB.</u>	
394	11.2	183	Technical Specification	LTO8 TAPE LIBRARY Point No. 4	LTO8 TAPE LIBRARY	Considering DR on Cloud, request SMC to keep solution open for bidders to propose latest technologies	RFP term prevails.
395	11.2	185	Technical Specification	10 G LAN SWITCH, Point 13	Energy Efficient Ethernet (EEE)	Please remove as this not applicable for DC 10G Fiber and Copper Switches.	Please refer to the Addendum & Corrigendum 1
396	11.2	185	Technical Specification	10 G LAN SWITCH	Addition	"The Switches should be EAL3/ NDPP/ NDcPP certified form Day 1. EAL/ NDPP/ NDcPP certification ensure the baseline Security Functional Requirements and Security Assurance Requirements for network devices. Hence we request to add this."	RFP term prevails.
397	11.2	187	Technical Specification	10 G LAN SWITCH, Point 7	Support for Automatic Negotiation of Trunking Protocol, to help minimize the configuration & errors.	Please remove this as Automatic Negotiation of Trunking Protocol is not recommended for DC switches and not supported either by major OEMs	RFP term prevails.
398	11.2	189	Technical Specification	10 G LAN SWITCH ,Point no. 9 , Network Security & QoS	Support for Asynchronous data flows upstream and downstream from the end station or on the uplink using ingress policing and egress shaping.	Please remove Asynchronous data flows. The Asynchronous data flows is not having any IEEE standard and is supported by specific OEMs only	Please refer to the Addendum & Corrigendum 1
399	11.2	189	Technical Specification	10 G LAN SWITCH, Point 9	Support for Asynchronous data flows upstream and downstream from the end station or on the uplink using ingress policing and egress shaping.	Please remove this is not a standard switch terminology	Please refer to the Addendum & Corrigendum 1
400	11.2	191	Technical Specification	10 G LAN SWITCH, Point 22	Web based management interface through either GUI based software Utility or using standard web browser interfaces which supports configuration, system dashboard, system maintenance and monitoring and for easier software / firmware upgrade through network	Since, This switches are part of the Datacenter Networking Products and used for 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.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					using TFTP/HTTP Etc & to upload / download configurations to and from the switch.		
401	11.2	192	Technical Specification	10 G LAN SWITCH ,Point no. 13	Energy Efficient Ethernet (EEE), FCC Class B (optional), FCC Class A, IPv6 USGv6 Certification, IPv6 UNH Certification	Please remove IPv6 USGv6 Certification and IPv6 UNH Certification or make it optional. These certification are not the standard certification follow by all the OEMs	Please refer to the Addendum & Corrigendum 1
402	11.2	193	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.	This specification is vendor specific. Hence request you to amend the clause 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.	RFP term prevails.
403	11.2	193	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. Archiving 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.
404	11.2	193	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 bare metal solution, the critical volume capacity should be same as of the source system. The restoration can be done on the dissimilar OEM hardware. Hence request you to amend this specification.	RFP term prevails.
405	11.2	198	Technical Specification	CLOUD BASED EMAIL EXCHANGE & COLLABORATION	i. Anti-Malware & Anti-Spam Protection – 99% or better spam-blocking effectiveness	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	1.Bidder is required to capture the required details during requirement gathering phase 2. Bidder is required to capture the required

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				TOOL, Security Features, Point 6	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, behavior analysis ix. Encryption in E-Mail transit with TLS	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.	details during requirement gathering phase 3. Bidder is required to capture the required details during requirement gathering phase 4. RFP term prevails
406	11.2	198	Technical Specification	CLOUD BASED EMAIL EXCHANGE & COLLABORATION TOOL, Point 6	Security Featuresi. Anti-Malware & Anti-Spam Protection – 99% or better spam-blocking effectivenessii. Anti-Virus Scanning - Incoming & Outgoing mails with or without attachments.iii. Anti-Spyware blockingiv. Anti-Phishing blockingv. Ransomware blockingvi. Certified data privacy - ISO 9001 / ISO 27001vii. Integrated Cyber Securityviii. Emerging Threat Control – Sandboxing, behavior analysisix. Encryption in E-Mail transit with TLS Security Featuresi. Anti-Malware & Anti-Spam Protection – 99% or better spam-blocking effectivenessii. Anti-Virus Scanning - Incoming & Outgoing mails with or without attachments.iii. Anti-Spyware blockingiv. Anti-Phishing blockingv. Ransomware blockingvi. Certified data privacy - ISO 9001 / ISO 27001vii. Integrated Cyber Securityviii. Emerging Threat Control – Sandboxing, behavior analysisix. Encryption in E-Mail transit with TLS	Is bidder need to propose all this email solution separately Kindly elaborate the exact requirement.	The requirement is self explanatory

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					Anti-Malware & Anti-Spam Protection – 99% or better spam-blocking effectivenessii. Anti-Virus Scanning - Incoming & Outgoing mails with or without attachments.iii. Anti-Spyware blockingiv. Anti-Phishing blockingv. Ransomware blockingvi. Certified data privacy - ISO 9001 / ISO 27001vii. Integrated Cyber Securityviii. Emerging Threat Control – Sandboxing, behavior analysisix. Encryption in E-Mail transit with TLS		
407	11.2	200	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
408	11.2	200	Technical Specification	HSM Device, Generic query		A) Please provide more clarity on the scope of HSM Device in the entire solution as section 2.2 (point no 10.3), 11.1 and 11.2 are not giving enough clarity.	All mentioned sections are self explanatory
409	11.2	200	Technical Specification	HSM Device, Generic query	TCP/IP Network based appliance.	SI can propose virtual appliance as well ? Also please share the preference for DR as well.	RFP term prevails.
410	11.3	203	SUMMARY OF BILL OF QUANTITY (BOQ)	Notorized Copy	3. The Bidder and OEM compliances wherever it has mentioned "Yes" must be duly signed and stamped and same must be submitted in original or notarized. The Bidder and OEM compliances must be submitted for all modules whose functionalities are mentioned in Section 2.2 of the RFP. 4. The OEM Authorization Letter wherever it has mentioned "Yes" must be duly signed and stamped and same must be submitted in original or notarized. as per FORM 1.17	We understand that "True copy" attestation from the authorized notary public will be considered. Please confirm.	Yes, understanding is correct
411	11.3	203	SUMMARY OF BILL OF QUANTITY (BOQ)	Table-1- Software Licenses pertaining to ERP OEM and	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 &	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				Table 2 - Other Software Licenses & ATS Cost, Pg. no. 197 and 199		Transition to Support team, pls clarify where this is to be included in the price bid.	
412	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.
413	Appendix	203	Appendix 1	Appendix 1: Resource Requirements	Minimum qualification - B.Tech/B.E./ CA / MCA for FunctionalConsultants (Finance, HR, Project Management, Material management, Asset Management, E-office application)	Request you to modify the minimum qualification for FunctionalConsultants to - B.Tech/B.E./ CA / MCA/ M.Tech / M.Sc (IT)	RFP term prevails.
414	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.
415	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.
416	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.
417	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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
418	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.
419	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.
420	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.
421	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.
422	Appendix	213	Appendix 2	Appendix 2: DATA MIGRATION DETAILS	Activities to be undertaken by SMC team	We understand that SMC will populate the extracted and cleansed data to the template provided by Bidder, please confirm	Extraction of data and data cleansing will be joint responsibility of SMC current team along with selected bidder. 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
423	Appendix	213	Appendix 2	Appendix 2: DATA MIGRATION DETAILS	General Scope	We have assumed that overall around 25 applications from legacy system would be envisaged to be discontinued/ retired or sunset, please confirm and provide list and name How many of these are citizen facing application (to be retired/ sunset)	Necessary details will be shared with successful bidder
424	Appendix	213	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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
425	Appendix	213	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
426	Appendix	213	Appendix 2	Appendix 2: DATA MIGRATION DETAILS	Out of the 1000 email accounts envisaged as part of the solution, SMC is currently using 160 email accounts on google for business.	Please clarify if Bidder needs to migrate these 160 email accounts from Google for Business to newly proposed solution	Yes
427	Appendix	213	Appendix 2	Appendix 2: DATA MIGRATION DETAILS	Project & Portfolio Management, Enterprise Asset Management with Planned Maintenance, Water Utility & Billing, Complaint Management / Grievance redressal mechanism, Property Tax, Professional Tax, Shops & Establishment, Field Inspection & reporting, Integrated audit management system, Vigilance work assignment & reporting, Court case management, Inter-departmental file movement (Inward-Outward), Meeting Management, RTI Application Management.	Please clarify for the scope of data migration for Project & Portfolio Management, Enterprise Asset Management with Planned Maintenance , since these functionalities are not in scope for the implementation, hence these data will reside in the current SMC systems only.	Necessary details will be shared with successful bidder and same will be finalized at the time of requirement gathering phase
428	Appendix	216	Appendix 4	Appendix 4: CONTRACT AGREEMENT	“Contract” means this Agreement entered into between SSCDL and the Systems Integrator including all attachments and annexure thereto and all documents incorporated by reference therein	..and annexure thereto and all documents incorporated by reference therein Kindly clarify what all documents are referred in the definition	RFP, Addendum, Clarifications etc
429	Appendix	217	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 3	In the event of implementation period getting extended beyond implementation timelines, for reasons not attributable to the Systems Integrator, SSCDL reserves the right to extend the term of the Agreement by corresponding period to allow validity of contract for 4 years from the date of completion of Hypercare Support. (Note: Delay caused due to any reason not in	In the event of implementation period getting extended beyond implementation timelines, for reasons not attributable to the Systems Integrator, SSCDL reserves the right to extend the term of the Agreement by corresponding period to allow validity of contract for 4 years from the date of completion of Hypercare Support on mutual agreement. (Note: Delay caused due to any reason not in control of or not attributable to the SI would not be attributed to the project period.)	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					control of the SI would not be attributed to the project period.)		
430	Appendix x	218	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 RFP and subsequent Addendum & Corrigendum. The SLAs applicable to this Contract shall be liable for the additional items too.	6. Scope Extension SSCDL reserves right to extend the scope of services for the price & timelines as given in RFP and subsequent Addendum & Corrigendum. The SLAs applicable to this Contract shall be liable for the additional items too. Any amendment to the Scope shall be done with mutual agreement & consent of SI.	RFP term prevails.
431	Appendix x	218	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 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. The SLAs applicable to this Contract shall be liable for the additional items too	SSCDL reserves right to extend the scope of services on mutually agreed for the price & timelines as given in Annexure II & Annexure III to this Agreement. The SLAs applicable to this Contract shall be liable for the additional items too	Please reread Appendix-4, Point No. 6
432	Appendix x	219	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 9	Use & Acquisition of Assets during the term) Assets would be owned by the SSCDL however, the System Integrator would be custodian of the same during the entire contract period and would take care of all wear-tear, insurance, theft etc. so that the SLAs are not affected.c) keep all the tangible Assets in good & serviceable condition (reasonable wear & tear excepted) &/or the intangible Assets suitably upgraded subject to the relevant standards as stated in of the RFP to meet the SLAs mentioned in the contract & during the entire term of the Agreement.k) Use the Assets only in accordance with the terms hereof & those contained in the SLAs) Ownership of the Assets shall vest with SSCDL from the date of supply of the project. Ownership of any asset, created during the	a) Subject to payment by SSCDL, Assets would be owned by the SSCDL however, the System Integrator would be custodian of the same during the entire contract period and would take care of all wear-tear, insurance, theft etc. so that the SLAs are not affected.c) As far as practicable, keep all the tangible Assets in good & serviceable condition (reasonable wear & tear excepted) &/or the intangible Assets suitably upgraded subject to the relevant standards as stated in of the RFP to meet the SLAs mentioned in the contract & during the entire term of the Agreement.k) Use the Assets only in accordance with the terms hereof & those contained in the SLAs or EULA) Subject to payment by SSCDL, Ownership of the Assets shall vest with SSCDL from the date of supply of the project. Subject to payment by SSCDL, Ownership of any asset, created during the contractual period (except for pre-existing Intellectual Property of SI), shall also vest with SSCDL upon creation of such asset. System Integrator shall not use SSCDL data or assets to provide services for the benefit of any third party, as a service bureau or in any other manner.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					contractual period, shall also vest with SSCDL upon creation of such asset. System Integrator shall not use SSCDL data or assets to provide services for the benefit of any third party, as a service bureau or in any other manner.		
433	Appendix x	221	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 10	<p>Safety and Security</p> <p>a) The System Integrator will comply with the directions issued from time to time by SSCDL and the standards related to the security and safety in so far as it applies to the provision of the Services.</p> <p>b) System Integrator shall also comply with the information technology security and standard policies in force from time to time by SSCDL/SMC or as recommended by any statutory authority.</p>	<p>a) The System Integrator will comply with the directions issued from time to time by SSCDL and the standards related to the security and safety in so far as it applies to the provision of the Services and as provided by the SSCDL in writing and in advance.</p> <p>b) System Integrator shall also comply with the applicable information technology security and standard policies in force from time to time by SSCDL/SMC and as provided by SSCDL/SMC to the SI in writing and in advance or as recommended by any applicable statutory authority.</p>	RFP term prevails.
434	Appendix x	221	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 11, Indemnity	<p>Indemnity</p> <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>The System Integrator Parties agrees to indemnify and hold harmless SSCDL the other Party, 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 third-party 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>	RFP term prevails.
435	Appendix x	221	Appendix 4	Appendix 4: CONTRACT	b) The failure by the System Integrator to fulfil any covenant or	b) The failure by the System Integrator to fulfil any covenant or condition contained in this Agreement,	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				AGREEMENT, Point 11, Indemnity	condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement, RFP and Addenda & 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	including without limitation the breach of any terms and conditions of this Agreement, RFP and Addenda & 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, materials (or the access, use or other rights thereto) created/provided by System Integrator Parties pursuant to this Agreement, or any equipment, software, information, methods of operation or other intellectual property created/provided by System Integrator Parties or sub-contractors pursuant to this Agreement	
436	Appendix x	221	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 11, Indemnity	b) Addition in the end	(C) SI's compliance with SSCDL's specific technical designs or instructions; (ii) inclusion in a Deliverable of any content or other materials provided by SSCDL and the infringement relates to or arises from such SSCDL materials or provided material; (iii) modification of a Deliverable after delivery by SI to SSCDL if such modification was not made by or on behalf of the SI; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by SI; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Work Order by the SI; or (vi) use of a superseded release of some or all of the Deliverables or SSCDL failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the SI.	RFP term prevails.
437	Appendix x	221	Appendix 4	Appendix 4: CONTRACT	c) any compensation / claim or proceeding by any third party	We request the following changes c) any compensation / claim or proceeding by any third	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				AGREEMENT, Point 11, Indemnity	against SSCDL arising out of any act, deed or omission by the System Integrator or	party against SSCDL Parties arising out of any gross negligent act, deed or omission by the System Integrator or other Party or	
438	Appendix x	221	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 11, Indemnity	Indemnity	Scope of Indemnity is too extensive. Indemnity for breach of contract terms not acceptable. Also Generic Indemnity for any acts or omissions not acceptable. Indemnity to be limited to willful, misconduct, gross negligence, Death or personal injury, breach of applicable laws, confidentiality.	RFP term prevails.
439	Appendix x	221	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 11, Indemnity	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: a. any mis-statement or any breach of any representation or warranty made by the System Integrator or; 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 & Corrigenda thereto by any employee or agent of the System Integrator.	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.	RFP term prevails.
440	Appendix x	222	Appendix 4	, Point 12, Third Party Claims	Subject to Sub-clause (b) below, the Selected bidder (the "Indemnified	Subject to Sub-clause (b) below, the Selected bidder (the "Indemnified Party") from and against all losses,	Please refer to the Addendum & Corrigendum 1

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.	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.	
441	Appendix x	222	Appendix 4	, Point 12, Third Party Claims	Third Party claims) Subject to Sub-clause (b) below, the System Integrator (the "Indemnified Party") from and against all losses, claims litigation and damages on account of bodily injury, death or damage to tangible personal property arising in favor or any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this Agreement or the SLAs.	a) Subject to Sub-clause (b) below, the SSCDL (Indemnifying Party) shall defend, indemnify and hold harmless the System Integrator (the "Indemnified Party") from and against all losses, claims litigation and damages on account of bodily injury, death or damage to tangible personal property arising in favor or any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this Agreement or the SLAs. Highlighted Words seem to be missing in the RFP.	Please refer to the Addendum & Corrigendum 1
442	Appendix x	223	Appendix 4	, Point 12, Third Party Claims	b) v. system integrator hereby indemnify & hold indemnified the SSCDL harmless from & against any & all damages, losses, liabilities, expenses including legal fees & cost of litigation in connection with any action, claim, suit, proceedings as if result of claim made by the third party directly or indirectly arising out of or in connection with this agreement. ix) in the event that the Indemnifying Party is obligated to indemnify the Indemnified Party pursuant to this Article, the Indemnified Party will be entitled to	b) v. system integrator hereby indemnify & hold indemnified the SSCDL harmless from & against any & all damages, losses, liabilities, expenses including legal fees & cost of litigation in connection with any third-party action, claim, suit, proceedings as if result of claim made by the third party directly or indirectly arising out of or in connection with this agreement. ix) in the event that the Indemnifying Party is obligated to indemnify the Indemnified Party pursuant to this Article, the Indemnified Party will be entitled to invoke the Performance Bank Guarantee, if such indemnity is not paid, either in full or in part, & on the invocation of the Performance Bank Guarantee, the Indemnifying Party shall be subrogated to all rights & defenses of	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					invoke the Performance Bank Guarantee, if such indemnity is not paid, either in full or in part, & on the invocation of the Performance Bank Guarantee, the Indemnifying Party shall be subrogated to all rights & defenses of the Indemnified Party with respect to the claims to which such indemnification relates Addition in the end	the Indemnified Party with respect to the claims to which such indemnification relates This clause shall mutatis mutandis apply to SI's indemnity obligations under this Agreement.	
443	Appendix x	223	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 24. Termination of Contract	Termination for Breach	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.
444	Appendix x	224	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.
445	Appendix x	224	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 14. Warranties		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: <i>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</i>	RFP term prevails.
446	Appendix x	225	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	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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.	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.	
447	Appendix x	225	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 14, Warranties	<p>Warranties</p> <p>b) vi. The Services will be supplied in conformance with all laws, enactments, orders and regulations applicable from time to time;</p> <p>vii. System Integrator will warrant that the goods supplied under the contract are new, unused, of the most recent higher version /models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The System Integrator further warrants that the goods supplied under this contract shall have defects arising from design, materials or workmanship.</p> <p>viii. The overall system design shall be such that there is no choking point / bottleneck anywhere in the system (end-to-end) which can affect the performance / SLAs</p>	<p>We request the following changes</p> <p>vi. The Services will be supplied in conformance with all laws, enactments, orders and regulations as applicable to the business of the SI (IT industry) from time to time;</p> <p>vii. System Integrator will warrant that the goods supplied under the contract are new, unused, of the most recent higher version /models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The System Integrator further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.</p> <p>viii. During the warranty period and AMC period the overall system design shall be such that there is no material choking point / bottleneck anywhere in the system (end-to-end) which can affect the performance / SLAs</p>	RFP term prevails.
448	Appendix x	225	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 14, Warranties	<p>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</p>	<p>We request the following changes</p> <p>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 and after providing</p>	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					option to invoke the Performance Guarantee after serving a written notice of thirty (30) days on the system Integrator.	a 30 day rectification period on the system Integrator.	
449	Appendix	225	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 15. Force Majeure	Force Majeure & Vandalism In the event that any Damages to items due to Vandalism (physical Majeure attack by public, tampering of equipment by SMC / SSCDL staff and damage due to accidents) or due to Force Majeure events (such as earthquake, fire, natural calamities, war, act of God) of any kind during the contract period shall be the liability of SSCDL. In such case, SSCDL/Authority shall request the successful Bidder to repair/replace the damaged unit and reinstall the same. All costs towards the same shall be reimbursed by SSCDL/Authority to the successful Bidder less of insurance proceeds if need of replacement so arise then replacement shall be on tender rates only.	We request to include pandemic as part of the clause In the event that any Damages to items due to Vandalism (physical Majeure attack by public, tampering of equipment by SMC / SSCDL staff and damage due to accidents) or due to Force Majeure events (such as earthquake, fire, natural calamities, war, act of God, pandemic) of any kind during the contract period shall be the liability of SSCDL. In such case, SSCDL/Authority shall request the successful Bidder to repair/replace the damaged unit and reinstall the same.	RFP term prevails.
450	Appendix	225	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 15. Force Majeure	Such events may include Acts of God & acts of Government of India in their sovereign capacity. 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 (two) 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.	Such events may include Acts of God including pandemic & acts of Government of India in their sovereign capacity. 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 210 (ten) calendar days of the Force Majeure event arising. SSCDL, SI or the consultant / committee appointed by the SSCDL and SI shall study the submission of the SI and inform whether the situation can be qualified one of Force Majeure.	Please check Appendix 4: CONTRACT AGREEMENT, Point 15. Force Majeure

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
451	Appendix x	225	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	2 calendar days to short period, need 15 days.	Please check Appendix 4: CONTRACT AGREEMENT, Point 15. Force Majeure
452	Appendix x	226	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 15. Force Majeure	Notwithstanding anything to the contrary mentioned above, the decision of the SSCDL shall be final and binding on the SI.	Notwithstanding anything to the contrary mentioned above, the decision of the SSCDL shall be final and binding on the SI.	RFP term prevails.
453	Appendix x	226	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 16. Resolution of Disputes	Resolution of Disputes The SSCDL and the SI shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Agreement. If after 30 days from the commencement of such informal negotiations, the SSCDL and the SI are unable to resolve amicably such dispute, the matter will be referred to the Chairman, SSCDL, and his / her decision shall be final and binding to both.	We request the following changes The SSCDL and the SI shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Agreement. If after 30 days from the commencement of such informal negotiations, the SSCDL and the SI are unable to resolve amicably such dispute, the matter will be referred to the Chairman, SSCDL mutually appointed arbitrator, and his / her decision shall be final and binding to both.	RFP term prevails.
454	Appendix x	226	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.	We would like to have dispute resolution under the Arbitration & Conciliation Act 1996 as per the industry standard clause of Arbitration. Please modify the clause as:-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 arbitration panel under the Arbitration and Conciliation Act, 1996 as amended from time to time and his / her decision shall be final and binding to both.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
455	Appendix x	226	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.	This should be by way of Arbitration as per Arbitration and conciliation act . Final binding decision by Chairman of SSCDL is not acceptable.	RFP term prevails.
456	Appendix x	226	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.
457	Appendix x	226	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 17. Limitation of Liability towards SSCDL		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: “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, opportunity or anticipated savings (whether directly or indirectly arising).	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						Nothing in the Agreement excludes or limits either Party's liability to the other which cannot lawfully be excluded or limited."	
458	Appendix	226	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 17. Limitation of Liability towards SSCDL	Limitation of Liability towards SSCDL This limitation of liability shall not limit the SI's liability, if any, for damage to Third Parties claims caused by the SI or any person or firm acting on behalf of the SI in carrying out the scope of work envisaged herein. Addition in the end	We request the following changes . This limitation of liability shall not limit the SI's liability, if any, for damage to Third Parties intellectual property rights claims caused by the SI or any person or firm acting on behalf of the SI in carrying out the scope of work envisaged herein. Notwithstanding anything contained to the contrary, SI shall not be liable for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if SI has been advised of the possibility of such damages.	RFP term prevails.
459	Appendix	226	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 19. Safety Regulation, Accident and Damage	Safety Regulation, Accident and Damage	a. what is the safety code referred to under this clause. Such regulation should be provided to the SI in advance and Bidder shall be only responsible for any material breach by the Bidder.	This clause is applicable to SI who has entered into agreement for this work with SMC/SSCDL
460	Appendix	227	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 20. Data Ownership	Data Ownership All the data created as the part of the project shall be owned by SSCDL. The SI shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the SI only as per the IT Security Policy, approved by SSCDL. SSCDL/ its authorized representative(s) shall conduct periodic / surprise security reviews and audits, to ensure the compliance by the SI Vendor to data / system security.	We request the following change Subject to payment by SSCDL , all the data created as the part of the project shall be owned by SSCDL. The SI shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the SI only as per the IT Security Policy, approved by SSCDL. SSCDL/ its authorized representative(s) (who shall not be competitors of SI) shall at its own costs shall conduct periodic / surprise security reviews and audits only on prior written notice, to ensure the compliance by the SI Vendor to data / system security..	RFP term prevails.
461	Appendix	227	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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						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.	
462	Appendix x	227	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 21. Intellectual Property Rights.	Intellectual Property Rights a. 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.	We suggest the following SSCDL acknowledges that in performing services under this Agreement and providing customized solution for the project, SI may use SI's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by SI prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the services hereunder, ("SI's pre-existing IP"). Notwithstanding anything to the contrary contained in this Agreement, SI shall continue to retain all the ownership, the rights title and interests to all SI pre-existing IP. To the extent that any SI pre-existing IP or a portion thereof is incorporated or contained in a customized solution under this Agreement, SSCDL shall use the SI pre-existing IP only as part of the customized solution in which they are incorporated or embedded and not on a standalone basis. All the third-party materials shall be governed by the terms of the respective third-party end user license agreement (EULA) and SSCDL shall directly enter into EULA with such third-party service providers.	RFP term prevails.
463	Appendix x	228	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 23. Exit Management	Exit Management a. The exit management period starts, in case of expiry of contract, at least 6 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the SI. The exit management period ends on the date agreed upon by	We suggest the following changes- a) The exit management period starts, in case of expiry of contract, maximum of at least 6 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the SI. The exit management period ends on the date agreed upon by the SSCDL which shall not be more than 6 months or Six months after the beginning of the exit management period, whichever is earlier.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					the SSCDL or Six months after the beginning of the exit management period, whichever is earlier. c) Employees	c) SSCDL cannot hire any of LTI's employees nor will LTI share any employee data. Hence request to drop the sentence	
464	Appendix x	229	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 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 request to you modify the clause as:-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 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.	Please refer to the Addendum & Corrigendum 1
465	Appendix x	229	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 23. Exit Management	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	SSCDL cannot hire any of LTI's employees nor will LTI share any employee data. Hence request to drop the sentence	Please refer to the Addendum & Corrigendum 1

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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.		
466	Appendix	229	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.	Please refer to the Addendum & Corrigendum 1
467	Appendix	230	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 23. Exit	f) Transfer Cost: On premature termination of the contract for reasons other than those mentioned in section 23.a	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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
				Management, Point f	(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	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 a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Contractor's best effort e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	
468	Appendix x	230	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 24. Termination of Contract	a) SSCDL may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a notice of 30 days stating the reason for default to the SI and as it deems fit, terminate the contract either in whole or in part: i. If the SI fails to deliver any or all of the project requirements / operationalization / go-live of the project within the time frame specified in the contract/RFP; or If the SI fails to perform any other obligation(s) under the contract/RFP On receipt of such notice, SI will be required to cure any breach/ default of the Contract, if SSCDL is of the view that the breach may be rectified. On failure of the SI to rectify such breach within 30 days, SSCDL may terminate the contract, provided that such termination will not	a) Either Party 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 other party SI and as it deems fit, terminate the contract either in whole or in part: i. If the SI fails to deliver any or all of the project requirements / operationalization / go-live of the project within the time frame specified in the contract/RFP; or If the SI/SSCDL fails to perform any other obligation(s) under the contract/RFP On receipt of such notice, SI will be required to cure any breach/ default of the Contract, if SSCDL is of the view that the breach may be rectified. On failure of the defaulting party SI to rectify such breach within 30 days, the other party 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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					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	To be included: In the event of termination, SSCDL shall pay Successful bidder for goods delivered and services rendered till the date of termination.	
469	Appendix x	230	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 24. Termination of Contract	Termination of Contract a) SSCDL may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a notice of 30 days stating the reason for default to the SI and as it deems fit, terminate the contract either in whole or in part. If the SI fails to deliver any or all of the project requirements / operationalization / go-live of the project within the time frame specified in the contract/RFP; or if the SI fails to perform any other obligation(s) under the contract/RFP On receipt of such notice, SI will be required to cure any breach/ default of the Contract, if SSCDL is of the view that the breach may be rectified.	a) SSCDL Parties 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 30 day rectification period and 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. If the SI other Party fails to perform its obligations under the Contract or deliver any or all of the project requirements / operationalization / go-live of the project within the time frame specified in the contract/RFP; or if the SI fails to perform any other obligation(s) under the contract/RFP On receipt of such notice, SI will be required to cure any breach/ default of the Contract, within 30 days. if SSCDL is of the view that the breach may be rectified.	RFP term prevails.
470	Appendix x	230	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 24. Termination of Contract	On failure of the SI to rectify such breach within 30 days, SSCDL may terminate the contract, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SSCDL. In such event the SI shall be liable for penalty/liquidated damages imposed by the SSCDL. The performance Guarantee shall be forfeited by the SSCDL	On failure of the SI-Party to rectify such breach within 30 days, SSCDL other Party may terminate the contract, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SSCDL. In such event the SI shall be liable for penalty/liquidated damages imposed by the SSCDL. The performance Guarantee shall be forfeited by the SSCDL. Such termination by SSCDL shall not affect the payment obligation of SSCDL for services already performed and deliverables already delivered till the date of termination.	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
471	Appendix x	230	Appendix 4	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.
472	Appendix x	231	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 24. Termination of Contract	Consequences of Termination In the event of termination of this contract, SSCDL is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the SI shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to SSCDL and/ or succeeding vendor, as may be required, to take over the obligations of the SI in relation to the execution / continued execution of the requirements of this contract.	We request the following changes In the event of termination of this contract for material breach by SI, SSCDL is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the SI shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to SSCDL and/ or succeeding vendor, as may be required, to take over the obligations of the SI in relation to the execution / continued execution of the requirements of this contract.	RFP term prevails.
473	Appendix x	231	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.
474	Appendix x	234	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 25, Miscellaneous	Miscellaneous a) Confidentiality b) Standard of performance The SI shall also conform to the standards laid down by SMC or SSCDL or Government of Gujarat or Government of India from time to time c) Sub Contracts: The SI shall take prior approval from SSCDL for sub-contracting any allowed work as mentioned in clause , if not already specified in the proposal and approved by SSCDL.	a) Confidentiality: the clause should be mutual and obligations shall mutatais mutandis apply to the SSCDL for confidential information shared by SI. The obligations shall survive fro 3 years post expiry or termination of the Agreement b) Standard of performance: The SI shall also conform to the applicable standards laid down by SMC or SSCDL or Government of Gujarat or Government of India from time to time and as provided by SMC or SSCDL in writing. c) Subcontract: The SI shall take prior approval from SSCDL for sub-contracting any allowed work as mentioned in clause and such approval shall not be unreasonably withheld by SSCDL, if not already	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
					<p>i) b. Personnel/Employees: SSCDL or its nominated agencies shall have the right to require the removal or replacement of any system Integrator personnel performing work under this Agreement. Addition in the end</p> <p>l) Entire Agreement: This MSA, the SLAs & all schedules appended thereto & the contents & specifications of the RFP subsequent corrigenda issued thereon & clarification (undertakings) accepted by the SSCDL constitute the entire agreement between the Parties with respect to their subject matter.</p>	<p>specified in the proposal and approved by SSCDL.</p> <p>i) b. Personnel/Employees: SSCDL or its nominated agencies shall have the right to require the removal or replacement of any system Integrator personnel performing work under this Agreement subject to reason provided by SSCDL in writing. This clause shall only be applicable for key personnel.</p> <p>l) Entire Agreement: This MSA, the SLAs & all schedules appended thereto & the contents & specifications of the RFP subsequent corrigenda issued thereon & clarification (undertakings) accepted by the SSCDL Parties constitute the entire agreement between the Parties with respect to their subject matter.</p>	
475	Appendix x	234	Appendix 4	Appendix 4: CONTRACT AGREEMENT, Point 25, Miscellaneous , Point d	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.
476			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
477			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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
478			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
479			Generic	General	Security Testing	1. Is MECON going to do a 3rd party VAPT test for security? 2. What is the level of security required for Data (At Rest & Motion)?	Query not clear
480			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
481			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
482			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.
483			Generic	Site Not Ready (SNR)	Clause not present in RFP	Please add the clause:- SMC/SSCDL hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. SMC/SSCDL agrees that SI shall not be in any manner be liable for any delay arising out of SMC/SSCDL'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.
484			Generic	Pass Through Warranty	Clause not present in RFP	Please add the clause:- 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	RFP term prevails.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
						licensor of the products and, to the extent, granted by such manufacturer or licensor, the SMC/SSCDL 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.	
485			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.
486			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.
487			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.
488			Generic	Change Order	Clause not present in RFP	Please add the clause:- 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.

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
489			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.
490			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.
491			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
492			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.
493			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
494			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
495			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.
496			Generic	General	Central Development Location	What is the central development location for this engagement?	Query not clear
497			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
498			Generic	General		Other Security controls are not in scope like Firewall,IPS,DDoS, Proxy, VA,PT etc. and same is applicable for Cloud DR ?	Please refer to point 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

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
499			Generic	General		We understand that the current Civic Services Portal is built on .Net platform and many of e-Services are already available. We further want to understand o what enhancement is expected in this Portal? o Is it required to add additional e-Services? If yes How many. o Will the new SI need to takeover and Manage this portal going forward? o Will we receive the Knowledge transfer and code handover from the incumbent? o Is there a need for scaling the hardware as well.	Necessary details will be shared to successful bidder
500			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
501			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
502			Generic		Generic Query	For ITSM tool cloud model will be accepted	RFP term prevails
503			Generic		Generic Query	How is the network connectivity to DR Planed VPN or P2P to be given	Please refer to the Addendum & Corrigendum 1
504			Generic		General	Pls. confirm whether the existing 32application of SMC will get replicated to DR. What is the database for Applications other than ERP/BPM applications and what is the OS to be considered for same. Pls. share the list of application along with their supported OS, DB and Sizing.	Solution developed under the scope of current RFP will be hosted on DR.
505			Generic		General	The 250 TB of space on DR is assumed as standard storage HDD. Elsewise please confirm what type of storage is required for this.	Bidder to propose solution as per RFP requirements.
506			Generic		DR storage should be provisioned at 50% of the capacity (250 TB) of the Data Centre site.	Please confirm if the applications will be compatible with 50% SAPS and Memory instances on DR.	RFP term prevails.
507			Generic		General	How is the network connectivity to DR : VPN or P2P	Please refer to the Addendum & Corrigendum 1
508			Generic		Bidder will be required to quote the price for Active DR and Idle DR setup separately	Please confirm that DR Drill cost will be included in the quote of idle DR. And the active DR One Month quote will be made	Please refer to the instructions provided in section 10.3, point no 7
509			Generic		General	What is the total number of civic application approval processes/services to be configured over BPM?	SI is required to capture the details during requirement gathering phase

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-02-2020]



#	RFP Section	RFP Page No.	Category	Sub-Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SSCDL
510			Generic		General	How many user licenses are envisaged for web-based as well as desktop-based scanning solution part of DMS requirement?	The estimated no. of user licenses are mentioned in Section 2.13 of the RFP. The solution should work for procured number of licenses and should not be dependent on no. of desktops.
511			Generic		General	Approximate total size of documents to be managed through Eoffice suite and applicable for storage in DMS.	Please check the specifications of SAN STORAGE WITH SAN SWITCH under section 11.2 where the size of the storage has already been defined
512			Generic		General	How many data fields have to be captured for each transaction level in EGov modules?	SI is required to capture the details during requirement gathering phase