

DFCCIL RESPONSE TO QUERIES PART II TO IFB NO : HQ/IT/SI/2011

#	Document	Page	Relevant section & clause	Query	Remark	Response
1	Bid Document	30	Attachments to Bid Documents - Pg 30	Is Server Automation a part of scope which would cater to the below mentioned activities :- (a) Configuration Management (b) Patch Management (c) Server Imaging (d) Software distribution		Please refer to Page 55 Enterprise Management System requirement as mentioned in Attachment 15 of Attachment to Bid Document
2	Attachments		General	Is Job Scheduling a Part of Scope for this opportunity?		Please refer Attachment 18, Functional Requirement Specifications (FRS), to Bid Document
3	Attachments	23	Attachments to Bid documents, Page 23, Attachment 9: Minimum Bill of Quantity 1. Server (RISC/ EPIC) Architecture: 2	Does it mean that all the instances should be accommodated in 2 boxes? Or bidder can propose optimal solution as per their design. Please clarify		The Bill of Quantity mentioned in the Bid Document is MINIMUM envisaged. Supplier has to propose a solution that meets the Bid Document requirements. Please refer corrigendum 1, Sl. No. 24 & 34
4	Attachments		General	Quantity of both Server and Networking Racks has not been mentioned	Please clarify both Server and Network Rack Quantity	The Bill of Quantity mentioned in the Bid Document is MINIMUM envisaged. Supplier has to propose a solution that meets the Bid Document requirements.
5	Attachments		Section 1.2 Document & Workflow Users: Concurrent Users 20.	We request you to Please provide details on the number of users who will be using Workflow & Document Management System		Please refer corrigendum 1, Sl. No. 17
6	Attachments		page 23 Minimum Bill of Quantity SSO and Digital Signature		The minimum BOQ does not specify Single Sign On and Digital Signatures both, though this needs to be given for compliance. Please clarify and specify the quantity	Only the MINIMUM BOQ is mentioned. Bidders are expected to size the solution and include NUMBERS and ITEMS other than those mentioned in the MINIMUM BOQ so as to make their Bids sufficiently responsive and the resulting solution compliant to the DFCCIL's requirement. Please refer corrigendum 1, Sl. No. 5, 14 and 21
7	Attachments		Bid attachment Document, Pg. 7, Attachment 2, Proposed solution - 4 Non- Functional Requirement Security - 1. Perimeter Security 2. Host Security 3. Application & Database Security	1. IPS requirement is not given which addresses perimeter security. Pl confirm. 2. For host security(end point protection), need to know the number of end points includes desktops and servers. How many locations and how many users per location in LAN and connectivity details are required. How many internet gateways are available? 3. How many remote internet users need to be connected to DFCCIL		1. Please refer Corrigendum 1, Sl. No. 19 2. The number of desktops can be considered to be 250 (approx.). Server details, LAN details and Internet Gateway details are provided in Section VI: Technical Requirements --> 1.3 Related Information Technology Issues and Initiatives. 3. All users should be able to connect through the Internet.

8	Attachments		<p>Bid attachment Document, Pg. 26, Attachment 15, The Supplier needs to size separately for EMS, Mail and Antivirus servers etc</p> <ol style="list-style-type: none"> 1. How many locations are there, how is it connected 2. How many users/desktops per location needs to have AV solution 3. Whether all locations are connected thro' MPLS to Data centre 4. IS DR available? 5. How many desktops and servers available in DC and DR? 6. Whether CPM needs to be included, if so, how many users per location? 		<ol style="list-style-type: none"> 1. Please refer to Page 186-187, Clause 2.2, Section VI of Bid Document. 2. End user/ Desktop based AV solution is not in the current scope of Supplier. 3. All locations (page 21, Attachment 7, Attachments to Bid Document) are proposed to be connected through MPLS network. 4. DR site is not available. 5. Supplier has to size the exact number of Servers. Existing hardware details are provided in Section VI: Technical Requirements --> 1.3 Related Information Technology Issues and Initiatives 6. Scope related to CPMs have been specified in the Bid Document. Please refer 2.5.1.2 Specific Design Considerations of Bid Document
9	Bid Document		IS DFCC planning to implement CRM/ LAM (Lease and Asset Management) to map Leasing Business		Please refer to Functional Requirement Specifications, Attachment 18 of the Bid Document
10	Bid Document		EAP consists of SAP PLM c-Folder. Does DFCC require the feature of collaborative engineering during project definition, bid clarification and project execution ?		It is the responsibility of the Bidder to choose components and propose the complete solution in line with the requirements as defined in the Bid Document.
11	Bid Document		SAP has suggested EAM (Enterprise Asset Management) to map DFCC Asset Maintenance Process. However, EAM consist of SRM Bidding Engine (RFQ - Request for Quotation), SRM Enterprise Buyer Professional SAP PLM EH&S .Does DFCC Plan to implement SAP SRM ?		It is the responsibility of the Bidder to choose components and propose the complete solution in line with the requirements as defined in the Bid Document.
12	Attachments	General	Which all third party tools/bolt-on applications are proposed to be used during implementation/thereafter?		It is the responsibility of the Bidder to choose components and propose the complete solution in line with the requirements as defined in the Bid Document.
13	Attachments	Automation Tools	<p>Do you plan to use any automation tools like below ?</p> <ol style="list-style-type: none"> 1. Third-party systems monitoring and alerting ? 2. Third-Party batch job scheduling? 3. Third-party backups/Restores ? 		It is the responsibility of the Bidder to choose components and propose the complete solution in line with the requirements as defined in the Bid Document.
14	Attachments	Reporting	<p>Do you have any specific reporting expectations wrt following</p> <ol style="list-style-type: none"> 1. Systems Availability Reporting 2. System Health Check Reports 		<p>The reporting must support monitoring of aspects defined in Attachment 3: Service Performance Levels, Attachments to Bid Documents</p> <p>Final details will be finalized with the Supplier during Requirement Gathering Phase.</p>
15		Security	<p>SAP Security design and implementation is in scope ?</p> <p>If yes, please provide following information</p> <ol style="list-style-type: none"> 1. Number of named users in system and its growth 2. Number of Job-Roles expected to use this system 		<p>It is the responsibility of the Bidder to choose components and propose the complete solution in line with the requirements as defined in the Bid Document.</p> <p>For details on number of users please refer Attachment 5: Application wise user breakup along with Corrigendum 1, Sl. No 17</p>
16	Bid Document	175	<p>As we understand that you require a scalable and standard solution for Workflow & Document Management System , so based on our experience of working with various PSU's and Government department we recommend that :</p> <ol style="list-style-type: none"> a. Proposed product should have more than 100 installations of which at least 5 should be in Indian Government / PSU's b. Product should have at least one live implementation site in Indian with more than 5 crores document archived in document management repository as well as having user base of more than 250 concurrent users. c. The proposed solution should be platform independent and should support both Linux and Windows platform. 		The solution for Workflow & Document Management System should have proven capability to deliver the functionality as required in Attachment 18, FRS for Document & Workflow Management System in DFCCIL a Public Sector Undertaking under Ministry of Railways.

17	Bid Document	175		As this RFP aims to replace existing manual systems of paper based working in DFCC by automating multiple workflows like Land Acquisition Record Management, Program & Contract Management etc involved in the day to day activities of DFCC , our understanding based on working with PSU's and Government department is that you need a Workflow Management System (Business Process Management) platform which has the capabilities of graphically modeling the processes, in built Form designer, configurable dashboards, business rule engine and integrated Document Management System for storing documents. Please confirm our understanding is correct.		The solution for Workflow & Document Management System should have proven capability to deliver the functionality as required in Attachment 18, FRS for Document & Workflow Management System in DFCCIL, a Public Sector Undertaking under Ministry of Railways. It is the responsibility of the Bidder to choose components & tools and propose the complete solution in line with the requirements as defined in the Bid Document.
18	Attachments			Is there any existing directory server available that can be leveraged by us?		No existing directory server is available on date
19	Bid Document	141	Terms of Payment (GCC Clause 12) Installation Report WAN (all sites)	Needs information on no of Sites needs the installations (Hardware or s/w) components		Please refer SCC related to GCC 1.1 (e) (iii), page 136, Section V Bid Document
20	Bid Document		Bidding Document, Section 2.2.2.2.- Telecommunication Services	Bidder understands that current scope of work cover HQ - 1no, Hosting location - 1 no., CPM offices - 14 no. Pls confirm that the understanding is correct		Please refer SCC related to GCC 1.1 (e) (iii), page 136, Section V Bid Document
21	Bid Document		Bidding Document, Section 2.2.2.2.- Telecommunication Services	Bidder understands that all the links will be of 2 mbps . This includes ILL links, LL links, and MPLS links. Pls confirm that the understanding is correct		Provisioning of Internet Leased Line link is not in the scope of Supplier. Please refer Page 187, Clause 2.2.2.2, Section VI of Bid Document for detailed scope.
22	Bid Document		Bidding Document, Section 2.5.1.5- Solution Implementation	Supplier MUST setup LAN at each of the CPM offices.Supplier needs to bear the cost of any equipment, consumable and software for the said service. Supplier MUST migrate existing IT assets of DFCCIL office locations to the new domain. Please advice on the no. of nodes at each CPM office. Please share the layout plan constituting of node layout at each CPM office. Please advice the node distribution on floor basis for each CPM office.		For number of nodes in each CPM office please refer Section VI: Technical Requirements --> 2.5.1.2: Specific Design Considerations (e), of Bid Document It is Supplier's responsibility to study the node arrangement at CPM offices during requirement gathering
23	Bid Document		Bidding Document, Section 2.5.1.5- Solution Implementation	Supplier MUST provide necessary equipments like RF Antenna, Router, power backup etc. for the WAN to operate as per intended usage. Supplier need to provide necessary power backup for the router and other networking equipment provided by Supplier.Does DFCCIL require RF connectivity as well.		The Supplier needs to provision WAN as per the Technical Specifications --> 2.2.2 Wide-Area Network, Page 186 of Bid Document The mention of RF Antenna is for the purpose of exhaustiveness of scope in case WAN implementation requires RF link.
24	Bid Document			Are all offices sufficiently equipped for integration with the proposed web system?		Bidder is required to setup connectivity and LAN for the CPM offices and execute the requirements as defined in 2.5.1.5 Solution Implementation,Page 193, Bid Document
25	Bid Document			Should the users be able to access the DFCCIL portal remotely from locations other than DFCC HQ and CPM offices or should it be only accessible on the Intranet?		The solution should be accessible to users through both Intranet and Internet.
26	Bid Document	125	pg 125, cl. 41.2	The Purchaser, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by giving a notice of termination and its reasons therefore to the Supplier.	Pl clarify, In case of default is there any penalty also charged on the basis of termination?	Please refer GCC 41.2.6, 30.3 & 28.3 of Bid Document
27	Bid Document		Liquidated Damages	Pl clarify the LD applicable incase of breach of SLA and milestones		In respect of SLAs, there are no liquidated damages. Bid Document details out the methodology for determining amount of payment to be made to the Supplier depending on the extent of adherence to SLAs. LD in case key milestones are not achieved, will be charged based on GCC 28.3 and related SCC.

28	Bid Document	74	pg 74, cl 6.1	If any dispute of any kind whatsoever shall arise between the Purchaser and the Supplier in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, or the operation of the System (whether during the progress of implementation or after its achieving Operational Acceptance and whether before or after the termination, abandonment, or breach of the Contract), the parties shall seek to resolve any such dispute by mutual consultation.	We propose that, Any disputes or differences arising under and out of, or in connection with the contract, shall be referred to the Arbitrator to be appointed by mutual agreement of both the parties. And in case of non-agreement the same shall be referred to arbitral tribunal. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by DFCC and the Successful bidder; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. The decision of the majority of arbitrators shall be final and binding upon both parties.	Please refer to Page 74 GCC 6.1.4 & 6.2.3 of Bid Document
29	Bid Document	78	Cl 9.5 pg 78	The Supplier shall indemnify and hold harmless the Purchaser from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel, but without prejudice to GCC Clause 10.1.	We request for a standard Indemnification procedure to be added before a claim is lodged.	Not agreed.
30	Bid Document	104	Cl 28.2 pg 104	28.2 If the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems pursuant to the SCC for GCC Clause 27.2.1) within the time for achieving Operational Acceptance specified in the Implementation Schedule in the Technical Requirement or the Agreed and Finalized Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to the Purchaser liquidated damages at the rate specified in the SCC as a percentage of the Contract Price, or Before levying LD, the vendor shall be allowed to cure the default/failure within a cure period of [30] days. Penalty should be applicable on the delayed portion which is solely and directly due to the act or omission by vendor.the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount specified in the SCC (“the Maximum”). Once the Maximum is reached, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2.	Before levying LD, the supplier shall be allowed to cure the default/failure within a cure period of [30] days. Penalty should be applicable on the delayed portion which is solely and directly due to the act or omission by supplier.	No change is necessary. Please refer to Pages 104 Section IV GCC 28.2 & 28.3 of Bid Document
31	Bid Document	112	Cl 33 pg 112	33. Limitation of Liability 33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law: (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.	We request liability for direct damages to be limited to a percentage [10%] of Contract value	Not agreed.
32	Bid Document	140	Terms of Payment (GCC Clause 12) Requirement Sign-off by DFCCIL		Needs a stipulated time (7 days) for sign off from the submission of project document	Purchaser shall endeavor, subject to necessary conditions, to complete its actionables without delays.

33	Bid Document	156	Insurances (GCC Clause 37) Third Party Liability Insurance		Needs relaxations(Normally Employees working within organization has Group insurance)	Basic design of the Bid Document is non-negotiable.
34	Attachments	78	SECTION IV. GENERAL CONDITIONS OF CONTRACT		Kindly details on the audit requirements. Will such audit involves disclosure of financial and confidential data?	Please see Section IV GCC 9.8 of Bid Document
35	Bid Document		Page 154/Clause GCC, 29.12	Under Warranty and defects, HP proposes deletion of the following text: "or three (3) months, whichever is greater"	As per the OEM warranty clause, the provision for extension of warranty is not possible. Also this clause makes the contract open ended without any end date. This will have significant commercial impact.	Not Agreed. Changes to "General Conditions of Contract" is not permissible.
36	Bid Document		GCC, 36 - Pg. 113 to 115 GCC, 35 – Pg. 112 & 113		We request that the broad based indemnity provisions mentioned herein be dealt with under normal contractual principles rather than under an indemnity. SI would be willing and able to defend or settle any third party claims.	Not Agreed. Changes to "General Conditions of Contract" is not permissible.
37	Attachments			There are few changes suggested by our legal team on the contract . Please suggest, how to take it forward.		As per World Bank guidelines any change in "General Conditions of Contract" is not permissible.
38	Bid Document		GCC Clause 9.8 – (Page 78)	We do not understand the reference to Bank in this paragraph. Further, Purchaser shall provide reasonable advance written notice to Supplier before any inspection/ audit and Purchaser's auditors shall have to comply with Supplier's security and confidentiality requirements while accessing the premises/ facilities of Supplier.		Please refer Page 10 Clause 2 Section I, Instruction to Bidders of Bid Document As per World Bank guidelines any change in "General Conditions of Contract" is not permissible.
39	Bid Document		GCC Clause 12.3 – (Page 81)	We prefer payments to be made within thirty (30) days of submission of invoice.		Purchaser shall endeavor, subject to necessary conditions, to complete its actionables without delays.
40	Bid Document		GCC Clause 15.3 – (Page 84)	Need to insert the following: All Intellectual Property Rights (IPR) in the Standard Software/ third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Supplier's licensor and Purchaser shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.		As per World Bank guidelines any change in "General Conditions of Contract" is not permissible.
41	Bid Document		GCC Clause 15.4 – (Page 84)	Please note that the Intellectual Property Rights in all Custom Software that is specifically and exclusively developed by Supplier for Purchaser, shall vest in Purchaser.		Basic design of the Bid Document is non-negotiable.
42	Bid Document		GCC Clause 15 – (Page 84)	Need to insert an additional provision for protection of Supplier's Pre-existing Intellectual Property.		Please refer to Section IV, GCC 15.1 of Bid Document
43	Bid Document		GCC Clause 16.1 – (Page 85)	Need to insert the following: "Such license shall be subject to Supplier's Pre-existing IP and third party IPR".		As per World Bank guidelines any change in "General Conditions of Contract" is not permissible.
44	Bid Document		GCC Clause 17.5 – (Page 88)	Need to insert further standard exclusions to Confidential Information as follows: Information which (i) is independently developed by the receiving party without the use of Confidential Information and without the participation of individuals who have had access to confidential information; (ii) is required to be provided under any law, or process of law duly executed.		As per World Bank guidelines any change in "General Conditions of Contract" is not permissible.
45	Bid Document		GCC Clause 27.3.1 (c) – (Page 101)	Deliverables will be deemed accepted immediately if Purchaser starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). We cannot accept this provision which stipulates that System used in production environment for 60 days only shall be treated as accepted.		Not agreed.
46	Bid Document		GCC Clause 27.3.4 – (Page 102)	Supplier shall remedy defects that are solely and entirely attributable to Supplier, at Supplier's costs. All other remedy/ rectification of defects shall be at Purchaser's cost.		Not agreed.

47	Bid Document		GCC Clause 28 – (Page 104)	Supplier does not provide any 'guarantee', but only 'warranty'. Therefore need to replace the word 'guarantee' with 'warranty' under this provision.		Not agreed.
48	Bid Document		GCC Clause 41.1 – (Page 124)	We prefer Purchaser to provide Supplier with ninety (90) days advance written notice before termination for convenience.		Not agreed.
49	Bid Document		SCC Clause 28 – GCC -28.2 – (Page 154)	Liquidated damages shall be levied only for delays that are solely and entirely attributable to Supplier and shall be limited to 0.5% of the value of delayed deliverables, subject to maximum liquidated damages not exceeding 5% of the value of delayed deliverables.		Not agreed.
50	Bid Document			There is no provision for non-solicitation of employees in the GCC/SCC. Need to insert the same in final contract.		Not agreed.
51	Bid Document		General	Should there be change in policies or amendments (Eg: Indian Railways act etc.) post Blue print (Requirement gathering phase) , How does DFCC expect the same to be incorporated in the implementation?		Please refer Page 119, Section IV: GCC
52	Bid Document		General	How would change Management / scope change be handled?		Please refer Page 119, Section IV: GCC
53	Bid Document		General	Scope Change Management : The RFP does not include areas such as contract management, construction and engineering or Project Systems. However looking at the listed high level processes, DFCC objectives and RFP there could be a possibility for additional scope. Please share the process for scope change management.		Please refer Page 119, Section IV: GCC
54	Bid Document	191	Bidding Document, Page 191 Specific Design Consideration (b)	DFCCIL has mentioned about 4-5 Rack space is free for hosting the IT infrastructure proposed by SI. What is the size of the Racks? What is the power supply available to the Racks? In case more racks are required for hosting the proposed active and passive components, will DFCC will provision the same?		Please refer Corrigendum 1, SI. No. 6
55	Attachments		Attachment 10: Indicative Specification: Computing Hardware, Page No 32 & 33 Clause no. 7	Floor standing Rack size and dimension is not mentioned. Also in floor standing racks "tool-less installation" is not applicable. Pl provide proper BOM		It is the responsibility of the Bidder to choose components and propose the complete solution in line with the requirements as defined in the Bid Document. Please also refer corrigendum 1, SI. No. 14 & 21
56	Bid Document			What is going to be location of data center ? What is going to be base location for Project Delivery Team?		DFCCIL envisages to utilize the existing server hosting facility in the HQ premises for the purpose of hosting additional infrastructure. Bidders are encouraged to make a site visit to see the server room. DFCCIL proposes to provide space as defined in SCC related to GCC 10.12 for the Project Delivery Team. Supplier must structure its team accordingly. Please refer to Corrigendum 1 SI. 1
57	Bid Document		Bidding Document, Section 2.5.1.2- Solution Architecture & Design	DFCCIL can provide space for 4-5 racks within its existing server room. (1)Please advice on the hosting space location (2)Will DFCCIL arrange for an alternate location in case the proposed architecture exceeds 5 Rack limit. (3)Bidder assumes that the hosting facility is future ready in terms of Power, Air conditioning, Earthing i.e It has been designed to accommodate the requirement defined under point d (4)Bidder assumes that DFCCIL will take care of the rearrangement activity.		Hosting space is at DFCCIL HQ - 5th Floor and bidders are encouraged to make a site visit. Please refer Corrigendum 1, SI. No. 6
58	Bid Document		Bidding Document, Section 2.5.1.5- Solution Implementation	Supplier MUST prepare the hosting site and deploy the Servers, Storage, and Peripherals etc. Pls advice the expectancy in terms of preparation of hosting space		Please refer Corrigendum 1, SI. No. 6

59	Bid Document		Bidding Document - (Page 185/ Clause 1.3.7 Hosting)	DFCCIL has hosted its servers and switches in Server Room at HQ. The Racks in the Server Room are fed with redundant power supply and has sufficient cooling facility for its current usage. The redundant Internet links from RailTel and MTNL terminate at the CISCO router within the Server Room. The Server Room can accommodate 4-5 more racks. We understands that New Servers are to be hosted at DFCCIL HQ existing Server Room. Is this correct?		Hosting space is at DFCCIL HQ - 5th Floor. Please refer Corrigendum 1, Sl. No. 6
60	Bid Document			Is there any data digitization or migration requirement? Is the current data entirely database driven? Are there any documents also which need to be migrated / digitized? What is the approximate volume of data to be migrated / digitized?		Please refer Section VI: Technical Requirements --> 2.5.4 Data Conversion and Migration Data digitization, to the extent that it doesn't conflict with other defined responsibilities of Supplier, is not in the current scope. Please refer Corrigendum 1, Sl. No. 12
61	Attachments	10	Attachments to Bid documents, Page 10 - Attachment 3: Service Performance Levels Business Application Availability: >=95% Email Availability: >=99% Enterprise Application Availability: >=99%	As per the document this is the availability requirement. Business Application means Directory services, EMS, Antivirus etc. & Enterprise Application means Financial, HRMS, GIS etc. Please clarify.		Business Application means Financial, HRMS, GIS etc. and Enterprise Application means Directory services, EMS, Antivirus etc.
62	Attachments	71	0.2.1 General Ledger	What is the requirement that necessiated Multiple Chart of accounts		Will be finalized with the Supplier during Requirement Gathering Phase.
63	Attachments	71	0.2.1 General Ledger	What are sub accounts ? Is it a further classification of Main GL Account and is part of Chart of accounts		Yes
64	Attachments	72	0.2.1 General Ledger	How are recurring entries to be created automatically with or without ratios? Is it on a predefined account and amount		Will be finalized with the Supplier during Requirement Gathering Phase.
65	Attachments	72	0.2.1 General Ledger	What is the nature of statistical information entered in journal entries		Will be finalized with the Supplier during Requirement Gathering Phase.
66	Attachments	73	0.2.1 General Ledger	What are invalid journals that need to be reversed		Will be finalized with the Supplier during Requirement Gathering Phase.
67	Attachments	73	0.2.1 General Ledger	What are nature of erros that are posted to suspense code. Are they predefined or posted by users at time of entry		Will be finalized with the Supplier during Requirement Gathering Phase.
68	Attachments	74	0.2.1 Accounts Payable	How are digitally signed invoices expected to be accounted		Will be finalized with the Supplier during Requirement Gathering Phase.
69	Attachments	74	0.2.1 Accounts Payable	What is the nature of additional system check expected to period based invoices		Will be finalized with the Supplier during Requirement Gathering Phase.
70	Attachments	75	0.2.1 Accounts Payable	What does general Ledger code distribution mean.Is it the distribution of the PO/GR value to the various GL accounts . Is it be predefined or specified by user at Invoice posting.		Will be finalized with the Supplier during Requirement Gathering Phase.
71	Attachments	76	0.2.1 Accounts Payable	How are Debit Notes for incomplete delivery expected to be generated. Is it a fixed charge and what is the process if delivery happens in the future after Debit Note has been generated		Will be finalized with the Supplier during Requirement Gathering Phase.
72	Attachments	77	0.2.1 Accounts Payable	What is the selection voucher or batch of vouchers for invoices on regular basis.		Will be finalized with the Supplier during Requirement Gathering Phase.
73	Attachments	78	0.2.1 Accounts Payable	More details required on the processing of unmatched GRN at the month end.		Will be finalized with the Supplier during Requirement Gathering Phase.
74	Attachments	78	0.2.1 Accounts Payable	Usage of multiple Bank account on the same payment processing.Does it imply that based on fund availability the Bank should be chosen or for certain group of vendors, certain Banks to be used.		Will be finalized with the Supplier during Requirement Gathering Phase.
75	Attachments	78	0.2.1 Accounts Payable	What is the nature of online help and value prompting. Is it the value of invoices expected to be paid.		Will be finalized with the Supplier during Requirement Gathering Phase.

76	Attachments	80	0.2.1 Accounts Receivable	What is the various types of customers		Will be finalized with the Supplier during Requirement Gathering Phase.
77	Attachments	80	0.2.1 Accounts Receivable	What is the nature of alert reminders for payments		Will be finalized with the Supplier during Requirement Gathering Phase.
78	Attachments	80	0.2.1 Accounts Receivable	Is the action on follow up of customers due to be recorded and then reported		Will be finalized with the Supplier during Requirement Gathering Phase.
79	Attachments	82	0.2.1 Consolidation	What is the nature of the alerts expected for the inter department accounts that are not zero. Is it an online error when the report is executed		Will be finalized with the Supplier during Requirement Gathering Phase.
80	Attachments	87	0.2.1 Asset Inventory and Depreciation	What are the various types of asset classes in DFC		Will be finalized with the Supplier during Requirement Gathering Phase.
81	Attachments	87	0.2.1 Asset Inventory and Depreciation	What is meant by Linear assets		Linear Assets means "An asset that is maintained in segments, such as a road, pipeline, or railroad track."
82	Attachments	88	0.2.1 Insurance	Kindly explain the Workman Compensation process in context of Enterprise Asset Management (rather than HR)		Typographical Error. Regretted. Please refer Corrigendum 1, Sl. No. 59
83	Attachments	88	0.2.1 Interface Requirement	Work in Process for Assets refer to what (Internal Order or Project System)		Will be finalized with the Supplier during Requirement Gathering Phase.
84	Attachments	100	Attachment 18 Ability to support accessing / modification of various drawings/documents, quality plans, specifications etc associated with a project, contracts and operation & maintenance in various formats like MS word, Excel, Visio, CAD, PDF etc through linking with software such as Autocad etc.	What is the objective of the link with Autocad ?		The PMS is envisaged to call appropriate Application Software so as to open/ edit different types of files. While reference to AutoCAD is just for illustration, it is also the case that most of the design data, including alignment data is in Autocad or equivalent format.
85	Attachments	100	Attachment 18 Project Planning and Setup	What is the maximum number of line items in the project that are envisaged ?		Will be finalized with the Supplier during Requirement Gathering Phase.
86	Attachments	100	Attachment 18 Project Planning and Setup	What application would the contractor be using (MS Project, Primavera etc) for uploading / defining the Project Plan for his contract in the new system ?		Construction Contractor would upload/ define project plan as per the solution implemented at DFCCIL, even though internally, he may use a different solution
87	Attachments	105	Attachment 18 Project Completion & Commissioning	What are the details of the completion certificate ?		Details will be provided to the Supplier during Requirement Gathering Phase.
88	Bid Document		General	Is the Land Acquisition Information System required to be interfaced with GIS?		Land acquisition data will form a part of the attribute data
89	Attachments		Attachment 18-Functional Requirement Specifications (FRS) Page "75" -Account Payable	Is Automatic Bank reconciliation is required by DFCC or they would like to go with Manual Bank Reconciliation ?		Yes. Please refer Attachment 18: Functional Requirement Specifications (FRS)
90	Bid Document		Ticketing	Do you have a ticketing system ? Will you provide us the access to it ?		Please refer Attachment 18: Functional Requirement Specifications (FRS)
91	Attachments	90	Attachment 18, Page 90	Under Human Resource Management Information System , Loans & advances, it is mentioned that "system should allow integration with payroll module." Question. Is Payroll Implementation out of scope ? Please give more details about the Payroll Module referred. What is the scope of Payroll Implementation?		Payroll implementation is in the scope of the Supplier. Please refer Corrigendum 1 -> Sl. No. 60
92	Bid Document	166	Section VI, Page 166	Under Finance , Insurance - Claims Management has been mentioned. Please elaborate on the functionality expected to be delivered by the application.		Will be finalized with the Supplier during Requirement Gathering Phase.
93	Bid Document		2.5.1.2 Solution Architecture & Design	General Design Considerations: a) Solution should have Web based graphical user interface (GUI) for all business functionality	Is DFCC open to using widows GUI as well as web UI based on the users and requirements?	Please refer Corrigendum 1, Sl. No. 7

94	Attachments	19	Page -19/Application wise User Breakup/	Pl provide the break up no of Desktop GIS users and Web GIS Users		Total number of users are indicated in Attachment 5: Application wise User breakup. Please refer Corrigendum 1, Sl. No. 17
95	Attachments	111	Page-111/Geographical Information Systems/ Image Processing	Is the vendor expected to perform the ground truth validation through Field survey.		No Please refer Corrigendum 1, Sl. No. 8 & 61
96	Attachments	111	Page-111/Geographical Information Systems/ Feature Mapping	Pl provide us the number of documents (GIS maps) to digitized.		Digitization of GIS maps is not in the current scope of Supplier. Please refer Corrigendum 1, Sl. No. 8 & 61
97	Attachments	111	Page-111/Geographical Information Systems/ Attribute data collection	Pl elaborate on the requirement " Should maintain geographic reference of the original GIS data while displaying through internet"		Data should not get modified merely by the fact that it is accessed over the Internet.
98	Attachments	111	Page-111/Geographical Information Systems/ Database Design	Pl elaborate on the requirement : " Facility to compare data through different versions of the data e.g. for a project it should be possible to compare project data over two different years" 1. Do you envisage to store the complete project information for 2 years in a replica form? 2. Do you envisage that the GIS database should have version management capabilities to manage the data being edited concurrently by multiple users ?		Please refer Corrigendum 1 Sl No 8 & 61
99	Attachments	112	Page-112/Geographical Information Systems/ Web GIS application	Pl provide details on "Dynamic Data" to be displayed on map. 1. What is dynamic data ? 2. What is the source for this dynamic data ? 3. What is the format of this dynamic data ?		Dynamic data is basically attribute data that is linked to the geospatial data. For example, dynamic data would comprise of physical completion %, name of contractor, drawing number, percentage completed etc. This data will change as the projects gets underway and assets get added to the GIS alignment. Source of Dynamic Data are Business Applications like FMS, PMS and data inputs from Contractors/ Conmsultants etc. Format of data source is dependent on the systems being proposed for implementation.
100	Attachments		General/GIS	Do you envisage any Spatial Data Migration activity involved ? If so pl provide the following details 1. What is the source format ? 2. What is the volume of data to be migrated into proposed GIS application? 3. Is there any GIS Data Entry work involved ? (for attribute details entry)		Please refer Corrigendum 1, Sl. No. 8 & 61
101	Attachments		General/GIS	Pl provide details on existing GIS software infrastructure. Can these products be considered re -usable in the proposed GIS application.		No existing GIS infrastructure available
102	Attachments	166	Page no 166/ Table 3 -Key challenges/Alignment Surveys	Pl validate our assumption: vendor is not supposed to georeference any maps, where as proposed GIS application should have the capability to geo reference images if provided with relevant inputs.		Please refer Corrigendum 1, Sl. No. 8 & 61
103	Bid Document	166	Table 3: Key Challenges	Mapped data related to GIS, IS DFCCIL is arranging Map data with Respect to GIS or Supplier need to work out		Arranging map data related to GIS not in scope of Supplier. Please refer Corrigendum 1, Sl. No. 8 & 61
104	Attachments			Pls specify details of geo-spatial data to be captured in system		Please refer Corrigendum 1, Sl. No. 8 & 61
105	Attachments			Should the same GIS data captured in the new system as it is? Will the static data to be captured only in the new system? How the multiple dimension data will be captured in the GIS vis-a vis in the new system?		At present DFCCIL doesn't have GIS system. Please refer Corrigendum 1, Sl. No. 8 & 61

106	Attachments	Interfacing Requirements Project Management System	There is a requirement of section wise Contract Information (Contractor Details, Milestones, Status of Milestones): What is the business relevance of integrating GIS with contract process? What is extent of data-level integration between GIS and PMS?		Dashboard information for senior management should reveal progress of various Contracts on a GIS Platform. The PMS data will be feed into GIS to keep the dashboards current.
107	Attachments	Interfacing with Enterprise Asset Management System	Receive asset details (WIP as well as Commissioned): What is the level of data or integration? Which of the following scenarios is relevant here? a. ERP user with GIS updates only •Primarily want access to GIS data from inside ERP / EAM •Need to update certain GIS data from inside ERP / EAM b. ERP / EAM user with GIS read only •End user maintenance workers who need to visually navigate AM business processes •Purely a consumer of GIS information •Portal-only access c. ERP / EAM and GIS are very tightly integrated •Require access to ERP / EAM content from inside GIS tools • Require synchronization of complex information between GIS and ERP		Scenario C: "ERP / EAM and GIS are very tightly integrated" is relevant
108	Bid Document	Bidding Document, B1.1, Page 178; Geographical Information System	It is assumed that all data with regards to the Railway assets will be provided to the vendor in a standard GIS format. Pls confirm		Please refer Corrigendum 1, Sl. No. 8 & 61
109	Bid Document	Bidding Document, B1.1, Page 178; Geographical Information System	It is assumed that the basemaps, DEM's etc required for the GIS system will be provided by DFCC, in a standard GIS format. Pls confirm		Please refer Corrigendum 1, Sl. No. 8 & 61
110	Bid Document	Page - 111, Geographical Information System, Digitization of all rail tracks, roads, building footprints and other natural and man-made objects through visual interpretation and field verification in 1:2500 scale	Is the vendor expected to conduct field survey or digitize data. If so pl provide quantity of maps to be digitized and number of assets to be captured.		Please refer Corrigendum 1, Sl. No. 8 & 61
111	Bid Document	General	How many users are envisaged for GIS data management and maintainance?		Please refer Corrigendum 1, Sl. No. 17
112	Bid Document	General	Total number of GIS report ?		Supplier needs to undertake extensive requirement gathering exercise and finalize the exact number of required reports in consultation with DFCCIL.,
113	Attachments	Technical Specs.pdf Page - 111 Technical Specs.pdf Pg- 111	Module: Image Processing Functionality: Processing of satellite imageries like Cartosat for geometric and radiometric errors Does the Scope of Work include Image Procurement also?		Please refer Corrigendum 1, Sl. No. 8 & 61
114	Attachments	Technical Specs.pdf Page - 111 Technical Specs.pdf Pg- 111	Module: Feature Mapping Functionality: Digitization of all rail tracks, roads, building footprints and other natural and man-made objects through visual interpretation and field verification in 1:2500 scale What is the Actual Area of Interest for the Feature Mapping		Please refer Corrigendum 1, Sl. No. 8 & 61
115	Attachments	Technical Specs.pdf Page - 111 Technical Specs.pdf Pg- 111	Module: Feature Mapping Functionality: Mapping of point of interests e.g. railway crossings, poles, transformers, public utilities etc. Will the Department provide any input data existing with them or the Consultant has to survey everything?		Please refer Corrigendum 1, Sl. No. 8 & 61

116	Attachments		Technical Specs.pdf Page - 112 Technical Specs.pdf Pg- 112	Module: Web GIS Application Functionality: Updating of the attribute data and spatial data How Many Users will View and how many will Edit/Update the Data?		Please refer Corrigendum 1, Sl. No. 17
117	Attachments	111	Attachment 18, Page 111 - (Image Processing) Processing of satellite imageries like Cartosat for geometric and radiometric errors	We assume that the Procurement of Satellite data is out of scope. Pl. confirm		Satellite data procurement is out of current scope of the Supplier. Please refer Corrigendum 1, Sl. No. 8 & 61
118	Attachments	111	Attachment 18, Page 111 (Feture mapping) Ortho rectification of the images with respect to the DGPS survey points	We assume that the DGPS survey required for collecting the DGPS Points is out of Scope. Pl. confirm.		DGPS Survey is out of current scope of the Supplier. Please refer Corrigendum 1, Sl. No. 8 & 61
119	Attachments	111	Attachment 18, Page 111 (Feature mapping)	Digitization of all rail tracks, roads, building footprints and other natural and man-made objects through visual interpretation and field verification in objects through visual interpretation and field verification in 1:2500 scale What is the boundary of the study area? Or the extent of the study area between lattitudes and longitudes to estimate the number of satellite scenes. Can we have the map of the 2 corridors along with the boundary?		Field Survey is not in the current scope of Supplier. Digitization of GIS maps is not in the current scope of Supplier. Please refer Corrigendum 1, Sl. No. 8 & 61
120	Attachments	111	Attachment 18, Page 111 (Feature mpping) Preparation of TIN (Triangulated Irregular Networks) and DEM (Digital Elevation Model) from the satellite imagery and/ or departmental maps for analysis	We assume that the procurement of Satellite Imagery for the TIN and DEM Generation is out of scope. Pl. confirm.		Procurement of Satellite Imagery for the TIN and DEM Generation is out of scope. Please refer Corrigendum 1, Sl. No. 8 & 61
121	Attachments	111	Attachment 18, Page 111 (Attribute data collection) Collection of attribute data for the features as per the data specification which will be shared after acceptance of the work order	Pl. provide the the list of the features for which the attribute data to be collected in the specified format to be shared after the award of the work order		Please refer Corrigendum 1, Sl. No. 8 & 61
122	Attachments			GIS based reports are only for the senior management. Should there be separate login needed to access GIS reports?		The solution should be implemented to ensure Role based Access however, Please refer Bid Document Section VI: Technical Requirements --> 2.5.1.2 Solution Architecture & Design --> General Design Considerations "(f) Solution should provide Single Sign-On facility to ensure seamless access/ navigation experience to the system users"
123	Attachments		Bid Attachment Document: Attachment 18 - FRS- GIS	During the meeting dated 16-Aug-2011 it has been confirmed that DFCC will require Image Processing capability software. DFCC may procure the images at a later date. At the starting only one license will be sufficient for the purpose? Also as discussed, tools for orthorectification, geometric / radiometric correction, processing of GPS survey data is not required. Please confirm.		Supply of tools for orthorectification, geometric / radiometric correction, processing of GPS survey data are not in the current scope of Supplier. Please refer Corrigendum 1, Sl. No. 8 & 61

124	Attachments		Bid Attachment Document: Attachment 18 - FRS- GIS	DFCC has all alignment and ROW data in Autocad format. DFCC is also capturing the Latitude and Longitude information of the pillars using DGPS. Bidder will have to georeference the AutoCAD drawings and build the alignment in the GIS system. The platform required for processing of this data has to be provided and set-up by the bidder Please confirm if our understanding is correct.		Please refer Corrigendum 1, Sl. No. 8 & 61
125	Attachments		Bid Attachment Document: Attachment 18 - FRS- GIS	We understand that the bidder needs to develop template and forms to enable contractors enter data with regards to the assets they install. To geocode the assets the contractors/ agency will provide the Latitude and Longitude of the asset. Please Confirm.		The Contractor will provide the chainage (Km) at which the asset is located. If it is a linear asset e.g. a bridge, for example, the Contractor will provide the start km and end km of that bridge. Contractor may not be providing the Lat-Long of the asset. However, the data in the template shall be used to convert Chainage to Lat-Long details on the GIS Alignment. Please refer Corrigendum 1, Sl. No. 8 & 61
126	Attachments		Attachment 1: Project Governance Structure	Governance structure	1. How will the communication and discussion of our consultants with the DFCCIL functional team will happen? 2. Who will be the approval authority for different approvals?	1. The Prime IT Consultant (Wipro) will manage and orchestrate communications & discussions between the Supplier & Purchaser. 2. The Approval Authority is DFCCIL . After an initial recommendation for sign-off by IT Consultant, final Sign Offs/Approvals will be at two levels: a) at the Functional Team Level and b) Steering Committee Levels
127	Attachments		General	What is the expected size of the core team from DFCCIL?		Please refer Attachment 1: Project Governance Structure. Functional Teams with appropriate number of members are being put in place Steering Committee shall comprise of GM/F, CIO, GM/HR & Co-ordinating Head from Western & Eastern Corridors.
128	Attachments		General	What is the conflict resolution process/authority in case of a) product limitations b) scope change c) Best practices vs. "To Be Adopted" Practices?		Essentially, the Steering Committee will be the final authority for resolving any conflict. Steering Committee will co-opt Supplier as well as package software provider so that overall interest of the project is kept in mind.
129			General	Please share details of the DFCC Core team which will work with the bidder and provide sign-offs and clarifications to the bidder team		Please refer Attachment 1: Project Governance Structure. Functional Teams with appropriate number of members are getting formed. Steering Committee shall comprise of GM/F, CIO, GM/HR & Co-ordinating Head from Western & Eastern Corridors.
130		193	Bidding Document, Page 193 Section 2.5.1.5 (J)	Mail Messaging needs to be setup for how many DFCCIL users?		Please refer Corrigendum 1, Sl. No. 17
131	Bid Document		Bidding Document - (Page 184/ Clause 1.3.4 Email)	DFCCIL has Enterprise wide email facility. DFCCIL is utilizing 3rd party hosting facility for its email needs. Microsoft Office Outlook is used as email client. We understands that DFCCIL wish to continue with Microsoft Mail & messaging Solution. Is this correct?		No. DFCCIL only has Microsoft Outlook client licenses and intends to protect its investment.

132	Bid Document		Bidding Document - (Page 184/ Clause 1.3.4 Email)	DFCCIL has Enterprise wide email facility. DFCCIL is utilizing 3rd party hosting facility for its email needs. Microsoft Office Outlook is used as email client. Does Bidder has to migrate the existing Hardware environment from 3rd Party Hosting site to DFCCIL Data Centre at HQ?		DFCCIL is using email services from Rediff. DFCCIL doesn't own any hardware for email hosting and it doesn't envisage any hardware environment migration for the purpose of email.
133	Attachments		Bid Attachment - (Page 66/ Clause Attachment 16: Mail Messaging Solution specification)	DFCCIL to share the User base (Numbers) for Mail & Messagng solution.		Please refer Corrigendum 1, SI. No. 17
134		181	Bidding Document, Page 181 Table 6 Application Performance Requirement	Our assumption about the proformance requirement is " The Performance requirement mentioned in the Table 6 is for the users within the DC and connected over LAN."Please confirm if the assumption is correct.		No. The application performance requirement are to be met for any user on the network defined under the scope of this Bid Document.
135	Bid Document	170	Technical Requirement	Kindly inform the status of Data available - * Is it in the form of electronic/ manual/both		Availability of data is in both forms; Electronic as well as manual
136	Attachments	3	Project Governance Structure	Kindly elaborate whether DFCC funtional team will be avaiable Full time/part time/on need basis		DFCCIL Functional Team would be available on need basis.
137		141	GCC 12.1	Is data center / server room design and build in System Integrators scope		Please refer Corrigendum 1, SI. No. 6
138				How much space is available for building the data center		Please refer Corrigendum 1, SI. No. 6
139		185	1.3.7	What is the type and capacity of electrical power available on DFCCIL premises where data center / server room location is planned. Please provide details		Please refer Corrigendum 1, SI. No. 6
140		185	1.3.7	Is sufficient cooling available for accomodating the IT infrastruture for this project, please specify available capacity		Please refer Corrigendum 1, SI. No. 6
141		189	Section VI, Page 189 (Business Requirement Gathering)	Business Processes. Do we have a well established AS IS Business Processes in place for all the functional areas. Please indicate the areas of incompleteness in this context.		Business Processes do exist for all the process areas under the scope of this Bid Document. However the degree of documentation may vary. Bidders are encouraged to have a look at the available documents
142		189	Section VI, Page 189 (Business Requirement Gathering)	Business Processes. Do we have a detailed TO BE Business Processes in place for all the functional areas. Please indicate the areas of incompleteness in this context.		High Level processes are available however, as part of Requirement Gathering exercise Supplier has to define To - Be processes for all the functional areas. Bidders are encouraged to have a look at the available documents
143				Do we have clarity on the existing process gaps? Is it required to perform a gap analysis? This information helps in estimate preparation.		Bidders are encouraged to have a look at the available documents
144				What are the details of available hardware and system software at DFCC HQ and CPM offices?		Details of existing IT infrastructure have been provided in Section VI: Technical Requirements --> 1.3 Related Information Technology Issues and Initiatives.
145	Bid Document		General	How does DFCC wish to resolve the conflict areas in case there is conflict between the "existing processes" laid out and the "As Is " /"To Be" processes gathered/suggested by the supplier during blueprinting. Since the PMO and existing processes are with the same ownership who will settle the dispute if any.		The objective of the current exercise is to implement a state of the art solution that is efficient, scaleable and effective in meeting the business objectives of DFCCIL. Conflicts will be resolved through the Steering Committee through mutual discussion.
146	Bid Document		General	Bidder proposes a steering committee with members from supplier, DFCC, PMO and "SME" (Subject Matter Expert") from academics to manage steering committee to ensure: a. Any Scope area specific expertise required b. Resolution of conflict between the supplier processes and "Existing Laid out processes" c. Resolution of Conflicts between PMO and Supplier d. Any Process deviations e. To manage and handle delay in Policy decisions impacting the project. Please share DFCC inputs on the above.		Please refer Attachment 1: Project Governance Structure.

147		2.5.1.1 Requirement Gathering & Analysis	Software Requirement Gathering: Requirement gathering MUST be done through standard Tools/Templates/ Questionnaires and Structured Interaction with officials both at DFCCIL HQ and CPM offices.	Requirement gathering from CPM offices, will this be done from DFCC HQ Delhi or do we need to travel to all the CPM offices?	Requirement gathering is envisaged to be primarily conducted at DFCC HQ Delhi. However, Supplier may need to/ choose to travel to few CPM offices for requirement gathering of specific modules.
148		Attachment 18: Functional Requirement Specifications (FRS)	Functional requirements	Is it possible to categorize all the functional requirements in to "Must Have " and "Nice to Have" requirements?	No
149		Attachment 18: Functional Requirement Specifications (FRS)	Project Management System	Will the project scheduling be continued to be done through the existing project management software like MS Project and Primavera? Or the project scheduling also need to be done by the suggested ERP?	DFCCIL would like to minimize the TCO of the solution through maximizing the use of the available assets. However, Supplier is responsible for and needs to ensure the comprehensiveness of the solution to cover the functionalities defined in the Bid Document.
150		Technical requirements 0.1.2	The IT Consultant has done an As – Is study and prepared a High Level Solution.	Does this AS-IS study and high level design also captures all reports and output formats required for the DFCCIL?	Bidder is encouraged to familiarize with the As -Is Study and High level Design documents that are available at DFCCIL Corporate Office.
151		Technical requirements 0.1.2 & 2.5.1.1 Requirement Gathering & Analysis	The IT Consultant has done an As – Is study and prepared a High Level Solution. The Supplier MUST clearly understand the requirements of the stakeholders through extensive requirement gathering.	Since the IT consultant has already prepared the AS-IS study, do we need to do conduct extensive requirement gathering again?	Bidder is encouraged to familiarize with the As -Is Study and High level Design documents that are available at DFCCIL Corporate Office.
152		1.3.3 Applications	Table 9 : Existing Application Software	What will happen to the existing application softwares? Will these need to be interfaced with the ERP or suggested ERP need to take up the functionality of these systems?	DFCCIL would like to minimize the TCO of the solution through maximizing the use of the available assets. However, Supplier is responsible and needs to ensure the comprehensiveness of the solution to cover the functionalities defined in the Bid Document.
153		191 Bidding Document, Page 191 Specific Design Consideration c)	How many Outlook Licenses are available with DFCCIL?		Procurement and supply of email clients is not in the scope of the Supplier
154		194 Bidding Document, Page 194 Section 2.5.1.5 R)	What activity is referred by the statement "Supplier Must Deploy Business Continuity Policy". We Assume DFCCIL has Business Continuity Plan is in Place. Only the backup system needs to be setup at the hosting place as per section (h) of Specific Design Consideration.		Along with setting up backup system, Supplier needs to comply with the requirements specified under Bid Document Section VI: Technical Requirements --> 2.5.3: Technical Support Please refer Corrigendum 1, SI. No. 11
155		18 Attachments to Bid documents, Page 18	As per the diagram, Data Center will be hosted at DFCC corporate office. What is sub-CPM office and how many offices are there and how many users in each office? Please clarify .		Sub-CPM offices and Maintenance depots are to considered in the design for the purposes of scalability. However, there is no activity related to sub-CPM Offices and Maintenance Depots in the current scope of Supplier.
156		25 Attachments to Bid documents, Page 25, Attachment 10: Indicative Specification: Computing Hardware	In this section in the table, number of cores specified for each type of server. We assume this are for reference only and SI is free to quote the exact no. of cores required as per proposed application. Please confirm these assumption.		The Application wise cores breakup defined in the Bid Document is indicative. Bidder is free to propose optimal core breakup as per solution design. Please refer Corrigendum 1, SI. No. 22

157			Attachments	<p>After the user logs into the Portal, will they access the following application from the Portal or will these applications be accessed directly without going through portal:</p> <ol style="list-style-type: none"> Project Management System Financial Management System Human Resource Management System Enterprise Asset Management Land Acquisition Information System Workflow and Document Management System Geographical Information System 		All Business Applications must be accessible through the Portal only.
158	Attachments	21	CPM Office Location	what will be the implementation site ?		Please refer Section IV -SCC related to GCC 1.1 (e) (iii)
159	Bid Document	184		Kindly clarify whether the intergration/ interfacing of existing Primavera and MS project with the proposed solution is in scope		DFCCIL would like to minimize the TCO of the solution through maximizing the use of the available assets. However, Supplier is responsible for and needs to ensure the comprehensiveness of the solution to cover the functionalities defined in the Bid Document.
160	Bid Document	181	Relevant Legal Codes and Regulations	Do we require to take some action based on the codes mentioned in the new proposed system		The implemented system must comply to the statutory requirements of the mentioned Legal codes and Regulations and Applicable laws of the Land
161			Pg184, 1.3.3	Are any other current applications planned to be retired post implementation of integrated It systems? Are any interfaces with current IT systems in scope ?		The current systems may continue to be used on stand-alone basis. No interfacing is envisaged for proposed applications with the new IT system.
162			Pg166	Land Acquisition process & Workflow will be the same for the entire implementation process or will it get changed during the Blue printing or other phases!		DFCCIL doesn't envisage change in Land Acquisition process during the implementation lifecycle of the proposed system.
163			Pg166	Data management / master data will be provided by DFCC. Hope our assumption is correct.		DFCCIL doesn't envisage data collection activity on part of Supplier. Please refer Corrigendum 1, SI. No. 12
164			Pg176	Please provide details of workflow for capturing Land Acquisition system? How many levels of workflow will be required?		Land Acquisition is as per the Railway Act (1989) and Railway Amendment Act (2008). Bidder is requested to refer the said acts and the functional requirements for the proposed system mentioned in Attachment 18: Functional Requirement Specifications (FRS)
165				Due to data readiness for Land Acquisitions, project may miss the deadline. How DFCC handle it?		Land Acquisition will be an ongoing activity. DFCCIL doesn't envisage the problem of non-availability of data.
166			Pg185	Will the existing Primavera project management system & Aconex system continue in the new environment / systems?		Yes. DFCCIL would like to protect its investment. However, Bidder is free to select and offer the most optimum solution
167	Attachments	184	1.3.3 Applications	Will Primavera be still used post the new system implementation ? If so will this need to be integrated with the new system ?		The current systems may continue to be used on stand-alone basis. No interfacing is envisaged for proposed applications with the new IT system.
168	Bid Document		Bidding Document, Section 2.5.1.5- Solution Implementation	Supplier MUST create logical and physical Security Plans for Application, Server Room, Data Networks and Desktops as per IT security policies. Bidder understands that the current Application and infrastructure is to be deployed at a Hosting space. Bidder presumes that hosting space will have its own policy in place as per the standard industry norms and practices.		Please refer Bid Document Section VI: Technical Requirements --> 2.4.3: Security Page 188.
169	Bid Document		Bidding Document, Section 2.5.1.5- Solution Implementation	Supplier MUST implement the Security Policy. Please advice whethere DFCCIL requires an independent logical and physical security architecture for the proposed setup.		Please refer Bid Document Section VI: Technical Requirements --> 2.4.3: Security Page 188

170	Bid Document	Bidding Document - (Page 184/ Clause 1.3.3 Applications)	The Desktops/Laptops are running Microsoft Windows Operating System. Microsoft Office is used for Word Processing, Spreadsheet and Presentation purposes. Apart from these Desktop based applications, DFCC has following Application Software for different needs. Will DFCCIL continue to use these existing Applications ?		The current Application Software may continue to be used on stand-alone basis.
171	Bid Document	Bidding Document - (Page 182/ Clause 1.3.1 Computing Hardware)	There are 3 servers of DELL make; each for individual application. Does DFCCIL has any plans to re-use the existing hardware?		Existing servers will not be available to Supplier
172	Attachments	Bidding Document - (Page 191/ Clause 2.5.1.2 Specific Design Consideration - point (f))	Sub – CPM offices, reporting to CPM offices may be setup at a later stage. Post construction, Maintenance Depots will be set up at approximately 100 km. and stocked with spares as well as manpower for ensuring rapid deployment in failures. DFCCIL to elaborate on Maintenance Depots and Bidder's scope on these.		Sub-CPM offices and Maintenance depots are to considered in the design for the purposes of scalability. However, there is no activity related to sub-CPM Offices and Maintenance Depots in the current scope of Supplier.
173	Attachments	Bidding Document - (Page 201/ Clause 2.7 Consumables and other Recurrent Cost items)	Request DFCCIL to define the list of consumables.		Please refer Bid Document Section VI: Technical Requirements --> 2.7: Consumables and Other Recurrent Cost Items, Page 201
174	Attachments	Attachment 18-Functional Requirement Specifications (FRS) Page "75" -Account Payable	How many Document / process / workflow etc. requires Digital Signature by DFCC?		Details of requirement about number and usage of Digital Signatures is provided in Attachment 6: Usage of Digital Signature. However, the further details need to be ascertained by Supplier during requirement gathering process.
175	Bid Document	1.1.2 Relevant Legal Codes and Regulations	Are these Legal clause and regulations are needed to be a functional requirement of the deployed ERP. - Companies Act, 1956 - Income Tax Act, 1961 - Accounting Standards issued by ICAI - Railways Act, 1989 - Railways (Amendment) Act 2008 - NRRP (National Resettlement & Rehabilitation Policy), 2007 - Indian Electricity Act, 1910 - Central Electricity Regulatory Commission Act - IFRS Guidelines - Guidelines issued by MoR, DoPT, MoF from time to time		The implemented system must comply to the statutory requirements of the mentioned Legal codes and Regulations and other laws of the land
176	Bid Document		Do DFCC envisage to have the systems of their outsourced vendor interfaced with the proposed ERP ? In other words, is there a requirement of external interface ?		Interfacing with external systems is not envisaged. However data needs to be uploaded into DFCCIL system through pre-defined formats.
177	Bid Document		Are the Asset Maintenance mentioned are the assets acquired / purchased by DFCC or includes the assets of outsourced vendors		Asset Management shall deal with assets acquired/ purchased/ owned by DFCCIL only
178	Bid Document		Does connectivity/bandwidth from Data Centre to CPM's will be provided by DFCC OR Vendor.	Authorities are requested to please confirm	Please refer to Bid Document Section VI: Technical Requirements --> 2.2 Network and Communication Specifications, page 186
179	Bid Document		Please provide the details of existing system to be integrated with the proposed system		Details of existing IT systems is provided in Bid Document Section VI: Technical Requirements --> 1.3 Related Information Technology Issues and Initiatives. DFCCIL would like to protect its investment however, the reuse of existing IT applications must not increase complexity and cost of the proposed system implementation and usage.
180			How many office need to be covered for LAN cabling? How many LAN points need to be prepare in each office? Please provide the details		Please refer Section VI: Technical Requirements --> 2.5.1.5 (1) for the scope of LAN cabling

181			Hardware Sizing	Will you be using your existing hardware to implement ERP? If yes then please provide the hardware details. If no then do you expect us to carry out detailed sizing exercise ?	DFCC doesn't envisage utilizing its existing hardware for implementation of the solution. Bidders are expected to perform detailed sizing exercise and prepare their financial bids accordingly.
182			Languages	Do you want to enable any language other than English in the system ?	System shall be implemented predominantly in English Language. Website of DFCCIL must be Bi-lingual, English and Hindi. Further HR Forms & Reports shall be also be Bi-lingual as per Government of India regulations.
183			Disaster Recovery	Is Disaster Recovery implementation considered as a part of scope ?	No. Please refer Bid Document Section VI: Technical Requirements --> 2.5.1.2: Specific Design Considerations. However, Supplier shall create facility for backup and execute services mentioned under Bid Document Section VI: Technical Requirement --> 2.5.3: Technical Support
184			Interfaces	Are you planning for any third-party interfaces as a part of this project scope ?	Interfacing with external systems is not envisaged however data needs to be uploaded into DFCCIL system through pre-defined formats.
185			Web-Requirement	Do you expect any of the functionality of the application to be exposed on the web ?	Yes. The solution must be available both through the intranet and the Internet.
186			General	Who will provide desktop/laptops (for IP as well as DFCCIL team) during implementation, stabilisation, support etc? Who will arrange connectivity?	Supply of Desktop/ Laptops is not in the current scope of Supplier. It is the supplier's responsibility to provide connectivity. Please refer Section VI: Technical Requirements --> 2.2 Network and Communication specifications.
187		69	Attachment 18	What would be the typical volume (in numbers) of maintenance assets or machineries that DFCC is expecting to be maintained in the system	Will be finalized with the Supplier during Requirement Gathering Phase.
188		69	Attachment 18	What would be the typical volume (in numbers) of vendors that DFCC is expecting to be maintained in the system.	Will be finalized with the Supplier during Requirement Gathering Phase.
189		69	Attachment 18	What would be the typical volume (in numbers) of material codes that DFCC is expecting to be maintained in the system.	Will be finalized with the Supplier during Requirement Gathering Phase.
190		90	Attachment 18	Please share if there is an application of preference or an application where DFCC has already made an investment and would want to protect its investment	Details of existing applications have been provided in Bid Document Section VI: Technical Requirements --> 1.3 Related Information Technology Issues and Initiatives. DFCCIL would like to protect its investment however, the reuse must not increase complexity and cost of the proposed system implementation and usage.
191		184	Section VI, Page 184	Apart from the applications mentioned here is there a custom built legacy application in use which has to be interfaced / or replicated in the new Set Up.	There is no custom built legacy application which Bidder needs to consider while preparing the response to the Bid Document.
192			General	Please let us know whether DFCC looks upon Eastern Corridor and Western Corridor as two different organizations which will have its own separate solutions or is DFCC is looking at the same solution being implemented for both the Corridors.	Same solution will be implemented for both the corridors.
193			General	What would be the main location/s from where application implementation would be driven?	Implementation would primarily be done at DFCCIL HQ at New Delhi.
194				Data Backup policy and Disaster Recovery are currently not in place. Are these within scope of the project?	Back-up policy is within the scope of Supplier however, Disaster Recovery is not in the current scope. Please refer Corrigendum 1, Sl. No. 11
195				How many different types of reports are to be generated? Can an approximate count be provided with relative complexity?	Supplier needs to undertake extensive requirement gathering exercise and then in consultation with DFCCIL, finalize the exact number of required reports.

196			Is there any office automation solution in place? Will the proposed system need to be integrated with these office automation systems? Will the existing systems be decommissioned once the new system goes live? What is the planned cutover period?		Details of existing IT infrastructure have been provided in Bid Document Section VI: Technical Requirements --> 1.3 Related Information Technology Issues and Initiatives. DFCCIL would like to protect its investment however, the reuse of existing IT applications must not increase complexity and cost of the proposed system implementation and usage.	
197			Will the new system need to leverage any existing databases? Or can a new design be carried out to replace the earlier one?		No existing database	
198			Is it required to store the physical documents/ field survey reports in the centralized content management system?		Yes	
199		200	Bidding Document, Page 200 Section 2.5.4 Data Conversion and Migration	Storage Size of the Financial Data ,Data Related to Land acquisition and Employee Data are not provided. These Storage size is required to provision the additional Storage in our solution post data migration		Current data volumes at DFCCIL are low. The envisaged storage capacity (Page 27, Attachment to Bid Document) is believed to suffice the requirement for the duration of the Project.
200		19	Attachment 5	Please give total number of regular employees over the four years . Would it be the same as ESS users mentioned in this Attachment 5.		The approximate number of current users is 250. Please refer Corrigendum 1, Sl. No. 17
201		69	Attachment 18	Would contractual employees be also expected to be handled in the application ?		No, however, Contract under which these employees have joined DFCCIL will need to be covered.
202				What is the Clients's document retention policy, is there any regulatory compliance that we need to adhere to?		All documents shall be archived for the duration of the Construction Phase.
203				What is the average volume of data generated per day/week/month?		Current data volumes at DFCCIL are low. The envisaged storage capacity (Page 27, Attachment to Bid Document) is believed to suffice the requirement for the duration of the Project.
204				What is the expected database and user growth in 5 years?		Current data volumes at DFCCIL are low. The envisaged storage capacity (Page 27, Attachment to Bid Document) is believed to suffice the requirement for the duration of the Project.
205		5	Page no -5/Bullet no 3	Kindly clarify on " Operation & Maintenance for a period of three years" ; Does DFCC envisage the vendor to provide Business operations support for a period of 3 years ?		The scope of O&M is defined in Bid Document Section VI --> Technical Requirements --> 2.5.3 Technical Support
206			General	Expectations related to High availability/DR/Fail over solution from the future Service Management platform. Provide information on the current Recovery Time Objective/Recovery Point Objectives.		Please refer Corrigendum 1, Sl. No. 11
207		13	Attachments to Bid documents, Page 13 - Monthly SLA Performance/Hosting Business Application Availability Email Availability Enterprise Application Availability	Points are not clear, would appreciate more clarity on the Table.		The Table on Page 13 of the Bid Document Attachment is an illustration of how payment would be linked to SLAs. For the purpose of Bidding please refer Attachment 3: Service Performance Levels (main section).
208			General	The uptime requirement for the softwares ported on Risc/Epic Environment is not mentioned.		Please refer Attachment 3: Service Performance Levels
209			General	The uptime requirement for applications like EMS,Mail messaging etc. are not mentioned in the RFP.		Please refer Attachment 3: Service Performance Levels
210			Pg5	Duration of Warranty and Operations/ Maintenance support combined is 3 calendar years from operational acceptance . Plsconfirm.		Requirement of Warranty and Technical Support is for a period of 36 months starting from the date of Operational Acceptance.
211				Is there any specific preference to deliver warranty support in terms of on-site/off-shore deployment of the resources?		No preference till conditions laid out in Bid Document are complied. Please refer to Corrigendum 1 Sl. No 1

212	Attachments	Bid Attachment - (Page 63/ Clause d. Helpdesk Management)	DFCCIL to share the location details for Helpdesk team.		DFCCIL has no preference till conditions laid out in Bid Document are complied especially, 1. Service Performance Levels as mentioned in Attachment 3, 2. Section VI: Technical Requirements --> 2.5.3 Technical Support and 3. Section VI: Technical Requirements --> 2.4 System Management, Administration, and Security Specifications
213		Support	During support, please specify what kind of support is expected ? 1. 24*7 2. 24*5 3. 16*5 4. 8*5 5. Any other option ? Do you expect us to provide "on-call" support ?		Please refer Attachment 3: Service Performance Levels and Section VI: Technical Requirements --> 2.5.3 Technical Support
214		GCC 29.4	Warranty Period: 36 months. Please specify the expectation of the warranty services in terms of onsite as well as offsite support. Also specify that will DFCC give provide any offsite connectivity during implementation and Warranty phase.		Please refer Corrigendum1 SI. No 1. DFCCIL has no preference till conditions laid out in Bid Document are complied especially, 1. Service Performance Levels as mentioned in Attachment 3, 2. Section VI: Technical Requirements --> 2.5.3 Technical Support and 3. Section VI: Technical Requirements --> 2.4 System Management, Administration, and Security Specifications DFCCIL will not provide any offsite connectivity either during implementation or Warranty phase.
215		GCC 29.4	Warranty Period: 36 months. Also indicate the help desk requirement at DFCC ?		Helpdesk requirements have been clearly specified in Section VI: Technical Requirements --> 2.5.3 Technical Support.
216			Does the vendor need to provide Helpdesk support? What will be the hours and days of operation? For how long?		Please refer Bid Document Section VI: Technical Requirements --> 2.5.3 Technical Support
217		Bidding Document, ITB 6.1 a, Pt 5 and 6	As supporting documents, you have asked for Work order, Completion/ Go Live Certificate and Client References.	Request you to kindly change the supporting documents required to either one of the 3 documents (instead of all of them as this would still meet the objective). This is always a big challenge with most of the global clients	Not agreed.
218		General	Functional, Technical compliance, Sample forms and Price Bid Format	We request you to provide the word and excel format of these documents.	Forms have been provided in Microsoft Word Format in the CD along with the Bid Document.
219		143 (pg 143, cl GCC 14)	Supplier shall bear all the taxes & duties. Only Service Tax shall be paid by the Purchaser as per applicable law of the Purchaser's country.	We propose that, In case of any decrease/ increase in taxes or statutory duties or new taxes are introduced during the contract period the additional costs/ benefit should be on customer	Please refer Bid Document page 83, SCC 14.4. Please also refer Corrigendum 1, SI. No. 3
220		GCC 10.12	Supplier's representatives in a 15 X 10 sq.ft. room at 4th Floor of DFCCIL HQ at New Delhi, India. However, Supplier would be charged @ INR 250 per sq.ft. per month.	1. Since the project team structure would change as per the project phase and requirement, how DFCC will charge us if the number of consultants is less than 10? 2. Will this be charged even during the support period for 3 years too, where we intend to keep only a small team at DFCC location	Please refer Corrigendum 1, SI. No. 1
221		GCC 12.1 - a) Supply & Installation KD-V Precommissioning testing	Pre commissioning test, Pilot run of the solution at DFCC HQ and 3 CPM and sign off by DFCCIL	What is meant by Pilot run here? Kindly explain	Please refer Corrigendum 1, SI. No. 2 and 13

222			4.1.1 approach for engagement point (d)	Requirement gathering & Pre-commissioning Testing would happen in a staggered manner; however, the Operational Acceptance would happen at a single go for the complete system.	Need further details on staggered manner for requirement gathering and precommissioning tests	In order to ensure sufficient focus on each component of solution it is envisaged that requirement gathering and precommissioning testing of not more than 2 - 3 applications would run simultaneously, depending upon the Supplier's implementation plan.
223		182	Bidding Document, Page 182 Table 7 Existing Server Configuration	There is no usage details and performance of the Dell Servers are mentioned. Do customer expect SI to reuse this Servers.		Existing servers will not be available for deployment to Supplier
224		205	Bidding Document, Page 205 Section 4.1 - Implementation Schedule	Since tentative implementation schedule is asked for T+15 and post operation 3 years Warranty is asked in the RFP. Please confirm the assumption.		Tentative implementation schedule is for T + 15 months. The Warranty Period shall begin from the date of Operational Acceptance of the System and extend for 36 months.
225	Bid Document			We request if DFCC can consider the following: Vendor will assume complete responsibility for the integration of the overall solution, maintenance and adherence of SLA of this project. However DFCC may directly contract, on mutually agreed terms and conditions the hardware and software licenses from the OEM's as identified and facilitated by the vendor under the tender response		Basic design of the Bid Document is non-negotiable.
226	Bid Document	81	PAYMENT (Terms of Payment)		The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Precommissioned, Installed, and Operationally Accepted, and by documents submitted pursuant to GCC Clause 22.5 and upon fulfillment of other obligations stipulated in the Contract. Hardware & Application product OEM expects full payment with 30 days of PO	Basic design of the Bid Document is non-negotiable.
227	Bid Document	81	PAYMENT (Terms of Payment)		Team mobilization needs a partial payment	Basic design of the Bid Document is non-negotiable.
228	Bid Document	139	Purchaser's Responsibilities (GCC Clause 10)		Needs a board,projector,printers for demostartion of process flow and testing the output of the reports.	Please refer GCC 10 and related SCC for details on the Purchaser's responsibilities. Please refer Corrigendum 1, Sl. No. 1
229	Bid Document	140	Terms of Payment (GCC Clause 12)		Approval actional must be initiated with in 7 days of submission from the supplier	Purchaser shall endeavor, subject to necessary conditions, to complete its actionables without delays.
230	Bid Document	140	Terms of Payment (GCC Clause 12)		OEM's & other harware vendors will supply the licencs upon PO, and the payment need to be made within 30 days of goods dispatch,So percentage of payment must be increased from 5% to 25% of the total cost of H/w & Application s/w cost.	Not Agreed
231	Bid Document	47	The Bidder (Single Bidder or any of the partners in a JV) should have successfully completed at least two system integration projects (covering design and implementation of an Integrated Enterprise System) globally in last 5 years. The total value (excluding taxes) of each of such projects should at least be INR 100 Million.	Whether Global experience would be considered valid..?		Global experience is valid

232	Bid Document	140	One Hundred percent (100%) of the Supply & Installation Cost for the mentioned head shall be paid, on submission and Purchaser's approval of invoices.	Hardware & Application Software License Payment Cycle are shorter. This will impact the supplier with heavy exposure. We request DFCC to consider the release of upfront payment like Application Software, Hardware & Networking components.		Not agreed.
233	Bid Document	38	38. Adjudicator		We request that the adjudicator should be mutually appointed by both parties	Not agreed.
234			Pg206, 4.1	Can Vendor refine & fine-tune Implementation Schedule ?		Yes. Please refer Attachment 2: Technical/ Quality Evaluation Parameters.
235			Multiple reference Provisioning/procurement of bandwidth		We wish to submit that, as per the laws of the country, re-sell of bandwidth is not allowed. DFCC will be required to get into a direct contract with the bandwidth provider. SI can facilitate the procurement of the same, however we will not be in a position to quote for the same.	If mandated by law, purchaser is open to entering into direct contract with the Bandwidth Provider however, 1. Bidder needs to partner with Telecom Service Provider, if necessary, and submit a consolidated quote for the Bid (including the cost of Bandwidth). 2. Supplier needs to facilitate procurement of the same 3. Supplier will remain responsible as well as liable for any performance related issue. 4. Supplier will act as a single point of contact for any problem related to performance of the Bandwidth Provider.
236	Attachments			Clarification required on the proposed payment terms for the ERP licenses		Payment Terms are defined on milestone basis and are not dependent on supply/ installation of individual components.
237	Attachments		Bid Attachment Doc - Attachment2: Technical Evaluation Paramater -6- Project Team	Please share the Essential Qualification required for the team members in each category mentioned		The Team proposed to be deployed by Supplier shall be evaluated on Educational Qualification, relevance of the work experience to the position proposed and domain expertise. Bidders are requested to suggest the Team which is most relevant to the position, the responsibilities assigned and the nature of the Project.
238	Forms		Bidding Forms	Standard Bank Clause is missing in Bid Security (4.1/ 4.2) – (Pages 39 & 40), Performance and Advance Payment Security Forms (6.1) – (Page 53) and Advance Payment Security Form (6.2) – (Page 55). Need to insert the following paragraph towards the end of Bid Security Forms/ Performance and Advance Payment Security Forms: Notwithstanding anything contained hereinabove: a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only) b) This Guarantee shall remain in force up to and including _____ (including claim period of ___ months) c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of KSRTC under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.		Standard World Bank format. No changes permissible.
239	Bid Document		ITB 6.1(a) (2)	Authorities are requested to ask Audited balance sheets or attested certificate for turn over for IT and ITES operation for last three FY i.e. 2008-09, 2009-10, 2010-2011 OR the average turn over for INR 3 Billion to be asked in 2007-08, 2008-9, 2009-2010 from IT and ITES operation	All the companies as audited by now for the last financial year i.e. 2010-2011 and all the other Pre qualification has been counted back ward from 31st March 2011	Not agreed.

240	Bid Document	ITB 6.1(a) (2)	Authorities are requested to ask SEI CMMi Level 5 certificate for Software Development as there will be software portion involved in the project	Kindly lighten up this clause to SEI CMMi Level 5 for Development instead of IT Application Services to give equal chance to the bidders who are CMMi Level 5 Certified and have rich experience in executing large complex software development project	Not agreed.
241	Bid Document	ITB 6.1(a) (5)	Authorities are requested to ask The Bidder (Single Bidder or any of the partners in a JV) should have successfully completed OR under implementation at least two system integration projects (covering design and implementation of an Integrated Enterprise System) globally in last 7 years. The total value (excluding taxes) of each of such projects should at least be INR 50 Million . For each of these projects the value of the component of Application Design & Development and for covering Configuration & Customization, Testing, Installation, Training, Hand-holding and support activities within the project should be at least INR 15 Million .	Authorities are requested to consider the request to give equal chance to the bidder who have rich experience in executing large complex system integration project	Not agreed.
242	Bid Document		Do we get Custom Duty Exemption Certificate if we quote in Dollar or any international Currency	Authorities are requested to please confirm	Please refer to Bid Document Section 1 Instruction to Bidders Clause 14.5. The project is exempt from Customs duty vide GOI Notification No 84/97-Customs dated 11/11/97 and Central Excise Duty Exemption vide Notification No. 108/95 C.E dated 28/8/1995
243	Bid Document	Section 1, ITB	Please elaborate Single Stage Bidding? Do we submit our Technical bid along with Commercial Bid in single envelope OR Technical bid would be sealed separate and Commercial bid will be sealed separate	Please clarify	Please refer Bid Document Section I: Instruction to Bidders --> C: Preparation of Bids and D: Submission of Bids
244	Bid Document		Please clarify whether Consortium is allowed in the bid OR only Single bidder or Joint Venture is allowed	Please clarify whether Consortium is allowed	Please refer Section 1 Instruction to Bidders Clause 6.2 for details of Joint Venture as described in the Bid Document Consortium & Joint Venture are used interchangeably in the Bid Document
245		Timeline	Can the bidder propose their own optimized timeline for the implementation ?		Yes. Bidders are expected to submit, inter alia, a realistic Project Plan as part of Bid. Please refer Attachment 2: Technical/ Quality Evaluation Parameters.
246		GCC 12.1	The Payment does not have any provision for ERP Product Licenses ? Please specify the payment terms for the same		Payment Terms are defined on milestone basis and are not dependent on supply/ installation of individual components.
247		GCC 12.1	Can DFCC increase the percentage of payment at the early stages of the project. As per the current milestones, the payment terms will cause negative cashflow for Sis as the majority of efforts will be spent in these phases.		Not agreed.
248		GCC 20	Subcontracting: Can SI use subcontractors experience in support to clear qualification requirement of the bid for a eligibility of particular clause/experience. What kind of documentation is required to submit along with the bid ?		No.
249		GCC 10.12	Purchaser's Responsibility: We request DFCC to provide the free office space for the project execution. We feel that this will surely save the project cost and have Win-Win situation for DFCC as well SI. Also clarify that will rental asked will also be applicable to Warranty period as well ? Warranty period is 3yrs so its considerable amount. also Request to provide the bigger room for the project team.		Please refer Corrigendum 1, SI. No. 1

250		2.3	Supply and Installation Cost Summary Table: Implementation price has asked in terms of Skill set and their efforts. We understand that implementation price is not asked in terms of lumpsup price. Is it permissible for SIs to add the additional skill sets line items if required as per the solutions required.		Bidder is free to include additional line items as deemed necessary, in the Supply and Installation Cost Summary Table. However, please note that evaluation of Bid would happen as described Section I: Instruction to Bidders --> 28. Evaluation and Comparison of Bids
251	Bid Document	140	Terms of Payment (GCC Clause 12)	Werequest you to please reconsider the payment terms and we propose that same may be revised as mentioned below: -20% in advance against CONTRACT signing, 30% on SRS, 40% on Installation/delivery and rest 10% on Traning Sign-off.	Not agreed.
252			2.5.2 Training and Training Materials:	Process & Application Training	1. Can we go for a train the trainer approach by training a set of key users who in turn will train all end users? 2. How many users need to be trained by us? 3. Will all the training happen at central location in DFCC HQ in Delhi or does it need to be at each CPM location? 4. We assume training language and documentation will be in English. Please clarify
253	Attachments		Attachment 5		1. Considering the small employee strength of DFCC, it has been decided NOT to adopt "Train the Trainer" approach. 2. Training wise user details - Please refer Bid Document Section VI Page 196 Clause 2.5.2 alongwith Corrigendum 1, Sl. No. 9 3. Training location would primarily be DFCCIL HQ at Delhi however, possibility of supplier delivering few trainings at CPM offices cannot be ruled out. 4. Training language and documentation shall be in English.
254				The RFP mentions that OEM training has to be provided and training has to be planned for the users as mentioned in Attachment 5: Application wise User breakup. Our question is- How many people have to be trained and in which locations? Do we need to provide for training sessions in Y1,2,3,4 etc. Will DFCC provide the infrastructure for the same?	For number of Participants, please refer Section VI, Page 196 C;ause 2.5.2: Training and Training Material alongwith Corrigendum 1 Sl. No 9 Change Management Workshops as per the scope defined in 2.5.2.6 are to be conducted in Y1, Y2, Y3 etc. DFCC shall provide basic infrastructure including space for training.
254		Pg197, 2.4.2	It is recommended to follow 'train the Trainer approach' rather than covering all end-users in training. Pls confirm.		Considering the small employee strength of DFCC, it has been decided NOT to adopt "Train the Trainer" approach.
255		Pg197, 2.4.2	Is DFCC open to training by SI instead of OEM ? SI can provide equally effective training as OEM. Pls confirm		Please refer Section VI, Clause 2.5.2: Training and Training Material alongwith Corrigendum 1 Sl. No 9.
256			Knowledge Transfer	What are your expectations about Knowledge Transfer to your IT team or any other service provider at the time of completion of the project ?	The core Technical Team of DFCCIL is envisaged to take over from the Supplier at the end of performance of the Contract. Supplier is expected to train the DFCCIL's Core Technical Team in line with requirements defined in Section VI: Technical Requirements --> 2.5.2: Training & Training Material -->2.5.2.2 Technical. Supplier shall perform appropriate Knowledge Transfer to DFCCIL's core Technical Team so as to enable them maintain the solution after the performance of the Contract.
257		General	Please provide details on the level of trainings to be provided as part of the engagement?		For Requirement of Trainings, please refer 2.5.2: Training and Training Material

258		2.5.2	Training and Training Matrials: Please specify the no of Uers to be trained under training program. Also let us know the training locations ? Or will all the training will be conducted at DFCC New Delhi office ?		<p>Training wise user details:</p> <p>User Training - Number of participants as per Attachment 5: Application wise User breakup</p> <p>Technical Training - 5 number of Core Technical Staff</p> <p>Management Training - 20 number of Managers and senior Administrative Personnel</p> <p>OEM Training - For number of Participants, please refer 2.5.2: Training and Training Material</p> <p>Training location would primarily be DFCCIL HQ at Delhi however, possibility of supplier delivering few trainings at CPM offices cannot be ruled out.</p>
259		19 Attachment 5	In the main body of the Bidding Document , this attachment has been referred as the number of Users to be trained. Please share the total number of business users as well in a similar format (application wise - Year Wise)		<p>Training wise user details:</p> <p>User Training - Number of participants as per Attachment 5: Application wise User breakup</p> <p>Technical Training - 5 number of Core Technical Staff</p> <p>Management Training - 20 number of Managers and senior Administrative Personnel</p> <p>OEM Training - For number of Participants, please refer 2.5.2: Training and Training Material</p>
260		196 Section VI, Page 196 (Training)	Can it be assumed that training would be provided from a centralized location? Does DFCC have a central training location in mind. If so please share the location name.		Training location would primarily be DFCCIL HQ at Delhi however, possibility of supplier delivering few trainings at CPM offices cannot be ruled out.
261		196 Section VI, Page 196 (Training)	Computer Based Training: Is this required for Process Training, Application Training , or both		It is both for Process Training as well as Application Training. Please refer Corrigendum 1, Sl. No. 10
262		198 Section VI, Page 198 (Change Management)	Please confirm our understanding whether the Change Management scope is restricted to Change Management Strategy and max of 10 Change Management Workshop. Would it be fair to assume that these two elements apart (strategy and workshop) , the remaining elements including driving of Change Management would be done by DFCC		Supplier's scope related to Change Management is specified in Bid Document Section VI: Technical Requirement --> 2.5.2.6 Change Management.
263		Attachment 5: Application wise User breakup	Application users	Is it possible to get number of concurrent users?	Please refer Corrigendum 1, Sl. No. 17
264		19 Page -19/Application wise User Breakup/	Pl provide the details of no of concurrent desktop GIS users out of 10 GIS concurrent users.		Please refer Corrigendum 1, Sl. No. 17
265			How many business users required for total project? If possible yearwise break up desireable.		Please refer Attachment 5: Application wise User Breakup. Please refer Corrigendum 1, Sl. No. 17
266	Attachments	Bidding Document - (Page 201/ Clause 2.6.1 End User Requirements)	Supplier must establish, as part of Help Desk, a set of FAQs and help assistant that is available online for DFCCIL employees as well as external stakeholders. DFCCIL to share the Number of Users who shall be accessing the Helpdesk including the external Stakeholders.		The approximate number of current users is 250. Please refer Corrigendum 1, Sl. No. 17
267	Attachments	Bid attachment Document, Pg. 53, Attachment 15, 3. Security Solution for email gateway and web gateway -	1. How many users would be accessing internet via DFCCIL internet gateway 2. Total number of email users, number of concurrent users required 3. Total number of Web users, number of concurrent users required		The user base (approximately 250 in number) will use the DFCCIL Internet Gateway, and email. Please refer Corrigendum 1, Sl. No. 17

268		112	Attachment 18, Page 112 (Web GIS Application) Application should provide a web based interface	The expected number of concurrent users for the Web GIS System.		Application wise user breakup has been provided in Attachment 5. Please refer Corrigendum 1, Sl. No. 17
269				What could be the maximum number of users using the application at peak time? How many concurrent users?		Application wise user breakup has been provided in Attachment 5. Please refer Corrigendum 1, Sl. No. 17
270			Bid Attachment Document: Attachment 18 - FRS- GIS	According to RFP the total number of GIS users is 76 and DFCC envisage increasing the users by 450 post the 3 yrs implementation (as per the design document). The bidder is expected to size the system for 76 users only, but the system should be scalable to take on additional load . Please confirm.		Yes. Please refer Corrigendum 1, Sl. No. 17
271	Bid Document	149	Section V - Special Conditions of Contract (SCC) --> Clause 20 (Subcontracting)	Please confirm if the bidder is allowed to subcontract the GIS Solution execution / support for this engagement. If we are contemplating the GIS Solution implementation / support through an another partner, will it be a subcontracting arrangement OR a JV arrangement. Please clarify.		Subcontracting can be done for any task which is not in conflict with terms mentioned under SCC for GCC 20 mentioned in Pg. 149 of the Bid Document. Bidder is free to form a JV, till along with others, condition mentioned in pg. 47, Section II: Bid Data Sheet, ITB 6.1 (a) --> (table) Sl. No. 4, "However, the Partner-in-charge must execute over 70% of the total contract value on its own" is met.