

Reference: HQ/IT/SI

Response to Queries received from various potential bidders by 20th October 2010

SI No	EOI Section No. / Page No.	Text as per EOI doc	Clarification sought	Response
1.	3.1, Sl. No. 4, Page no. 10	Subcontractors, if any, either in case of a single vendor or a consortium must be at least CMMi Level 3 certified	It is proposed to be ISO certified in lieu of CMMi Level 3 as almost all leading ISPs & System Integrators are ISO certified where as the strength of CMMi Level 3 certified ISPs & System Integrators is extremely low, probably zero.	Please refer EOI & Corrigendum
2.	3.1, Sl. No. 5, Page 10	In case of a Consortium, consortium partners other than Prime Vendor must be at least CMMi Level 3 certified.	It is proposed to be only for software application vendors. ISO certified in lieu of CMMi Level 3 for Data center & Other related IT services as CMMi certifications are not for data center services. Also none of the data center service providers are CMMi Level 3 certified.	No relaxation admissible
3.	3.1, Sl. No. 3	The Prime Vendor organization must have been successfully assessed SEI CMMi Level 5 for IT Application Services and the certification must be currently held.	Relaxation of condition	No relaxation admissible
4.	3.1, Sl. No. 4	In case of a Consortium, consortium partners other than Prime Vendor must be at least CMMi Level 3 certified.	Relaxation of condition	No relaxation admissible
5.	3.1, Sl. No. 7	Single Vendor or Prime Vendor should have minimum 1000 fulltime employees working in India on application services and customisation including 200 full-time employees working on package based System Integration projects.	Relaxation of condition sought for 200 full time employees for application development	No relaxation admissible
6.	3.1 Sl. No. 8	The Single Vendor or Prime Vendor should be a profit making company in each of the last 3 financial years (2007-08, 2008-09 & 2009-10).	Request you to relax this clause to allow participation in the tendering process.	No relaxation admissible

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7.	3.1, Sl. No. 10	<p>The Vendor should have successfully completed at least one system integration projects covering design and implementation of Geographic Information System (GIS) in India. The total value of such project should at least be Rs. 2.0 Crore excluding taxes. The Project shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector. The Vendor must submit certificate of satisfactory completion of the above projects during the last three years. Work-in-Progress projects will not be considered for evaluation.</p>	<p>Request to consider the global experience of GIS implementation for this clause. Or else, request to consider the GIS related work in India for Public Sector Clients worth INR 75 Lakhs.</p>	<p>Please refer EOI & Corrigendum</p>
8.	3.1, Sl. No. 9	<p>The Single or Prime Vendor should have successfully completed at least two system integration projects (covering design and implementation of Enterprise level Application Software packages) in Government / PSUs in India. The total value of each of such projects should at least be Rs. 15 Crore, while the value of the component of Software Development/customization and software maintenance within the project should be at least Rs. 4.0 Crore excluding taxes. The Projects shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector. The Vendor must submit certificate of satisfactory completion of the above projects during the last three years. Work-in-Progress projects will not be considered for evaluation.</p>	<p>Request relaxation to consider global experience</p>	<p>Please refer EOI & Corrigendum</p>

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9.	3.1, Sl. No. 10	<p>The Vendor should have successfully completed at least one system integration projects covering design and implementation of Geographic Information System (GIS) in India. The total value of such project should at least be Rs. 2.0 Crore excluding taxes. The Project shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector. The Vendor must submit certificate of satisfactory completion of the above projects during the last three years. Work-in-Progress projects will not be considered for evaluation.</p>	Request relaxation to consider global experience	Please refer EOI & Corrigendum
10.	4.1, Schedule of events (timelines)	Applications should be submitted before 1500 hours IST on 25th October 2010. This is defined as the Application Due Date.	Request extension of submission date by 3-4 weeks	Please refer EOI & Corrigendum

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11.	3.1, Sl. No. 9	<p>The Single or Prime Vendor should have successfully completed at least two system integration projects (covering design and implementation of Enterprise level Application Software packages) in Government / PSUs in India. The total value of each of such projects should at least be Rs. 15 Crore, while the value of the component of Software Development/ customization and software maintenance within the project should be at least Rs. 4.0 Crore excluding taxes. The Projects shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector.</p> <p>The Vendor must submit certificate of satisfactory completion of the above projects during the last three years.</p> <p>Work-in-Progress projects will not be considered for evaluation.</p>	<p>Expected clause: The Single or Prime Vendor should have successfully completed at least two system integration projects (covering design and implementation of Enterprise level Application Software packages) in Government / PSUs in India. The total value of each of such projects should at least be Rs. 15 Crore, while the value of the component of Software Development/ customization and software maintenance within the project should be at least Rs. 4.0 Crore excluding taxes.</p> <p>The vendor must submit a self attested certificate of satisfactory completion of the above projects during the last three years.</p>	<p>Relaxation allowed only to the extent defined in the Corrigendum</p> <p>No relaxation for self attested certificate</p>
12.	3.1, Sl. No. 10	<p>The Vendor should have successfully completed at least one system integration project covering design and implementation of Geographic Information System (GIS) in India. The total value of such project should at least be Rs. 2.0 Crore excluding taxes. The Project shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector. The Vendor must submit certificate of satisfactory completion of the above projects during the last three years.</p> <p>Work-in-Progress projects will not be considered for evaluation.</p>	<p>Expected Clause: The Vendor should have successfully completed at least one system integration project covering design and implementation of Geographic Information System (GIS) in India.</p> <p>The vendor should be allowed to submit a self attested certificate of satisfactory completion of the above projects during the last three years.</p>	<p>Relaxation allowed only to the extent defined in the Corrigendum</p> <p>No relaxation for self attested certificate</p>

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13.	9.7, (9)		What is expected in Capability Statement?	Refer technical competence and qualification of key personnel as per section 9.5 of EoI
14.	9.7, (10), (12)		What's the difference between: S. No. 10 "Have required project credentials been submitted in prescribed format?" and S. No. 12 "Have details of Projects successfully completed been provided"?	Point (10) concerns with the FORMAT while the point (12) concerns with the DETAILS
15.	General		It is very early stage now to identify all the consortium partners and sub contractors, hence we request moving the compliance clauses like CMM3 certificate or declarations related to them at RFP stage.	At this stage, it is adequate to express an intention . At the time of RFP, all details will required to be submitted. However, consortium composition cannot be changed after the EoI stage
16.	3.1, Sl. No. 3	The Prime Vendor organization must have been successfully assessed SEI CMMi Level 5 for IT Application Services and the certification must be currently held.	Request to please include ISO certified organization instead	No relaxation admissible
17.	3.1, Sl. No. 4	Subcontractors, if any, either in case of a single vendor or a consortium must be at least CMMi Level 3 certified	Waive off this condition	Relaxation allowed only to the extent defined in the Corrigendum
18.	3.1, Sl. No. 5	In case of a Consortium, consortium partners other than Prime Vendor must be at least CMMi Level 3 certified.	Waive off this condition	No relaxation admissible
19.	3.1, Sl. No. 5	In case of a Consortium, consortium partners other than Prime Vendor must be at least CMMi Level 3 certified.	Relaxation for ISO certified organization	No relaxation admissible

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20.	3.1, Sl. No. 9	<p>The Single or Prime Vendor should have successfully completed at least two system integration projects (covering design and implementation of Enterprise level Application Software packages) in Government / PSUs in India. The total value of each of such projects should at least be Rs. 15 Crore, while the value of the component of Software Development/customization and software maintenance within the project should be at least Rs. 4.0 Crore excluding taxes. The Projects shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector.</p> <p>The Vendor must submit certificate of satisfactory completion of the above projects during the last three years.</p> <p>Work-in-Progress projects will not be considered for evaluation.</p>	<p>Relaxation to consider 1 project</p> <p>Relaxation to consider project of Rs. 10 Crore</p> <p>Work in progress project will be considered for evaluation</p>	No relaxation admissible
21.	3.1/10	<p>The Vendor should have successfully completed at least one system integration projects covering design and implementation of Geographic Information System (GIS) in India. The total value of such project should at least be Rs. 2.0 Crore excluding taxes. The Project shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector.</p>	Is there any relaxation for this clause so that the consortium partner can qualify when the prime bidder does not fulfil this criteria	Yes, the consortium partner can qualify when the prime bidder does not fulfill this criteria

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22.	3.1, Sl. No. 9	<p>The Single or Prime Vendor should have successfully completed at least two system integration projects (covering design and implementation of Enterprise level Application Software packages) in Government / PSUs in India. The total value of each of such projects should at least be Rs. 15 Crore, while the value of the component of Software Development/ customization and software maintenance within the project should be at least Rs. 4.0 Crore excluding taxes. The Projects shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector.</p> <p>The Vendor must submit certificate of satisfactory completion of the above projects during the last three years. Work-in-Progress projects will not be considered for evaluation.</p>	Relaxation sought in condition for public limited companies operating in Transport/ Construction/ Utilities sector.	Please refer EOI & Corrigendum
23.	3.1, Sl. No. 10	<p>The Vendor should have successfully completed at least one system integration projects covering design and implementation of Geographic Information System (GIS) in India. The total value of such project should at least be Rs. 2.0 Crore excluding taxes. The Project shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies operating in Transport / Construction / Utilities sector. The Vendor must submit certificate of satisfactory completion of the above projects during the last three years. Work-in-Progress projects will not be considered for evaluation.</p>	Relaxation sought in condition for public limited companies operating in Transport/ Construction/ Utilities sector.	Please refer EOI & Corrigendum

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24.	1/1.5	Bidding as consortium	As a consortium, partner firms have to restrict to one prime vendor only. In this case, is the OEM also considered as a consortium?	So long as the eligibility criteria are met and EOI requirements adhered to, it is not mandatory for OEM to come as a consortium
25.	1/1.5	Bidding as consortium	<p>Why are we requiring CMMi Level 5 certificate particularly when the <50% work is only linked to software</p> <p>OR</p> <p>CMMi level 5 does not indicate the capability of an organization required to execute the solution for DFCCIL. CMMi level 5 requires software organization to use statistical causal analysis and resolution as an integral part of software development.</p>	<p>CMMi Level 5 gives DFCCIL the confidences that not only are the processes standardized and mature, but are under a state of constant improvement. The Statistical Analysis is used predominantly to measure or to quantify process improvements as well as causal analysis. Any organization having such capability is expected to have similar skill sets in undertaking large and enterprise wide packaged software customization, inter-application integration as well as deployment of highest standards of software development processes that may be necessary for be-spoke development , if any</p>

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26.	1/1.5 & 1.6	Bidding as consortium Declaration for sub-Contractors	It appears that DFCC is not allowing change of consortium; however, they are allowing change of sub-contractor after approval from DFCC. Can the same approval be sought for change in consortium member?	No relaxation admissible
27.	2/2A	Scope of Work: Development, customization and integration of the following Application software modules / components for meeting DFCCIL's end-to-end business requirements :	Can we interpret integrated IT solution as heterogeneous products/package solution	Yes, but the solution must meet the detailed DFCCIL requirements
28.	2/2B	Scope of Work: In addition to the above, Integrated IT solution for DFCCIL will also have a module on Land Acquisition to capture data / information related to land being acquired for the project, people affected because of such....	Is land acquisition module also linked with GIS?	Yes however, details would be shared at RFP stage
29.	2/2E	Scope of Work: System Integrator should propose a design and development methodology for the integrated IT solution....	Please confirm if DFCC will pay for all the changes and ATS of the proposed products will be conducted till the time such requirement exists	Details would be shared at RFP stage
30.	2/2.7	Integrated IT Solution Warranty: System Integrator (Vendor) shall warrant that the systems and overall solution supplied to DFCCIL....	It is suggested that comprehensive warranty of the hardware and networking components should start from purchase and implementation of the components as it cannot be linked with 100% go-live; otherwise there will be a support issue later?	As per EOI. Further details would be shared at RFP stage

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31.	3/3.1/3	The Prime Vendor organization must have been successfully assessed SEI CMMi Level 5 for IT Application Services and the certification must be currently held.	It is requested to change the clause to "CMMi level 5 for IT application services and the Certification must be available at the time of placement of order". This request is sought as we have already achieved CMMi L3 in march 09 and as per SEI guidelines, we are eligible after 18 months for assessment for CMMi L5. we are also in the process and expect the appraisal completed in 1-2 months. this also indicates that we comply to all CMMi L5 v 1.2 guideline/processes however, only certification is pending. if required, certificate from the consultant can be provided.	No relaxation admissible
32.	3/3.1/4 & 5	Subcontractors, if any, either in case of a single vendor or a consortium must be at least CMMi Level 3 certified. In case of a Consortium, consortium partners other than Prime Vendor must be at least CMMi Level 3 certified	The criterion appears to be invalid as the sub-contracting can be done for infrastructure work only and CMMi certifications are only for software engineering processes. Please relook in this condition, however, we suggest that it should be CMMi/ISO compliant	Please refer EOI & Corrigendum
33.	1.5 / 6	1) Bidding as a Consortium – The prime vendor will be required to enter into or express an intention to enter into an MOU	1. The text of the final contract between DFCCIL and the prime vendor is not known at this stage. It may not, therefore, be possible for the MOU between the prime vendor and the consortium partners to incorporate all relevant terms and conditions of the final contract. Please clarify	At this stage, it is adequate to express an intention. At the time of RFP, all details will be required to be submitted. However, consortium composition cannot be changed
34.	2 (1) / 7	2) Design and Development of package- based integrated IT solution.....	Is it mandatory on the part of the Single vendor to induct an independent software vendor (ISV) holding the IPR of the 'Enterprise Application package software' as a consortium partner OR can the ISV be a subcontractor to the Single vendor? Please clarify	So long the eligibility criteria is met and EOI requirements adhered to, it is not mandatory for ISV to come as a consortium

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35.	3.1, 3	Single Vendor or Prime Vendor in case of Consortium organization must have a proven and consistent track record of successfully offering system integration services including Enterprise Application package software development/customization, Integration and Implementation. Vendor organization should have minimum total annual turnover of Rs. 500 crore or Rs. 100 Crore only from Enterprise Application package software development/ customization and system integration services each year during the last 3 financial years (2007-08, 2008- 09 and 2009-10).	2. What do the phrases 'Enterprise package design, development / customization' OR 'Design and development of package based integrated IT solution'.....actually implies. Do these phrases mean 'customization and implementation of a conventional ERP package solution'? Please confirm?	We expect complete integration, customization and implementation of the package software to be done by vendor along with the bespoke development of any module for meeting some requirements.
			Will a home grown 'package solution' which meets most of the requirements laid down in Section 2A of the EOI doc be acceptable?	Home grown package solution can be considered but the solution must meet the detailed requirements
36.	1.6 / 6	The Prime Vendor must have back to back agreements with its entire sub –contractors.	1. What does the term 'sub –contractor' actually mean in the context of this EOI. Does it include all independent software vendors who will not form a part of the consortium? Does it also include different vendors who will supply IT hardware, relates services and other sundry items? Is the requirement of SEI CMMi level 3 relevant in this case?	Sub Contractor does not bear responsibility for delivery of the end product. CMMi L3 condition for sub-contractors has been modified. Pls refer corrigendum for the same. However, core activities like requirement gathering, customization/ development, installation, system integration, maintenance etc. will be done by Vendor. Exact details would be provided in RFP.
			If this is so, then it may not be possible to freeze such sub contractors / vendors with back to back agreements as these will depend on price and other considerations which will be available only at the RFP stage. Suggest that this stipulation be waived.	

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37.	3.1 / 10	Eligibility Criteria – S .No. 2 Vendor organization should have minimum total annual turnover of Rs. 500.00 crore or Rs. 100.00 crore only from Enterprise Application package softwareand integration services each year.....	<p>1) Does this mean that if the total annual turnover is Rs. 500.00 crores, then the turnover from 'Enterprise Application package software ...and system integration' need not be mentioned? Please confirm.</p> <p>2) The supporting evidence sought from financial statements / attested certificates from auditor relates to the 'turnover from IT services related operations' whereas the 'Eligibility Criteria' talks of turnover from Enterprise Application package...</p> <p>Does this mean that if a vendor is able to furnish evidence of turnover from IT services related operations either by way of the audited financial statement or by an attested auditor's certificate, then this turnover figure will be accepted as turnover from 'Enterprise Application package software ...and system integration' and no additional supporting evidence will be required. Please confirm.</p>	Yes, however, the Evaluation Committee is within its right to seek additional supporting evidence in the form of work orders, if deemed necessary
			In case the turnover figures used in the Balance sheet / P&L account is under the nomenclature 'IT and consulting services' or 'Application Development and Maintenance' , will it be considered as acceptable evidence.	Yes only if the turnover is more than Rs500 cr as mentioned in the EOI eligibility criteria. Evaluation Committee reserves the right to seek additional information to satisfy itself.

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38.	3.1 / 11	Eligibility Criteria – S .No. 9 The Single or Prime Vendor..... (Covering designand implementation of Enterprise level Application Software packages).....	Does the value (Rs. 4.00 crores) of the component relating to 'Software Development / customization and software maintenance' include the cost of the Application Software package? If this is not so, then it may be difficult to provide documentary evidence for the figure of Rs. 4.00 crore from the PO / contract docs – these docs do not normally provide such detailed break up. Please suggest alternatives	Yes
39.	6.2	Evaluation Criteria	We presume that the case studies / project profiles to be cited in support of past experience / technical capability should not be more than five years old. ie.. the date of completion should not be before 31 Aug 2005. Please confirm.	Any project successfully completed within last 3 financial years would be considered. In addition, projects successfully completed in current financial year upto 31/08/2010 would also be considered.
40.	1.6/ Pg 6	Declaration for sub-Contractors	The vendor should be allowed to subcontract with permission from DFCC even sub contracting is not declared at this stage of the EOI.	Please refer to EOI (Para 1.6)
41.	Section 2A, Pts e, g and j of page 7	ECMS/KMS/Portal related	Typically KMS are part of the ECMS which again is integral to the portals. Pls state clearly the expectation on the functions of the KMS system.	KMS is understood to be part of ECMS. However, details would be shared during RFP stage
42.	Section 2A,	Functional coverage: Operational functionalities	<ul style="list-style-type: none"> Considering the nascent stage of the Freight corridor development, initial focus of Finance Management will be investment and asset management – is this assumption correct? Will there be any Tender Management functionality required? 	No, Details will be shared at the RFP Stage
				No

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			<ul style="list-style-type: none"> As the Freight corridors are not expected to be functional until around 2018, the operational modules that will be required then will not be part of scope of the current project- is this assumption correct? 	Yes. However the future integration and scalability aspects need to be considered. This will be detailed out in RFP
43.	Section 2B	General	Is DFCCIL is open to a mixed solution where majority functionality is available OTS and parts are custom developed for specific requirements?	Please refer to Scope of Work (Section 2 of the EOI)
			Please confirm, the scope for the integrated system in this proposed project is restricted to the currently mentioned east and west corridors only or would there be future additions as and when plans for new corridors take off?	No- however details will be provided at the RFP Stage
			Can you please give us a tentative count of users who will be using the proposed system in its first year of operation and envisaged growth in the subsequent years of usage in the lifecycle of the system? Where these users will be located?	Actual numbers of concurrent users will be defined in the defined in RFP
			What is the proposed/envisaged duration of the contract for this project for each phase?	Would be shared at RFP stage
44.	Section 2, Pt # 5	"...functional audit and certification ...IT solution..."	Pls clarify what is the scope of such audit after User acceptance and Golive and what kind of certification is necessary for the implemented system. Is this applicable only for the software system? Does DFCC wishes to select the 3rd part agency?	DFCC reserves the right to conduct 3rd party audits for functional, security. Details of certification will be specified in the RFP stage.
45.	Section 2, #7	Integrated IT solution warranty: "This warranty would also cover adapting the software for any additional requirements that might come to the notice of DFCCIL at the time of actual use of the software."	We suggest that any change in requirement including additional requirement post go-live should be handled through change request.	Would be shared in the RFP stage

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46.	Section 2, #7 & 8	Warranty Support and Operational support	· What is the scope of activities in Warranty phase?	Would be shared in the RFP stage
			· Activity wise how it is going to be different from the Operational support phase that starts subsequently.	Would be shared in the RFP stage
			· Will DFCC need Operational support during the warranty phase also?	Would be shared in the RFP stage
47.	General		The terms and conditions on consortium partnerships may restrict the participation of the independent software vendors for ERP /GIS and other hardware and software OEMs/ISPs to involve with multiple Bidders. Please clarify how DFCC envisage their participation in the bidding process. For example bidder 1 goes with ERP vendor A. Will this restrict Bidder 2 to go with ERP vendor A?	Please refer to Clarification No. 33 and Eligibility Conditions of EOI.
48.	General		Will DFCC provide and own the space for setting up DC/DR sites?	Would be shared in the RFP stage
49.	General		What arrangement is expected between ISPs and bidder – consortium, subcontracting or any other?	It is upto the bidder to meet the eligibility conditions as given in EOI.
50.	General		There is no mention on type, duration and involvement of DFCCIL management, number of full time functional and technical core team during the project. We need details on DFCCIL project team structure & involvement during implementation?	DFCCIL has a full-time CIO with support staff which is further supported by Wipro's consulting team
51.	General		What is the estimated number of users for the scope of work?	Actual numbers would be defined in RFP
52.	General		Which is going to be Project Site location? Please mention any roll-out site also.	DFCCIL HQ would be project site and CPM offices would be roll-out site. Pls refer website

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				for further details
53.	General		What is estimated timeframe to achieve project go-live?	Would be shared at the RFP stage
54.	Sl. No. 1.2 page no. 5	Scope of work for Wipro includes, conducting the As Is Study, suggesting the To Be processes, design the high level IT roadmap and project plan for implementation, develop the RFP for selection of the System Integrator and undertake bid process management for selection of SI.	Are all these documents going to be part of RFP to be released later?	The relevant details would be provided in the RFP.
55.	Sl. No. 8.3. page no. 18	The final vendor organization would be selected as per the selection criteria set out in the RFP.	Is DFCCIL going to follow QCBS based evaluation process for selection of final vendor organization? Please provide inputs on evaluation process.	Would be shared at the RFP stage
56.	Scope 2 A	Enterprise Content Management (ECM)	What is objective of implementing document management system in your organization?	Would be shared at the RFP stage
57.	Scope 2 A	ECM	How many departments need to use Document management system	Would be shared at the RFP stage
58.	Scope 2 A	ECM	Do you require ECM to be integrated with ERP systems?	Would be shared at the RFP stage
59.	Scope 2 A	ECM	Do you require scanning solution	Would be shared at the RFP stage
60.	Scope 2 A	ECM	Do you require Content Centric Workflows? If yes approximate number	Would be shared at the RFP stage
61.	Scope 2 A	ECM	Do you require file and image conversions?	Would be shared at the RFP stage
62.	Scope 2 A	ECM	Do you require Web Content Management System	Would be shared at the RFP stage

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63.	Scope 2 A	ECM	Do you require annotations and markup features in ECM?	Would be shared at the RFP stage
64.	Scope 2 A	ECM	What is the underlying storage media for ECM repository? Would that be a SAN or a file system?	Would be shared at the RFP stage
65.	Scope 2 A	KM	What is the specific objective of having a KM	Would be shared at the RFP stage
66.	Scope 2 A	KM	Do you require Social Networking features like Blogs, Wikis and discussions and Web 2.0 features	Would be shared at the RFP stage
67.	Scope 2 A	KM	Do you require Project Workspaces, Group workspaces and Personal workspaces features in KM	Would be shared at the RFP stage
68.	Scope 2 A	KM	What should KM repository contain ?	Would be shared at the RFP stage
69.	Scope 2 A	Intranet Portal	What is the primary objective of using an Intranet portal, the audience and functionalities expected out of Intranet portal	Would be shared at the RFP stage
70.	Scope 2 A	Intranet Portal	Are there any specific transactional applications to be developed and hosted in Intranet Portal ? If yes, Please specify the nature of applications	Would be shared at the RFP stage
71.	Scope 2 A	Intranet Portal	Do you require Self-Service applications from ERP to be hosted / integrated with Intranet portal	Would be shared at the RFP stage
72.	General	Identity Management	Do you require Single Sign-On/Off features for all the proposed applications	Would be shared at the RFP stage
73.	General	Identity Management	Do you require User Account Provisioning ? If yes, which users have to be provisioned from which applications ?	Would be shared at the RFP stage
74.	General	Identity Management	Do you require User Self-Registration features	Would be shared at the RFP stage
75.	General	Identity management	Do you require single consolidated directory services ? If so, Should that be an LDAP	Would be shared at the RFP stage

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76.	General	Identity Management	What is the system of record or Single-source of truth for users (HRMS? or Directory server? or Active Directory?)	Would be shared at the RFP stage
77.	General	Identity Management	Do you require workflows while users are being created in or Provisioned?	Would be shared at the RFP stage
78.	General	Middleware Integration	Do you require any middleware for integrating proposed applications using a Process orchestration engine and a Service Bus?	Would be shared at the RFP stage
79.	General	BPM	Do you require a enterprise Level BPM or workflow engine	Would be shared at the RFP stage
80.	General	Grid	Do you require the middleware applications to be provisioned in a grid computing platform?	Would be shared at the RFP stage
81.	General		Location of Data center	Would be shared at the RFP stage
82.	General		What detail of technical solution is expected in the EOI response	Pls refer EOI
83.	General		Please provide the details of existing applications that the system will integrate with?	Would be shared at the RFP stage
84.	General		Please provide the details on number of users and number of concurrent users?	Would be shared at the RFP stage
85.	General		Can we provide Global GIS Government /Public Sector experience instead of India experience?	Pls refer corrigendum
86.	Clause 3.1 (3)	1. The Prime Vendor organization must have been successfully assessed SEI CMMi Level 5 for IT Application Services and the certification must be currently held.	The Prime Vendor organization must have been successfully assessed SEI CMMi Level 3 for IT Application Services and the certification must be currently held	No relaxation admissible

SI No	EOI Section No. / Page No.	Text as per EOI doc	Clarification sought	Response
87.	Clause 3.1 (9)	The Single or Prime Vendor should have successfully completed at least two system integration projects (covering design and implementation of Enterprise level Application Software packages)	<p>“The Single or Prime Vendor should have successfully completed at least two system integration projects/ IT Services (covering design and implementation of Enterprise level Application Software packages) in Government / PSUs / Enterprises. The total value of each of such projects should at least be Rs. 15 Crore, while the value of the component of Software Development/ customization and software maintenance within the project should be at least Rs. 4.0 Crore excluding taxes. The Projects shall be with any Government Department at the central / state level or any central/state Public Sector Undertaking / large public limited companies/ Enterprise operating in Transport / Construction / Utilities sector.</p> <p>The Vendor must submit the PO/ Work Order of the above projects during the last three years</p>	<p>Please refer to Eol and Corrigendum</p> <p>No relaxation admissible</p>
88.	Clause 3.1 (9)	The Single or Prime Vendor should have successfully completed at least two system integration projects (covering design and implementation of Enterprise level Application Software packages)	Request to consider or relax acceptance of Single or Prime Vendor (i) to have successfully completed 1(One) SI Project, (iii) of value 10 crores in Central / State Govt., (iv) in the last 5 years. Also request to include Value of type component of SW supply alongwith SW Development & Maintenance with Rs 4cr specified	No relaxation admissible

SI No	EOI Section No. / Page No.	Text as per EOI doc	Clarification sought	Response
89.	Clause 3.1 (10)	The vendor must have successfully completed at least one SI projects	We request the criteria for GIS can be eliminated or softened as SI can tie up GIS solution provider at RFP stage with technology partner, which has strong GIS capabilities and presence in GIS space. Therefore implementation experience of the technology partner can be considered for GIS related part of the solution and for the integration with other components of the solution	No relaxation admissible
90.	Clause 6.2 (A.2)	Experience in SI of large projects	Request to relaxation of such SI Projects to Rs10 Cr	No relaxation admissible
91.	Clause 6.2 (A.3)	Experience of implementing GIS in any large infrastructure / Utilities company / Govt. Departments / PSUs	As suggested in the eligibility criteria, the technology partner experience at the RFP stage to be considered for evaluation. Alternatively, this clause can be completed diluted or can be restricted to Techno Partner OEM's credentials	Please refer clarification no. 21
92.	Clause 6.2 (1)	Experience of working as a SI covering implementation of enterprise class HR, Finance , Project Management , Document Management and GIS modules including customization and integration	As suggested in eligibility criteria the technology partner experience particularly GIS can be considered for evaluation	Please refer EOI & Corrigendum
93.	Clause 6.2 (3)	Experience of working as a SI covering implementation of any of the three components mention in Scope of Work (Point 2A, Section -2)	As suggested in eligibility criteria the technology partner experience can be considered for evaluation	Please refer EOI & Corrigendum