

**Response to Pre-bid queries**  
For  
Request for Proposal (RFP) for  
“Selection of Managed Service Provider for  
Implementation of Enterprise Business System in  
Five Major Indian Ports”

Bid Reference # IPA/ICTD/ERP/2016

Dated: 10 March 2017



I Indian  
P Ports  
A Association

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1	Vol 1	35	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) - A.6	The Bidder / Any member of the consortium should have experience in setting-up cloud solution in India during the last ten years.	Cloud service provider should be more than 5 years in India & should be CSP empanelled with MeitY	Tender condition shall prevail
2	Vol 1	38	B.6	Data Centre Specialist (nos.1) Engineer with experience in Cloud Computing technologies (IAAS/ PAAS / SAAS) with at least 10 years' of work experience	Request to reduce to 5 years work experience	Tender condition shall prevail
3	Vol 2	168	2.3.4 WAN & Internet Connectivity	<p>1. MSP to ensure in case of failure of primary link (MPLS &amp; internet or both) the connection should switch over to the link provided by secondary service provider without impacting services and data loss.</p> <p>2. scalability to accommodate additional links</p>	<p>Business continuity is one of the key attribute in overall RFP design to meet availability, performed and scalability requirements. User accessibility of Cloud hosted application (EBS) are dependent on connectivity (Private/public). Since RFP has consider most of the designed parameters in functional requirement and scope and work ,however there is no reference of link load balancer solution for port locations in BOQ and overall design.</p> <p>Link load balancing solution offer link redundancy (MPLS &amp; Internet) and ensure traffic is load balanced across multiple links, in event of link failure it transparently route traffic to active link without any manual intervention.. Moreover</p> <p>1. LLB helps organization to design and implement scalable WAN for both traditional DC and cloud based applications. 2. Helps to achieve RPO/RTO timelines detailed in RFP section 2.6 IT Continuity Landscape</p> <p>it's highly recommended to consider dedicated link load balancer solutions with minimum performance specifications.</p>	Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
4	Vol 2	245	Clause 4.14 Additional Overreaching Requirements of the Solution	Suggestion for WAN optimization solution for port and cloud	<p>As per RFP understanding, MPLS network will be used to provide the connectivity between port offices and data centre (cloud) &amp; DR for application access. All the users at the port locations have to contend for available bandwidth for application access. Oversubscribed MPLS network and latency between port locations and cloud application may affect application access and results into poor application Performance.</p> <p>For accelerated and optimized application access and to mitigate the affect of latency in MPLS environment "it is highly recommended to consider dedicated appliance based bandwidth optimizer solution with minimum performance parameters and specifications various e-governance departments including AP treasury, Punjab treasury, TNVAT, TNIGRS, banking customers has adopted bandwidth optimizer technology for improved application delivery over SWAN/MPLS/VPN network. Bandwidth optimizer technologies such as TCP optimization, compression, caching, data deduplication and application acceleration</p>	Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.

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					features overcomes the performance barrier attributes including latency, bandwidth, packet loss and application chattiness on slow links and provide optimized application access and improved end user experience. With compression bandwidth requirements are greatly reduced and provide effective utilization of resource	
5	Annexure TRS infrastructure		Annexure TRS infrastructure	Load balancer hardware architecture and sizing parameters	<p>Load balancer sizing &amp; performance numbers are not inline to performance numbers of other network and security devices and certainly require review for more optimal design. Moreover there is scope to consider next generation load balancing platform keeping RFP requirement under consideration.</p> <p>Consolidation, security, performance and availability drives next gen load balancing platform. With next gen LB multiple service functions including "application load balancer, SSL VPN, global load balancing and Application firewall can be consolidated" on same platform to achieve overall design requirements. all tenants (service functions ) are isolated with dedicated hardware resources to meet the performance requirements. It is recommend considering NextGen application load balancing /ADC platform with multi-tenant architecture with following modules on same platform</p> <ol style="list-style-type: none"> <li>1. Application load balancing– dedicated instance for load balancing of EBS and other business applications</li> <li>2. Global load balancing - dedicated instance for r site failover</li> <li>3. Application firewall - dedicated instance for application security and protection against OWASP top 10 attacks</li> <li>4. SSL VPN instance –for secure remote access , encrypted and authenticated access to business applications from internet</li> </ol>	Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
6	4.5	33	Point No 15: Pre qualification for POS Vendor	Request for consideration vide Pt No 1 deviation to as follows: AS PER TENDER: Bidder shall have an average annual turnover of at least 50 Cr in last 3 financial years	This clause is limiting the competition and To encourage healthy competition we request a relaxation as follows - Bidder shall have an average annual turnover of at least 15 Cr in last 3 financial years.	Refer to Corrigendum
7	4.6	33	Schedule II	AS PER TENDER: Bidder shall have an average annual turnover of at least 50 Cr in last 3 financial years	Total marks are given as 500 Pts. but the break up is shown for 400 Pts. only.	Refer to Corrigendum
8	3	138	Retained Applications at Port	Ports have other systems which are required to interface and exchange data with the Port EBS.	Request to provide the integration touch points for the retained applications.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

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9	5	138	Other systems (Other than Port EBS and retained systems)	The other systems to be considered for interfacing with Port EBS will include at least:	Request to provide the application names, database used and integration touch points for the customer, Partner, Supplier systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
10	8	139	Client side infrastructure	Handheld devices: refers to hand held devices which are envisaged as a part of the solution, which will be used by operators for access data and providing inputs to the system in case of port and estate operations	Request to provide no of Hand held device users ?	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
11	5	139	Other systems (Other than Port EBS and retained systems)	The other systems to be considered for interfacing with Port EBS will include at least: End user computing system	What are the End user computing system , request to provide the integration touch points for end user computing systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
12	7	147	Other systems (Other than Port EBS and retained systems)	Other Port's Systems	Request to provide integration touch points for Other port systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
13	11	148	Port Equipment Systems	Ports have invested in state-of-the-art systems of SCADA, CCTV, Access control, and others. Interfaces are required with these systems to provide one complete view of port operations to the user.	What are the integration touch points for the respective equipment's and how many equipment's are to be integrated.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
14	2.2.4	151	Integration layer design, development, test and implementation	The API management solution proposed by the MSP should meet the requirements established in the technical specifications	Request to provide the "requirements established in the technical specifications" details.	Refer to corrigendum
15	2.2.5	155		Detailed functional requirements corresponding to the above systems have been detailed under functional requirements specifications for the business solution functional requirements. The MSPs are expected to consider the functional requirements for selection of the corresponding business solutions.	The scope and modules covered under POS and their Functional Requirements specifications are not available in the tender document. Request to share the same.	Refer to Annexure - Functional Requirements Specifications

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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16	4.6.1	218	Supply, installation and commissioning of Laptops, desktops and thin clients	The tentative BoM and technical specifications of the hardware and software requirements is given in Annexure 9 of this volume of RFP	Not found, Request to share Annexure 9	Refer to Annexures 7 - Bill of Material
17	4.6.2	219	Supply, installation and commissioning of hand held devices	Tentative BoM and technical specifications of the hardware and software requirements is given in Section 9 of this Volume of RFP.	Not found, Request to share section 9	Refer to Annexures -on "BOM", Annexures -TRS-Infrastructure,Annexures-TRS-Security
18			No Reference		Request to share Port wise & module wise users ? How many hand held users ? How many Portal users ?	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
19		56	Annexure Existing System details	Existing system : Hydrographic Survey software retained by Mumbai Port	Please specify the Existing database and integration touchpoints	Hypack software is a commercially available software. Refer Annexure - FRS to understand integration touchpoints
20			8 Annexure-Existing System details in 8.1- haldia, 8.2-kandla, 8.3- Kolkata, 8.4-mumbai, 8.5-paradip, Chennai- Not Available	Detailing of existing systems	Please share existing systems of Chennai port(Hardware and software are not mentioned in the Annexure)	Refer to Corrigendum
21			8 Annexure-Existing System details in 8.6 Volumetric Details	Volumetric details : Chennai and Kolkata are not mentioned	Please specify the Volumetric details of Chennai and Kolkata in the Annexure	Refer to Corrigendum
22			8 Annexure-Existing System details in 8 Sample Network Design	Sample Network Design :Chennai Port is not mentioned	Please specify the sample design of the below port: Chennai in the Annexure	Refer to Corrigendum
23			Annexure_BOM	Current Port entry system is Bio-Metrics and Aadhar based	Port Entry Systems of Below ports are not Mentioned in Annexure: Kolkata/Chennai/Haldia	Refer to Corrigendum
24	Document Management System, Annexure_FRS_OtherSystems		Point No 35	Leveraged Document management software should figure in the Leader/Challenger Quadrant of Gartner Magic Quadrant – for at least previous five years.	Keeping in view the Make in India vision of Government of India and to get more competitive products and Indian OEMs to participate in this tender, we request you to modify this point as: Leveraged Document management software should figure in the Leader/Challenger Quadrant of Gartner Magic Quadrant or Leader/Strong Performer in Forrester's Wave – in the latest reports published by them.	Refer to Corrigendum

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25	Document Management System, Annexure_FRS_OtherSystems		Point No 37	The solution should support single metadata store for modules such as Document Management, Web Content Management, Records Management and Digital Asset Management.	We understand that IPA wants to get the best of the breed, well integrated ERP, Document Management, Web Content Management, Records Management and Digital Asset Management System. IPA has already asked for the compliance of functional specifications for these modules as per mentioned in the FRS document, which would be carrying a significant weightage and would ensure the quality of the solution. The complete solution should be accessible through a single user interface however internally the data can be stored separately in the RDBMS. Please confirm.	MSP to design solution as per architectural principles and requirements defined in RFP
26	4.6 Technical bid Evaluation, Final_RFP	39	C.3	Compliance to Technical Requirement Specifications as per Volume II of the tender	As e-Office is one of the important requirement in this RFP and a significant step towards the paperless vision of IPA, we request you to include e-Office in the technical evaluation and 10 marks should be allotted for showing the live demonstration of e-Office solution as per the e-Office requirements mentioned in the RFP.	Tender condition shall prevail
27	10) Electronic Office Work (EOW), Annexure_FRS_Core	154	EBS.EOW.1.	The system shall replicate the Present file handling in the same manner as followed i.e. Electronic files shall give the same look and feel of Physical file	Government Departments, around the globe, are automating their workflows over Business Process Management System in order to provide more agility, ease of use, better performance and ease of adding/modifying the additional office workflows. Therefore, based on our experience of working with various Govt organizations and implementing multiple e-Office projects, we strongly feel that the E-Office Solution should be built over Business Process Management (BPM) and Document Management platform. Please confirm.	Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
28	Document Management System, Annexure_FRS_OtherSystems		Point no 20, 21, 30	User should be able to view retention dates to determine how long items will be kept in the system. Should provide support to manage the retention and disposition of the documents	With this requirement mentioned in the FRS for Document Management System, we understand that the department requires the integrated Records Management System for management of physical and electronic records which has the below mentioned capabilities:  a. Capability to define retention policy, disposition policy etc. b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc.  Please confirm our understanding.	Tender condition shall prevail RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.

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29	2.2.2	12	ii	The list of Consortium Members needs to be declared in the bid which cannot be changed by the bidder later on.	The bid submission date of 7th Feb 2017 should be extended to 7th April to enable identification and completion of legal formalities with consortium partners prior to proposal submission. Alternately, please allow SI to submit teaming agreements for the purpose of this project at the time of bid submission with final consortium agreements to be submitted within a specified time of the bid award	Refer to Corrigendum for revised date for bid submission.  Tender condition shall prevail
30	2.2.2	12	iv	Lead Bidder shall be responsible and liable for the successful completion of the entire project. Please note that the consortium together will be jointly and severally liable for all the deliverables.	Lead Bidder shall be responsible and liable for the successful completion of the entire project. The consortium partners will be independently and jointly with the lead partner be liable for the scope of their activities.	Refer to Corrigendum
31	2.2.2	12	ix	The lead bidder and consortium members shall clearly define the roles and responsibilities/scope of work in the Memorandum of Understanding (MoU) to be signed and submitted to IPA. The MoU shall be prepared on a stamp paper of requisite value and shall be submitted along with the Technical. It shall be the responsibility of the bidders to adhere to the MoU being submitted and no interchange of responsibilities later shall be considered by IPA	The lead bidder and consortium members shall clearly define the roles and responsibilities/scope of work in the Letter of Intent (LoI) to be signed and submitted to IPA. The LoI shall be prepared on a stamp paper of requisite value and shall be submitted along with the Technical. A final agreement based on but not necessarily identical to the LoI will be submitted after being declared L1.	Tender condition shall prevail
32	2.2.2	12	x	In case of any dissatisfaction or default on part of the lead Bidder, Consortium members would provide the level of support desired by IPA without any financial liability.	In case of any dissatisfaction or default on part of the lead Bidder, Consortium members would provide the level of support desired by IPA without any financial liability.	Tender condition shall prevail
33	3.3.3	18	(iii)	EMD of technically disqualified bidders would be refunded by IPA after completion of technical evaluation.	We would want a specified date/timeframe by which the EMD amount will be refunded after submission of the bid independent of the completion of the technical evaluation being completed.	Refer to Corrigendum
34	4.8.4	46	(ii)	An amount equivalent of 10 % of total contract value shall be payable by the bidder.	We expect the tender value to be upwards from Rs. 300 crores. In lieu of this we would want the BG to be reduced to 2-3% of the contract value. Alternately, we request you to set the BG on the services component.	Tender condition shall prevail
35	4.5	25	1	Financial Strength	Prequalification Criteria : Total average turnover should be more than 500 crs in the last 5 years for 2 consecutive years.( FY 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16)	Tender condition shall prevail
36	4.5	25	2	Financial Strength	Positive net worth for 3 years over the past 5 years .( FY 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16)	Tender condition shall prevail
37	4.5	26	5	Criteria related to Quality of Service Delivery	CMMi level 3 or 5 certificate required?	Tender condition shall prevail
38	4.5	27	6	Large Turnkey Project	Project value should include all the 3 components: (1) ERP implementation (2) Managed services and hardware (3) Port Operations Solution and should be Single project of 50 crores or 2 projects of Rs 20 crores each or three project of Rs 10 crores	Tender condition shall prevail

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39	4.5	28	7	Project Experience- ERP	System Integrator experience of successful Go-Live / completed project during the last TEN years (as on the last date of bid submission) in one project having ERP and related IT services implementation of project value of INR 10 crores or Two with INR 5 Crs or 3 with INR 1 CRs	Tender condition shall prevail
40	4.5	28	8	Criteria related to Man- Power Capability of Bidder	ERP Consultants on payroll – 50 + at the time of bidding Are the required number of consultants for the proposed ERP or any ERP?	Clause is self explanatory
41	4.5	29	10	Criteria related to the ERP Product Proposed by the Bidder	The proposed ERP product should have been successfully implemented in at least 2 large ports (each of them catering to at least 50 MMT per annum or 1 M TEU container traffic) over the last TEN years as on last date of bid submission.	Tender condition shall prevail
42				Pre-qualification criteria for Port Operations Solution (POS) Provider		No Query
43	4.5	30	2	POS solution implemented in 5 ports	POS solution implemented in 2 ports	Tender condition shall prevail
44	10.1	349	2	Substitution of resources from those CVs provided during the technical evaluation	Clause to be removed. Alternately, replacement resource should be of same or better skills.	Tender condition shall prevail
45	General	NA	NA	Participation of Indian partner of an Overseas POS vendor in consortium	We request that an Indian partner of a world leading overseas POS vendor is allowed to be part of the consortium. The eligibility criteria and technical scoring can be based on the credentials of the overseas POS vendor. Please confirm the same.	Tender condition shall prevail
46	2	13	2.3, 2.4	2.3 The bidder may use the services of a sub-contractor to leverage their specialized experience in respect of following tasks/areas: i. Cloud services ii. Establishment of network infrastructure iii. Call Centre services iv. Data scanning and digitization services v. Civil Work required for the project  Activities that can be sub-contracted to MSME/MSE partners are restricted to those defined under Sub-Contracting Clause 2.3 above.	The scope of services to be sub-contracted will also include provisioning of POS as well from MSME. Please confirm the same.	Tender condition shall prevail
47	Vol 1	11	2.1.1	IPA reserves the right to extend the contract by 2 years on the same terms & conditions and on the contract prices decided pursuant to this tender for each cluster	Bidder request to the extension post initial term of contract shall be mutually agreed between IPA and MSP	Tender condition shall prevail
48	Vol 1	22	3.4.3	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the tender. No Deviations and Exclusions to the tender are allowed. In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Dean, IPA shall be applicable.	Bidder request that the deviation and exclusion shall be allowed. Since the bidder might propose alternate condition / position to tender document's terms and conditions.	Refer to Corrigendum

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49	Vol 1	43	4.7 (iii)	IPA reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.	Bidder wants to clarify that the will bidders self declaration of taxes paid will be sufficient here. Since bidder might be paying taxes of products and services for company as whole and separate tax payment receipt for IPA project may not be available	Bidders may submit certificate from statutory auditor as proof confirming the value of taxes paid and details wrt return.
50	Vol 1	43	4.7 (iv)	Similarly any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidders organization should be passed on to IPA.	Bidder request the removal of passing on 'any exemption availed by bidders organization' to IPA	Tender condition shall prevail
51	Vol 1	44	4.7 (xv)	All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates through the validity of the bid and contract.	Bidder seeks clarification as the subject clause is in contradiction with Clause 4.7 (iv) The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by IPA. Similarly any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidders organization should be passed on to IPA.	Refer to Corrigendum
52	Vol 1	46	4.8.4 (iv)	IPA shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.	Bidder request that IPA shall have right to invoke PBG in case of material breach of terms of contract post providing 30 days cure period to rectify sure failure	Tender condition shall prevail
53	Vol 1	47	4.8.4 (iv)	The purchaser shall also be entitled to make recoveries from the bidder's bills, PBG, or from any other amount due to the bidder, the equivalent value of any payment made to the bidder due to inadvertence, error, collusion, misconception or misstatement	Bidder suggests any such recoveries will be handled separately and not setting of against the bills / PBG due to bidder	Tender condition shall prevail
54	Vol 1	47	4.8.6	Failure to Agree with the Terms and Conditions of the tender In such a case, the IPA shall invoke the PBG of the successful bidder.	Since the contract will be mutually discussed and agreed if it fails to reach consensus bidders PBG shall not be invoked. We request to remove this provision	Tender condition shall prevail
55	Vol 1	50	6.1	Ports are expecting significant reduction in the number of employees due to retirement in the coming years. Due this the requirements for software licenses and related infrastructure shall have to be reduced accordingly. In such scenario, certain software licenses / infrastructure shall be surrendered and payments related to these will be readjusted accordingly. The bidder is expected to keep a note of the same.	Bidder request that any change post contract signature shall be mutually discusses and agreed, including commercial impact. Since some infrastructure and enterprise level software licenses may not be able to surrender once installed.	Refer to Corrigendum
56	Vol 1	50	6.1	Bidder must factor in a ±15% in the minimum indicative quantity for port-specific infrastructure as indicated in the Volume II of this tender	Bidder seeks clarification that shall bidder be quoting for quantities mentioned in RFP and IPA is asking for unit price validity for +/- 15% from tender quantity?	Refer to corrigendum
57	Vol 1	51	6.1	BWR.1 Bandwidth requirements - @Centre Costs associated with necessary bandwidth requirements for central infrastructure as required for the project	Since bidder will be system integrator, providing bandwidth from original service provider will be regulatory challenge, hence bidder request the scope of providing bandwidth shall be removed.	Refer Volume I of the RFP, Section 9.1 - Sample form 1

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58	Vol 1	54	6.2	Payment terms for a port: APP.1 : Licenses : 80% (3 equal pay-outs during Phase I) 1% x 20 (20 equal pay-outs during Phase III)	Bidder request the update to the payment terms for following element as: APP1: License shall be paid in 100% upon delivery of such application licenses.	Refer to Corrigendum for revised payment terms
59	Vol 1	54	6.2	APP.2: Annual Technical Support 5% x 20 (20 equal pay-outs during Phase III)	Bidder request the update to the payment terms for following element as: APP.2: ATS Shall be paid as annually in advance	Refer to Corrigendum for revised payment terms
60	Vol 1	55	6.2	APP.3: Installation/ Configuration/ Customization/ Development (Including Data Migration/ Interfacing) - 10% x 1 (1 pay-out during Phase I) -3% X 3 (3 equal pay-outs during Phase I) -6% X 3 (3 equal pay-outs during Phase I) -18% (1 pay-out at end of Phase II) -2.25% (20 equal pay-outs during Phase III)	Bidder request the update to the payment terms for following element as: APP.3: Installation/ Configuration/ Customization/ Development (Including Data Migration/ Interfacing) 10 % upon commencement of project 30% upon Wave 1 of Phase I completion 40% upon Wave 2 of Phase I completion 10% upon Wave 3 of Phase I completion 10% upon Phase II completion	Refer to Corrigendum for revised payment terms
61	Vol 1	56	6.2	INF 1.: Procurement of Required compute and Storage Infrastructure (including end user computing and Port Specific Server Room Infrastructure) 80% (3 equal pay-outs during Phase I) 20% (20 equal pay-outs during Phase III)	Bidder seeks clarification that INF.1 does not reflect as code / element in overall summary commercials and in commercial format summary. Are these the infrastructure related costs? Further we propose the payment for same then needs change as : INF.1 : Procurement of Required compute and Storage Infrastructure (including end user computing and Port Specific Server Room Infrastructure) 100% upon delivery and installation	Refer to Corrigendum for revised payment terms
62	Vol 1	56	6.2	INF 2.: Annual Maintenance 5% (20 equal pay-outs during Phase III)	Bidder request the update to the payment terms for following element as: INF 2.: Annual Maintenance annually in advance 20% x 5 years	Refer to Corrigendum for revised payment terms
63	Vol 1	56	6.2	CCI.: Primary Data Centre CCI.:Disaster Recovery Centre 4% (24 equal pay-outs during Phase I)	Could you please elaborate these payment term are these 4% x 24 instalments ? Also bidder likes to understand when does IPA wants title of these assets. Is it upon delivery installation or upon closer of contract end pf phase III	Refer to Corrigendum for revised payment terms
64	Vol 1	57	6.2	NWI.1:Procurement of Required Networking Infrastructure: 80% (3 equal pay-outs during Phase I) 20% (20 equal pay-outs during Phase III)	Bidder request the update to the payment terms for following element as: NWI.1:Procurement of Required Networking Infrastructure shall be paid in 100% upon delivery of infrastructure	Refer to Corrigendum for revised payment terms
65	Vol 1	57	6.2	NWI.2 Annual Maintenance: 5% (20 equal pay-outs during Phase III)	Bidder request the update to the payment terms for following element as: NWI.2 Annual Maintenance Shall be paid as annually in advance	Refer to Corrigendum for revised payment terms

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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66	Vol 1	57	6.2	NWI.3. Set-up of Network Infrastructure and Readiness for network availability	Bidder request the update to the payment terms for following element as: NWI.3. Set-up of Network Infrastructure and Readiness for network availability 20 % upon commencement of project 60% upon Wave 1 of Phase I completion 20% upon Wave 2 of Phase I completion	Refer to Corrigendum for revised payment terms
67	Vol 1	57	6.2	Bandwidth Services BWR.1 BWR.2	These shall be paid directly by IPA to service provider as per Bandwidth service provider's payment terms	Refer to Corrigendum for revised payment terms
68	Vol 1	59- 61	6.2	CAC Call Centre (Seat Basis) DNS Data Scanning CIH, PSR,NWI,PSC,PIH,PCC,TRI,EUC,DIC : Operations Centre (O&M Cost) MAS.2 Man-Power Deployment for Project during O&M phase MOP Man-Power Deployment for Ports (people sought from the bidder for business operations of the project)	Bidder request charges for these elements shall be paid monthly in arrears.	Refer to Corrigendum for revised payment terms
69	Vol 1	60	6.2	Operations Centre (Implementation Cost): CIH,PSR,NWI,PSC,PIH,PCC,TRI,EUC,DIC  MAS.1 Man-Power Deployment for Project Implementation as per tender	Bidder request the update to the payment terms for following element as: Operations Centre (Implementation Cost): CIH,PSR,NWI,PSC,PIH,PCC,TRI,EUC,DIC MAS.1 -20 % upon commencement of project -60% upon Wave 1 of Phase I completion -20% upon Wave 2 of Phase I completion	Refer to Corrigendum for revised payment terms
70	Vol 1	61	6.2	The bidder(s) has to ensure that their financial proposal is structured in such a way that the costs during Implementation Phase quoted in the project do not exceed more than 45% of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to 40% while making payments towards Implementation Cost. Any value quoted towards Implementation Costs over and above 40% limit will be paid in equal quarterly instalments for next five years along with quarterly payment for each quarter during the Operations and Maintenance Phase.	Bidder request removal of this provision	Refer to Corrigendum for revised payment terms
71	Vol 1	61	6.2	Payment for bandwidth would be directly made by IPA or its nominated agencies / partners to the connectivity service provider as per the tripartite agreement to be signed by the parties involved after award of contract to the successful bidder. If the payment exceeds the quoted amount, the same will be recovered from quarterly payment being made to the MSP.	Since the payment for bandwidth will be directly done by IPA to nominated agencies any increase or decrease shall be borne by IPA.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
72	Vol 1	52	6.1	All payments will be done at actuals against accepted deliverables along with supporting invoices and documentation as needed by IPA/ports in accordance to the SLA compliance. Based on the price quoted by the MSP, before contract signing, cost share of each port (read: PORT-SHARE) will be derived for each component. The following table provides the payment terms for the MSP during the entire duration of the contract from EACH port from this PORT-SHARE. MSP is expected to raise invoices against the port as per the PORT-SHARE for the component as per applicability conditions. Payment will be made to MSP after deliverable / milestone acceptance as defined within the acceptance criteria. The formulae will be used to derive the contract value for the tender.	In case of non-payment by any of individual ports will IPA be responsible for the payments on behalf of individual port authorities.  Additionally for the common infrastructure can you consider payment done form IPA instead of individual port authorities.	Tender condition shall prevail
73	Vol 3 13	296	13. a. ('c)	Invoicing and Settlement Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Managed Service Provider as per the penalty criteria specified in the SLA.	Bidder request the payment shall be made within 30 days from date of invoice.	Tender condition shall prevail
74	Vol 3	298	13. ('c)	Tax If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by IPA for providing the goods and services i.e. service tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the Implementation Agency in performing the Services, then the remuneration and reimbursable expense otherwise payable to the MSP under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI. However, in case of any new or fresh tax or levy imposed after submission of the proposal the MSP shall be entitled to reimbursement on submission of proof of payment of such tax or levy.	Bidder request to remove any such 'ceiling amounts specified in Schedule VI'. The clause can be amended to be consistent with tender clause of Vol I.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
75	Vol 3	292	10	10) USE OF ASSETS BY THE MANAGED SERVICE PROVIDER use best efforts to ensure that no lien, mortgage, hypothecation or any other charge is created over the Assets. MSP agrees that MSP will inform IPA immediately if MSP feels or comes to know that a charge may be / has been created over any Asset(s). In the event a charge is created over any of the Assets / Goods which are owned by IPA, IPA shall have the right to get the charge removed at the risk, cost, expense of the MSP and MSP shall make good all losses, damages, costs, fees, cess, duties, etc. borne or suffered by IPA due to creation of such charge and/or in removal of such charge and/or in discharging the obligations for removal of such charge	Bidder would like to clarify if IPA wants the ownership of assets upon delivery installation for assets proposed under this agreement?  If infrastructure related assets ownership needs to be transferred at the end of contract term then can MSP mortgage same till period of contract?	Refer to Corrigendum
76	Vol 2	182	3.2 (x)	The MSP shall transfer all the assets including all its components of software, hardware etc. to the Purchaser at the end of contract period at no additional cost to the Purchaser.	Bidder would like to clarify if IPA wants the ownership of assets upon delivery installation for assets proposed under this agreement?  If infrastructure related assets ownership needs to be transferred at the end of contract term then can MSP mortgage same till period of contract?	Refer to response to query#75
77	Vol 2	196	4.3 (e)	The ownership of IT infrastructure procured within port premises shall get transferred to ports after “Acceptance and Go Live and Stabilization”	Bidder would like to clarify if IPA wants the ownership of assets upon delivery installation for assets proposed under this agreement?  If infrastructure related assets ownership needs to be transferred at the end of contract term then can MSP mortgage same till period of contract?	Refer to response to query#75
78	Vol 3	302	15. a. (i)	If the Managed Service Provider is not able to deliver the services as per the SLAs defined in RFP which translates into Material Breach, then IPA may serve a 30 days written notice for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, IPA will have the option to terminate this Agreement. Further, IPA may after affording a reasonable opportunity to the Managed Service Provider to explain the circumstances leading to such a breach.	Bidder request that only continuous failure on SLA shall be considered as material breach.	Tender condition shall prevail
79	Vol 3	302	15. a. (i)	Termination for Convenience	Bidder request IPA to provide 180 days prior notice for termination for convenience. Also consider contract cannot be terminated for convenience in initial 3 years term.	Refer to Corrigendum
80	Vol 3	303	15. e	Effects of termination Any and all payments under this clause shall be payable only after the Managed Service Provider has complied with and completed the transition and exit management as per the Exit Management Plan to the satisfaction of IPA.	Bidder request all due payments shall be made in accordance with payment terms of contract. Exit management related charges shall be paid quarterly in advance	Tender condition shall prevail
81	Vol 3	303	15. f	In the event of termination of the Contract under Clause 15.2, IPA shall pay to the MSP the following amounts	Bidder seeks to include the reasonable shut down and re-deployment fees to be paid to MSP in case of termination.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
82	Vol 3	310	21	21) WARRANTY Component Period Hardware :Till the end of Agreement COTS Software : 6 Months post completion of the agreement Bespoke Software :6 months post completion of the agreement	Bidder suggests that all the warranties will be limited to the warranty provided by OEMs for the products. Post warranty MSP will enter into support agreement with OEMs. Please suggest.	Tender condition shall prevail
83	Vol 3	311	22	22) LIQUIDATED DAMAGES ..thereof subject to a limit of 10% of the total contract value	Bidder request that the maximum LD can be charged against MSP will be limited to 10% of implementation cost.	Tender condition shall prevail
84	Vol 3	347	10.1	Details of SLA Penalty Mechanism and Calculations  The payment will be made by IPA for all locations to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure as detailed in Schedule VI of this volume in the tender	Bidder requests that IPA to pay for 100% invoice raised in accordance with agreed payment term and any penalty impact can be adjusted into the next payment cycle.	Tender condition shall prevail
85	Vol 3	347	10.1	The maximum penalty to be levied is 10% of Quarterly Pay-out.	Bidder requests that the penalty shall be limited to 5% of monthly pay-outs	Tender condition shall prevail
86		18	3.3.3(vi)	The EMD may be forfeited:  Bidder fails to provide required information during the evaluation process or is found to be non-responsive.	This ground may be for rejection of bid not forfeiture of EMD. Please have this ground deleted.	Refer to Corrigendum
87		22	3.4.3	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the tender. No Deviations and Exclusions to the tender are allowed.	Please allow bidders to propose suggestions/alternate terms to the RFP terms which could be discussed and agreed at the evaluation stage. If the same could not be mutually agreed, then the bid may be rejected without forfeiting the EMD	Tender condition shall prevail
88	2	286		As per the scope of work defined in volume 2 of the RFP.	Please clarify that volume 2 of the RFP will be read with clarifications/corrigendum issued by IPA and proposal submitted by successful bidder (to the extent anything in that proposal document not contrary to vole 2 of RFP)	RFP along with all clarifications and corrigendums issued by IPA
89	3	286		This Agreement shall come into effect on <***> (hereinafter the “Effective Date”) and shall, unless terminated earlier in accordance with its terms, expire on the date on which this Agreement expires, which shall be a period of five years from ‘Go-Live’ of Project and any extended period notified by IPA.	Please clarify that any extension of initial term will be mutually agreed.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
90		295	Security and Safety	The Managed Service Provider shall comply with the technical requirements of the relevant security, safety and other requirements specified in the Information Technology Act or Telegraph Act including the regulations issued by dept. of telecom (wherever applicable), IT Security Manual of IPA as specifically stated in the RFP and follow the industry standards related to safety and security (including those as stated in the RFP), insofar as it applies to the provision of the Services/Deliverables under this Agreement.	Please share IT Security Manual of IPA.  Also, would IPA accept ISO standard in place where it says "follow the industry standards related to safety and security" - please clarify.	IT Security Manual of ports shall be shared with the successful bidder at the time of implementation, rest clauses remain unchanged.
91	13	296	Invoicing and Settlement	Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to subject to deduction of applicable liquidated damages and/or service credits/debits.	Please revised the payment term to 30 days from the date of invoice	Tender condition shall prevail
92	15	302		If there is a Material Breach by the Purchaser or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance then the Implementation Agency will give a one month's notice for curing the Material Breach to the Purchaser.	Please revise this clause as:  "If there is a Material Breach by the Purchaser or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance and / or failing to make payment of undisputed amount within 30 days from the date of submission of invoice then the Implementation Agency will give a one month's notice for curing the Material Breach to the Purchaser."	Tender condition shall prevail
93	15	302		Termination for Convenience	Please delete this right or apply only during run phase after go-live with due payment of early termination fees	Tender condition shall prevail
94	15	304		IPA may serve written notice on Managed Service Provider at any time to terminate this Agreement with immediate effect in the event that the Managed Service Provider reporting an apprehension of bankruptcy to IPA or its nominated agencies	Please revise this clause as :  "IPA may serve written notice on Managed Service Provider at any time to terminate this Agreement with immediate effect in the event that the Managed Service Provider reporting an <del>an</del> apprehension of bankruptcy to IPA or its nominated agencies	Tender condition shall prevail
95	15	304		Suspension	Please delete this clause.	Tender condition shall prevail
96	16	306	Limitation of Liability	The liability cap given under this Clause 16.3 shall not be applicable to the indemnification obligations set out in Clause 16 and breach of Clause 12.4 and 19.	Please exclude IPA's obligation to pay charges for products and services rendered from the liability cap.  Please allow a separate exclusive cap of TCV only for liability due to breach of clause 12.4 and 19.	Tender condition shall prevail
97	18	308	Confidentiality	IPA or its nominated agencies shall allow the Managed Service Provider to review and utilize highly confidential public records and the Managed Service Provider shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.	Please revise this clause as:  IPA or its nominated agencies shall allow the Managed Service Provider to review and utilize highly confidential public records and the Managed Service Provider shall maintain <del>the highest level of</del> secrecy, confidentiality and privacy with regard thereto.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
98	22	311		Time is the essence of the Agreement	Please clarify that in case of delay solely attributable to MSP, IPA will allow cure period (can charge LD) and terminate only when the cap of LD is reached.	Tender condition shall prevail
99		General	Bidder experience	Evidence to be submitted. It should be work order or completion certificate	We may not have a separate work order for some cases. Completion certificate can be furnished	Tender condition shall prevail
100		General	Integration with external systems/3P Applications	what are the current interfaces/touch points for data exchange. What is the data that is getting exchanged	Proper scoping and estimating efforts	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
101		General	External and partner system	what are these partner systems and functionality	Proper scoping and estimating efforts	Refer to Refer to Volume II - Solution Details
102		General	Digitization	Volume and nature of documents for digitization.	Proper scoping and estimating efforts	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
103		General	Data Migration	Legacy data migration. It is given as manual and electronic. What is the nature of the legacy data in manual form. Is the expectation to migrate the entire legacy data or only the balances	Proper scoping and estimating efforts	Manual refers to data entry as required
104		General	ERP OEM Audit - continuous audit	Audit up to go live is acceptable. Since there are multiple checkpoint audits from OEM before go live, we feel post go live audit is not required	Possible scope creep on account of new observations post go live	Tender condition shall prevail
105		General	Change management - Users age factor	Change mgmt. is a joint exercise	Customer would know more about the dynamics of users and hence this needs to be a joint ownership	Tender condition shall prevail
106		General	Acceptance of deliverables -within a reasonable time	We suggest an upper time limit of 5 business days for acceptance or reporting back on deliverables	impact on project timelines	Tender condition shall prevail
107		General	Audit, Access and Reporting	what is the objective of such audits and what is the responsibility of MSP		Clarified: As per industry standards. Refer to RFP Scope of work
108		General	Penalty for resource replacement. Replacement of resources carry a Rs 5 lac penalty	Retention of resource for 15 months needs relook. MSP shall suitably replace the resource with similar capability	Extraneous factors might warrant resource replacement	Tender condition shall prevail
109		General	Penalty for delayed go live	This should be applicable only for delays attributable to MSP. Should there be a delay on part of IPA, then the MSP has to be adequately compensated for the same		Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
110	8.16.2 Tech Form 8.2 – Checklist for Additional Marks in Technical Criteria, Final_RFP	85		GARTNER- Classified as leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid. FORRESTER- Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid IDC- Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	During the technical evaluation, a vendor would be getting extra marks if the product proposed by him is present in the top two quadrants of Gartner i.e. Leaders and Challengers. Similarly, top two categories in the Forrester Wave (i.e. Leaders and Strong Performers) should also be included in this additional marks criteria. Therefore, we request you to modify this point as:  FORRESTER- Classified as leaders/Strong Performers as per latest Forrester’s wave in the last one year as on day of submission of bid.  Please confirm.	Refer to Corrigendum
111	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	RFP talks about various types of users that are expected to access the system. Please also clarify the total number of corresponding to each category who will be accessing the POS, ERP, e-Office and Auxiliary Solutions.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
112	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	Please specify the concurrency level of users who will be accessing the POS, ERP, e-Office and Auxiliary Solutions.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
113	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	There would be an On Premise Back up Site that would be set up at each port. In order to size the hardware for this site at each port, please provide the number of users accessing the POS, ERP, e-Office and Auxiliary Solutions and their concurrency at each port.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
114	2.2 Application Landscape, Final_RFP	156	2.2.6.3 Workflow and business rules engine	The business rules engine should enable the provisioning of an easily configurable layer for the systems which enables the business users (super / administrative users) to make changes to the business rules governing port operations as per government mandate.	<p>As per mentioned in the RFP document, IPA needs the capability of Inbuilt configurable rules engine as part of Workflow Solution. So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it:</p> <p>1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.                  2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.                  3) Solution should have the capability to deploy rules as the web service.                  4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”.                  5) Audit logging of changes/modifications done in the rules.</p> <p>Please confirm.</p>	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
115	4.10 Track 8: Data Migration, Final_RFP	228	1. Requirement Analysis for Migration	MSP will be required to carry out migration of data, business rules, checks, etc. as required for functioning of the solution. Data migration including entry and validation of legacy data, and porting is the responsibility of the MSP. MSP needs to migrate complete legacy records available in electronic format. Data shall be migrated from the current application and media to the new application prior to the ‘go-live’ of the respective location.	Please provide the volume and format of data to be migrated.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
116	4.10 Track 8: Data Migration, Final_RFP	231	6. Scanning, Indexing and Storing of Port Documents	<p>MSP should ensure the following quality checks in the document:</p> <ul style="list-style-type: none"> <li>• The Image should not be too dark / too light.</li> <li>• The Image should not have been captured under improper lighting.</li> <li>• The Image should not have been cropped from any side.</li> <li>• The orientation of the image should be right.</li> </ul>	<p>As digitization is one of the requirement of the project so our understanding is that the proposed solution for digitization/ scanning should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. so that the quality of digitized data is ensured.</p> <p>Please confirm our understanding.</p>	Refer to Corrigendum
117	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live, Final_RFP	239	9. Compliance to Standards and Certifications	Workflow-WFMC/BPM Standard	<p>With this our understanding is that Workflow Management System should be compliant to various industry level BPM Standards like WFMC, BPMN and BPEL.</p> <p>Please confirm.</p>	As per RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
118	10) Electronic Office Work (EOW), Annexure_FRS_Core	155	EBS.EOW.41.	The s/w should support direct import of electronic documents of commonly available office suites like MS office, Open office, star office, PDF, single static images (e.g. JPEG, GIF, TIFF), documents produced by text editors; emails and attachments; audio and video files;- CAD files;- XML and HTML documents etc.	Please confirm if the Star Office Suite is installed and used by the Port users or is it a generic requirement.	Refer to RFP Annexure - Existing system details
119	10) Electronic Office Work (EOW), Annexure_FRS_Core	159	EBS.EOW.105.	The system should provide connector to common office suite (MS Office, Open Office, Libre Office) tools so that users can directly access repository from office suite menu options.	Please confirm if the Libre Office Suite is installed and used by the Port users or is it a generic requirement.	Refer to RFP Annexure - Existing system details
120	Document Management System, Annexure_FRS_OtherSystems		Point no 14	The proposed system should have centralized repository and allow users to drag and drop content into the repository. The common integrated repository should be able to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc.	The FRS for Other Systems already has a separate specifications for Portal. Web Content Management would be part handled at Portal only. However, management of documents, digital content, images, records, etc. would be done by Document Management System.  Please confirm.	MSP to design solution as per architectural principles and requirements defined in RFP
121				Financial Strength	· Extracts from the audited Balance sheet and Profit & Loss statements And · Certificate from the Statutory Auditor / <b>CA / Company Secretary</b> as per format “PQ Form 3”	Tender condition shall prevail
122				Project Experience- ERP	· Work Order <del>+ or Completion Certificates from the client and self declaration by the Company Secretary of Bidder</del> · OR · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR · Work Order + Phase Completion Certificate (for ongoing projects) from the client · Please provide project details as per format “PQ Form 5”	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
123	Router		2	Router should have minimum 4 GB of of DRAM/RAM and 4GB Flash. Should support increasing of flash/compact flash size to hold multiple image, data, debugs etc.	Request you to kindly change this clause as " Router should have sufficient RAM and Flash memory to run and store the configuration file and logs files with full compliance to all the asked protocol and performance parameters enable from day-1 without any degradation of the performance" The architecture and technology differs from OEM to OEMs and RAM and FLASH size not related to performance of the router. 2GB RAM and 256 MB flash are sufficient to store the IOS, Configuration files and Log files in HPE routers without any degradation of performance because all the features, application and protocols supports from day one. No additional licences are required for upgradation for features and protocols. Request you to modify the clause so that leading OEM can participate.	Tender condition shall prevail
124	Router		5	The router performance should be scalable up to 300 Mbps or more	Request you to kindly change this clause as "The router performance should be scalable up to 2 Mpps or more". The performance of the routers always measured in mpps. Request you to kindly modify this clause so that max. OEM can participate.	Tender condition shall prevail
125	Router		10	Should support extensive support for SLA monitoring, alerts for metrics like delay, latency, jitter, packet loss	Request you to kindly modify this clause as "Should support for monitoring, alerts for metrics like delay, latency, jitter, packet loss" SLA is OEM specific terminology. Request you to kindly modify so that max. OEM can participate.	Tender condition shall prevail
126	Router		20	Router should support monitoring of network traffic with application level insight with deep packet visibility into web traffic, RTP-Based VoIP traffic and cRTP	This clause is OEM specific. Request you to kindly remove or change as "Router should support sFlow/Net Flow or equivalent" since flow/Net Flow/flow are open standard and max. OEMs are supported. Request you to kindly address so that max. OEM can participate.	Refer to Corrigendum
127	Router		21	Must support dynamic Mesh IPsec tunnel solution without having to pre-configure all tunnel end-point peers. Must support VPN solution based on RFC3547 - Group Domain of Interpretation (GDOI) , Generic Routing Encapsulation RFC 1701/2784/2890) and RFC 2332 (next-hop resolution protocol)	Request you to kindly modify this clause as "Must support dynamic Mesh IPsec tunnel solution without having to pre-configure all tunnel end-point peers. Must support VPN solution based on RFC3547 - Group Domain of Interpretation (GDOI) or equivalent feature/protocol, Generic Routing Encapsulation RFC 1701/2784/2890) and /RFC 2332 (next-hop resolution protocol)" Since GDOI is OEM specific	Refer to Corrigendum
128	Core Switch		1.5	Shall have up to 1.2 Tbps switching capacity and the chassis should support to upgrade up to 3.5 Tbps switching capacity in feature	Request you to kindly change this clause as "Shall have up to 1.2 Tbps switching capacity and the chassis should support to upgrade up to 2.5 Tbps switching capacity in feature". As per the port requirement in non blocking architecture 2.5 Tbps is sufficient. It will unnecessary inflate the cost of overall solution. request you to kindly modify so that max. OEM can participate.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
129	Access Switch 48 Port		New	Additional point	Request you to kindly add "RIPv1, RIPv2" Since static routing and RIP is basic routing protocol and most of the OEM shall supported. Request you to kindly add this feature so that when the customer want to use this protocol than don't require to upgrade the software/ hardware.	Tender condition shall prevail
130	Access Switch 24 Port		2.3	Shall support redundant power supply	Request you to kindly remove this clause. Architecture and technology differs from OEM to OEM. Since 24 port access switch will be used to connect end point device and no need to support redundant power supply.it will also inflate the cost of overall solution. request you to kindly remove this clause so that max. OEM can participate.	Tender condition shall prevail
131	Access Switch 24 Port		New	Additional point	Request you to kindly add "RIPv1, RIPv2" Since static routing and RIP is basic routing protocol and most of the OEM shall supported. Request you to kindly add this feature so that when the customer want to use this protocol than don't require to upgrade the software/ hardware.	Tender condition shall prevail RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
132	Access Switch 24 Port PoE		New	Additional point	Request you to kindly add "RIPv1, RIPv2" Since static routing and RIP is basic routing protocol and most of the OEM shall supported. Request you to kindly add this feature so that when the customer want to use this protocol than don't require to upgrade the software/ hardware.	Tender condition shall prevail RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
133	Access Switch 8 Port PoE		5.2	System should be tested and certified for EAL 2 or above or NDPP certified	Request yo to kindly remove this clause. Since EAL/NDPP Certification is for Gateway level security device where as 8 port switch is basic switch and end user access switch.	Tender condition shall prevail
134	Rack Server		4	Memory : 512 GB PC3 ECC DDR4 RAM using 8GB DDR3 scalable to 1TB	Request you to change it to "512 GB ECC DDR4 RAM using 8GB or higher DDR4 scalable to 1TB " as using 8 GB memory module, server need to have more than 64 memory slot, which is not available in 2 socket servers.	Refer to Corrigendum
135	Rack Server		5	Memory Protection : Advanced ECC with multi-bit error protection supporting memory mirroring	Request you to change it to "Advanced ECC with multi-bit error protection supporting memory mirroring/online sparing" as the online sparing gives more capacity utilization compare to mirroring.	Refer to Corrigendum
136	Rack Server		14	Remote Management : Should be possible to remotely manage each blade server individually.	Looked like typo mistake. In place of blade, it should be rack.	Refer to Corrigendum
137	Rack Server		21	Industrial Standard Compliance : ACPI 2.0 Compliant, PCI 2.2 Compliant, WOL Support, MS Logo Certification, USB 2.0 Support	Request you to please change PCI2.2 to PCIe 3.0 as the latest servers comes with PCIe 3.0.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
138	SAN Storage		2	The storage array should support industry-leading Operating System platforms and clustering including: Windows Server 2008 (enterprise Edition), sun Solaris, HP-UX, IBM-AIX, LINUX/UNIX etc.	Request you to please remove AIX as there are no IBM AIX servers in Environment.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
139	SAN Storage		3	The storage array shall be configured with at least 1 GB cache of total cache mirrored across with dedicated interface / paths communication between two storage controllers and should be scalable to 8GB.	Request you to please change it to " The storage array shall be configured with at least 4GB cache per controller in a single unit after removing the operating system overhead" to get good performance.	Refer to Corrigendum
140	SAN Storage		4	All the necessary software to configure and manage the storage space, RAID configuration, logical drives allocation, virtualization, snapshots (including snap clones and snap mirrors) for entire capacity etc.	Since , snapshots and clones are measure licenses with different schemas from different OEM , Request you to please change the clause " All the necessary software to configure and manage the storage space, RAID configuration, logical drives allocation, virtualization for entire capacity etc. and snapshots for 64 snap clones and snap mirrors.	Tender condition shall prevail
141	SAN Storage		6	Load balancing must be controlled by system management software tools	Please change this to "Load balancing must be controlled by system management software tools, if MPIO functionality of Operating system is not supported." as Almost every Storage vendor supports MPIO feature which can be integrated with OS and does the load balancing	Tender condition shall prevail
142	SAN Storage		8	The offered system should be pre-configured with at least 10 TB of useable Storage Capacity	Please clarify the RAID level and Disk type.	Refer to Corrigendum
143	SAN Storage		10	Storage must be offered with Global Hot Spare Disk drive at least 1 Disk Drive per 12 Disk configured rounded off to next number for both FC and SATA/FATA Drives.	Please change FC and SATA drives to SAS and NL-SAS drives as FC and SATA drives are obsolete now days replaced by SAS and NL-SAS drives	Refer to Corrigendum
144	SAN Storage		12	The system array should support synchronous and asynchronous replication.	Request you to please change it to "The system array should support replication"	Refer to Corrigendum
145	SAN Storage		New	Additional point	Request you to please add "Offered Storage shall also have optional support for Flash cache using SSD / Flash drives. Offered storage shall support at-least 2TB Flash Cache." as the industry is moving towards using SSD as cache.	Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
146	SAN Storage		New	Additional point	Please add " Offered Storage shall have optional Sub-LUN real time automated tiering for moving data among SSD, Enterprise SAS drive and SAS-MDL drives for performance optimization." Tiering should be there as part of support feature so that data movement can be done automatically and storage can be utilized effectively	Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
147	SAN Switch		1	Minimum 16 Active ports (each with minimum port speed 4Gb) within same switch upgradeable to 32 ports with minimum 2 no of additional 10GBPS FC ports.	Request you to please change it to "Minimum 16 Active ports (each with minimum port speed 4Gb) within same switch upgradeable to 32 ports". Please remove 10 Gbps FC ports as these ports are coming with current storage.	Refer to Corrigendum
148	SAN Switch		2	Should support FCIP protocol	Request you to please remove this as These ports are required for Replicating purpose and current storages are well equipped with IP ports for replication	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
149	Vol-1 , 4.5	30	POS Solution (Criteria # 1):	The bidder should have an average annual turnover of at least INR 50 Crores or USD 7.5 Million in last 3 financial years (FY 2013-14, 2014-15 and 2015-16).	We request for Criteria to be reduced to: The bidder should have an average annual turnover of at least INR 20 Crores in last 3 financial years (FY 2013-14, 2014-15 and 2015-16).	Tender condition shall prevail
150	Vol-1 , 4.5	30	POS Solution (Criteria # 2):	The POS solution should have been successfully implemented in at least 5 ports / terminals covering following over the last TEN years as on last date of bid submission. a. Marine Operations b. Cargo Operations involving different types of cargo Break-bulk OR Bulk OR Cargo OR Liquid	We request for Criteria to be reduced to: The POS solution should have been successfully implemented in at least 2 ports / terminals covering following over the last TEN years as on last date of bid submission. a. Marine Operations b. Cargo Operations involving different types of cargo Break-bulk OR Bulk OR Cargo OR Liquid	Tender condition shall prevail.
151	Vol-1 , 4.5	30	Manpower Capability (Criteria # 3)	The bidder should have a team of at least 60 Port Operation Solution consultants on its payroll having experience in implementing the POS solution	We request to delete this clause from Pre-Qualification and should be ensured during implementation.	Tender condition shall prevail
152	Vol-1 , 4.5	31	Integration Capabilities (Criteria # 4)	At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions. These include: · Classified under leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid OR · Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid OR · Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	We request for Criteria to be reduced: At least 1 projects where POS solution has been integrated with one of the industry leading ERP solutions. These include: · Classified under leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid OR · Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid OR · Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	Refer to Corrigendum
153	Vol-2 , 1.4	129	Conceptual view of the proposed Port-Enterprise Business System:	Common application platform with different port - specific instances	All Port specific instances will have common work flow or different workflow?	Workflow shall be Port specific
154	Vol-2, 1.2	127	Current system landscape	Retained systems: These are systems/ applications which have been recently developed or are being developed at the port. Under this project, these are expected to be retained. The new system coming in needs to integrate seamlessly for two-way data exchange	The retained system will be hosted in respective ports or in Cloud?	Not to be considered under MSP scope
155	Vol-2 ,Annexure BOM - 7.1.1	2	Central Infrastructure (Point no.1)	Port operations - 6 instances	How is the Licensing of POS is done? Number of users are not mentioned	Refer to Corrigendum for Bill of Material

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
156	Volume 1 - Request for Proposal (RFP) for “Selection of Managed Service Provider (MSP) for Enterprise Business System in Five Major Indian Ports” <Pre-qualification criteria>	29	Clause 10	The proposed ERP product should have been successfully implemented in at least 5 large ports (each of them catering to at least 50 MMT per annum or 1 M TEU container traffic) over the last TEN years as on last date of bid submission	We are not qualifying this criteria, we recommend to change it to either The ERP product (any version) should have been successfully implemented in minimum 3 Govt/PSU/any port in India.  OR drop this clause  Self declaration letter will be provided signed by authorised person	Tender condition shall prevail
157	Volume 1 - Request for Proposal (RFP) for “Selection of Managed Service Provider (MSP) for Enterprise Business System in Five Major Indian Ports” <payment term for a port >	53,54	APP1 & APP3	payments terms are not acceptable to us for APP.1 & APP.3.  Request to change it to  APP 1. 100 % license cost should be paid upfront at the proof of dispatch and ot should not be unlinked to waves OR phases stated in the RFP  APP3.  10% Against team mobilization 20 % at completion of requirement study phase 20 % at completion of design / development phase 20% on completion of training 20% on completion of UAT 10% at go-live		Refer to Corrigendum for revised payment terms
158	ANNEXURE – Bill of Material		central infrastructure	Request to mention the employee head count for calculating ess and payroll users.		Refer to Corrigendum for pensioners and employee counts
159	8.16.2 Tech Form 8.2 – Checklist for Additional Marks in Technical Criteria, Final_RFP	85		GARTNER- Classified as leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid. FORRESTER- Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid IDC- Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	During the technical evaluation, a vendor would be getting extra marks if the product proposed by him is present in the top two quadrants of Gartner i.e. Leaders and Challengers. Similarly, top two categories in the Forrester Wave (i.e. Leaders and Strong Performers) should also be included in this additional marks criteria. Therefore, we request you to modify this point as:  FORRESTER- Classified as leaders/Strong Performers as per latest Forrester’s wave in the last one year as on day of submission of bid.  Please confirm.	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
160	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	RFP talks about various types of users that are expected to access the system. Please also clarify the total number of corresponding to each category who will be accessing the POS, ERP, e-Office and Auxiliary Solutions.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
161	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	Please specify the concurrency level of users who will be accessing the POS, ERP, e-Office and Auxiliary Solutions.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
162	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	There would be an On Premise Back up Site that would be set up at each port. In order to size the hardware for this site at each port, please provide the number of users accessing the POS, ERP, e-Office and Auxiliary Solutions and their concurrency at each port.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
163	2.2 Application Landscape, Final_RFP	156	2.2.6.3 Workflow and business rules engine	The business rules engine should enable the provisioning of an easily configurable layer for the systems which enables the business users (super / administrative users) to make changes to the business rules governing port operations as per government mandate.	As per mentioned in the RFP document, IPA needs the capability of Inbuilt configurable rules engine as part of Workflow Solution. So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it:  1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”. 5) Audit logging of changes/modifications done in the rules.  Please confirm.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
164	4.10 Track 8: Data Migration, Final_RFP	228	1. Requirement Analysis for Migration	MSP will be required to carry out migration of data, business rules, checks, etc. as required for functioning of the solution. Data migration including entry and validation of legacy data, and porting is the responsibility of the MSP. MSP needs to migrate complete legacy records available in electronic format. Data shall be migrated from the current application and media to the new application prior to the 'go-live' of the respective location.	Please provide the volume and format of data to be migrated.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
165	4.10 Track 8: Data Migration, Final_RFP	231	6. Scanning, Indexing and Storing of Port Documents	MSP should ensure the following quality checks in the document: <ul style="list-style-type: none"> <li>• The Image should not be too dark / too light.</li> <li>• The Image should not have been captured under improper lighting.</li> <li>• The Image should not have been cropped from any side.</li> <li>• The orientation of the image should be right.</li> </ul>	As digitization is one of the requirement of the project so our understanding is that the proposed solution for digitization/ scanning should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. so that the quality of digitized data is ensured.  Please confirm our understanding.	Refer to Corrigendum
166	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live, Final_RFP	239	9. Compliance to Standards and Certifications	Workflow-WFMC/BPM Standard	With this our understanding is that Workflow Management System should be compliant to various industry level BPM Standards like WFMC, BPMN and BPEL.  Please confirm.	As per RFP
167	10) Electronic Office Work (EOW), Annexure_FRS_Core	155	EBS.EOW.41.	The s/w should support direct import of electronic documents of commonly available office suites like MS office, Open office, star office, PDF, single static images (e.g. JPEG, GIF, TIFF), documents produced by text editors; emails and attachments; audio and video files;- CAD files;- XML and HTML documents etc.	Please confirm if the Star Office Suite is installed and used by the Port users or is it a generic requirement.	Refer to RFP Annexure - Existing system details
168	10) Electronic Office Work (EOW), Annexure_FRS_Core	159	EBS.EOW.105.	The system should provide connector to common office suite (MS Office, Open Office, Libre Office) tools so that users can directly access repository from office suite menu options.	Please confirm if the Libre Office Suite is installed and used by the Port users or is it a generic requirement.	Refer to RFP Annexure - Existing system details
169	Document Management System, Annexure_FRS_OtherSystems		Point no 14	The proposed system should have centralized repository and allow users to drag and drop content into the repository. The common integrated repository should be able to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc.	The FRS for Other Systems already has a separate specifications for Portal. Web Content Management would be part handled at Portal only. However, management of documents, digital content, images, records, etc. would be done by Document Management System.  Please confirm.	MSP to design solution as per architectural principles and requirements defined in RFP
170	4.5	33	Point No 15: Pre qualification for POS Vendor	Request for consideration vide Pt No 1 deviation to as follows: AS PER TENDER: Bidder shall have an average annual turnover of at least 50 Cr in last 3 financial years	This clause is limiting the competition and To encourage healthy competition we request a relaxation as follows - Bidder shall have an average annual turnover of at least 15 Cr in last 3 financial years.	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
171	4.6	33	Schedule II	AS PER TENDER: Bidder shall have an average annual turnover of at least 50 Cr in last 3 financial years	Total marks are given as 500 Pts. but the break up is shown for 400 Pts. only.	Refer to Corrigendum
172	3	138	Retained Applications at Port	Ports have other systems which are required to interface and exchange data with the Port EBS.	Request to provide the integration touch points for the retained applications.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
173	5	138	Other systems (Other than Port EBS and retained systems)	The other systems to be considered for interfacing with Port EBS will include at least:	Request to provide the application names, database used and integration touch points for the customer, Partner, Supplier systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
174	8	139	Client side infrastructure	Handheld devices: refers to hand held devices which are envisaged as a part of the solution, which will be used by operators for access data and providing inputs to the system in case of port and estate operations	Request to provide no of Hand held device users ?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
175	5	139	Other systems (Other than Port EBS and retained systems)	The other systems to be considered for interfacing with Port EBS will include at least: End user computing system	What are the End user computing system , request to provide the integration touch points for end user computing systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
176	7	147	Other systems (Other than Port EBS and retained systems)	Other Port's Systems	Request to provide integration touch points for Other port systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
177	11	148	Port Equipment Systems	Ports have invested in state-of-the-art systems of SCADA, CCTV, Access control, and others. Interfaces are required with these systems to provide one complete view of port operations to the user.	What are the integration touch points for the respective equipment's and how many equipment's are to be integrated.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
178	2.2.4	151	Integration layer design, development, test and implementation	The API management solution proposed by the MSP should meet the requirements established in the technical specifications	Request to provide the "requirements established in the technical specifications" details.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
179	2.2.5	155		Detailed functional requirements corresponding to the above systems have been detailed under functional requirements specifications for the business solution functional requirements. The MSPs are expected to consider the functional requirements for selection of the corresponding business solutions.	The scope and modules covered under POS and their Functional Requirements specifications are not available in the tender document. Request to share the same.	Refer to Annexure - Functional Requirements Specifications
180	4.6.1	218	Supply, installation and commissioning of Laptops, desktops and thin clients	The tentative BoM and technical specifications of the hardware and software requirements is given in Annexure 9 of this volume of RFP	Not found, Request to share Annexure 9	Refer to Annexures 7 - Bill of Material
181	4.6.2	219	Supply, installation and commissioning of hand held devices	tentative BoM and technical specifications of the hardware and software requirements is given in Section 9 of this Volume of RFP.	Not found, Request to share section 9	Refer to Annexures -on "BOM", Annexures -TRS-Infrastructure,Annexures-TRS-Security
182			No Reference		Request to share Port wise & module wise users ? How many hand held users ? How many Portal users ?	Refer to "Annexure - Existing system details" and updates in corrigendum  Bidder is expected to make necessary sizing assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
183		56	Annexure Existing System details	Existing system : Hydrographic Survey software retained by Mumbai Port	Please specify the Existing database and integration touchpoints	Hypack software is a commercially available software. Refer Annexure - FRS to understand integration touchpoints

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
184			8 Annexure-Existing System details in 8.1- haldia, 8.2-kandla, 8.3- kolkata, 8.4-mumbai, 8.5-paradip, Chennai- Not Available	Detailing of existing systems	Please share existing systems of Chennai port(Hardware and software are not mentioned in the Annexure)	Refer to Corrigendum
185			8 Annexure-Existing System details in 8.6 Volumetric Details	Volumetric details : Chennai and Kolkata are not mentioned	Please specify the Volumetric details of Chennai and Kolkata in the Annexure	Refer to Corrigendum
186			8 Annexure-Existing System details in 8 Sample Network Design	Sample Network Design :Chennai Port is not mentioned	Please specify the sample design of the below port: Chennai in the Annexure	Refer to Corrigendum
187			Annexure_BOM	Current Port entry system is Bio-Metrics and Aadhar based	Port Entry Systems of Below ports are not Mentioned in Annexure: Kolkata/Chennai/Haldia	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
188	4.6 Technical bid Evaluation	35	A.3 under Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS)	<p>A.3 The Bidder / Any member of the consortium should have experience in setting-up cloud solution in India during the last ten years.</p> <p>Cloud Solution set-up would mean where the Bidder has, procured, installed and commissioned Cloud Infrastructure (Hardware and Software). 50% marks per project will be allotted. A bidder can submit maximum of 2 projects.</p>	<p>The cloud infrastructure is managed by the Cloud Service provider and the SI / MSP is responsible for the provisioning of the necessary services (compute, storage, security groups,...), deployment of the solution and managing the security and other activities under the O&amp;M.</p> <p>Hence, it is suggested to redefine the "Cloud Solution Setup: as projects with respect to deploying and managing solutions on cloud environment (IaaS / PaaS / ..) and NOT setting up the cloud-solution / installation and commissioning of cloud infrastructure.</p>	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
189	4.6 Technical bid Evaluation	39	C.1 Technical Presentation	Presentation, demonstration and Q&A	<p>Cloud services are provisioned and managed by the SI / MSP using a self-service platform. While provisioning of compute and storage form the basic cloud service, what is even more critical is the feature set provided by the CSP to provision, administer the compute &amp; storage (e.g., (auto-scaling / elasticity,...), manage the security (encryption, firewalls, security groups,...) &amp; operations (Identity and Access Management, logging, audit and monitoring,...) to effectively leverage the benefits of the cloud services.</p> <p>The compliance of the requirements for the cloud services in the RFP may also be evaluated during the technical evaluation through a demonstration / Proof of capability of the cloud services over the self-service platform. Appropriate score may be given for the demonstration of the features to administer the VM, security and operations under the technical presentation section of technical evaluation.</p>	Tender condition shall prevail
190	Section 7.1 Bidder / Managed Service Provider under 7 Roles & Responsibilities of Stakeholders	62	Clause (iii)	iii. Addressing technology obsolescence by appropriate upgradation, replacement and / or replenishment of systems deployed at various locations (data centre, locations as required in the tender).	Since the Cloud services (IaaS / PaaS) will be leveraged by the bidder, the management of infrastructure used provide the cloud services falls under the responsibility of the Cloud Service Provider.	Tender condition shall prevail
191	2.2.1.3 Ownership and license	144	Clause (b)	b. In case of any update/ upgrade of software application, the system integrator shall provide the latest available modified source codes in new set of CDs and any other electronic media to purchaser. System integrator shall provide a cover letter / affidavit that the source code provided is the latest available modified source code. The same shall be made available and maintained in a version control system for the purchaser.	<p>It is important for the customer to have not only the latest source but also the required libraries with the correct versions, build scripts, and deployment scripts for the different environments (Production as well as non-production such as dev/QA/Staging). Also, as indicated in the RFP, the source code should be checked into the version control to keep track of the changes to the source code over the duration of the contract.</p> <p>IPA may leverage DevOps framework / services (PaaS) officered by the CSPs to manage the entire source code, builds and deployments to the meet this critical requirement in a structured / tool-based approach. The same may also be added as a functional requirement for the cloud services under Section 2.3.1.</p>	Tender condition shall prevail
192	2.2.4 Integration layer	146	API Management	All Clauses	<p>API Gateway Services (PaaS) is a fully managed service that makes it easy for developers to create, publish, maintain, monitor, and secure APIs at any scale. API Gateway Services handles all the tasks involved in accepting and processing up to hundreds of thousands of concurrent API calls, including traffic management, authorization and access control, monitoring, and API version management.</p> <p>IPA may leverage API Gateway framework / services (PaaS) officered by the CSPs for API management. The same may also be added as a functional requirement for the cloud services under Section 2.3.1.</p>	Tender condition shall prevail

Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
193	2.3.1 Cloud (Primary and DR site) and Port On-Premise site	161	Overall Cloud Requirements	o CSP should be empanelled under MeitY’s “Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)”	<p>It is requested to modify this clause to allow wider participation of CSPs and lead to competitive bidding and eventually benefit the IPA through competitive prices, better service offerings and value.</p> <p>Provisional empanelment was carried out based on the self-certification by the CSP indicating compliance against the specified Pre-Qualification Criteria and Technical Requirements (General, Services, Operational, Management Reporting,...) mentioned in the RFP. The current RFP lists out the minimum technical capabilities / requirements for the cloud services based on the requirements given under the Provisional Empanelment RFP. Any CSP that complies and meets the technical requirements may be allowed to participate in the RFP.</p> <p>Suggested Clause: CSPs should be either empanelled under MeitY’s “Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)” OR meet the pre-qualification criteria (Reference: Pre-Qualification Criteria used in Provisional Empanelment RFP) *. In addition, CSP should submit the compliance statement against the cloud service requirements provided under Section 2.3.1 (Overall Cloud Requirements, Cloud Service Requirements, Cloud Operational Requirements, and Cloud Management Reporting Requirements).</p> <p><i>(Some of the Pre-Qualification criteria mentioned in the Empanelment RFP (e.g., Data Centre Facility being in India, ISO 27001,..) are already included as requirements within the IPA RFP and may be excluded)</i></p>	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
194	2.3.1 Cloud (Primary and DR site) and Port On-Premise site	162	Overall Cloud Requirements	o The primary DC and the disaster recovery site should be in different seismic zones within India	<p>The requirement is to provide the Business Continuity in case of any disruptions / disaster to the Primary Data Centre within the specified RPO / RTO timelines. Different CSPs provide the Disaster Recovery / Business Continuity through different architectures. The Disaster Recovery architecture may be left to the bidder to meet the IPA's requirement of having a fully functional DR in case of disruption to the Primary DC and provide consistent user experience.</p> <p>AWS has multiple “availability zones” within India region that are different facilities in different places but not necessarily different seismic zone. Each Availability Zone is designed as an independent failure zone. This means that Availability Zones are physically separated within a typical metropolitan region and are located in lower risk flood plains (specific flood zone categorization varies by Region). Each availability zone runs on its physically distinct and independent infrastructure and do not share common points of failures like generators and cooling equipment across the multiple data centre facilities.</p> <p>AWS provides customers the flexibility to place instances and store data across multiple Availability Zones within each region. Core applications can be deployed in an N+1 configuration, so that in the highly unlikely event of a data centre failure, there is sufficient capacity to enable traffic to be load balanced to the remaining “availability zone”.</p> <p>The RFP also has the requirement of near-zero data loss. This can be achieved only through synchronous replication of data across the primary and secondary sites. This is possible only when the data centres are close enough to allow high-speed low latency links for synchronous replication but at the same physically distinct and far apart so that even uncommon disasters such as fires, tornados, or flooding do not simultaneously impact both the facilities.</p> <p>Further, as per the requirements of the RFP, the data is also replicated to the on premise storage in the Ports.</p>	Tender condition shall prevail
195	2.3.1 Cloud (Primary and DR site) and Port On-Premise site	162	Overall Cloud Requirements	o The Data Centre should be certified for the latest version of ISO 27001:2013 and provide service assurance and effectiveness of Management compliant with SSAE 16 / ISAE 3402 standards	<p>The scope of ISO 27001:2013 certification should include the cloud services such as compute and storage in addition to the data centre.</p>	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

<b>S. No.</b>	<b>Section</b>	<b>Page#</b>	<b>Clause#</b>	<b>Content of Tender requiring Clarification</b>	<b>Points of Clarification Required</b>	<b>Response</b>
196	2.3.1 Cloud (Primary and DR site) and Port On-Premise site	165	Overall Cloud Requirements	The entire hosting for all Disaster Recovery equipment should be from a Single location with perimeter and physical security. The Disaster Recovery Site should be in India and at a different seismic zone from Data Centre Site.	Please refer to the clarification sought under S.No. (7)	Tender condition shall prevail
197	2.4.1 Overall requirements	170		b. MSP has to adopt technical, physical and administrative measure in order to protect personal data from loss, misuse or alteration based on global best practices for privacy and security like OECD, APAC, IT act, Indian act compliance, NIST cloud computing reference model, CSA security guidance, ISO 27000 standards.	<p>IPA may seek compliance to the global standards such as ISO 27017 and ISO 27018 that are formulated to address the cloud-specific information security controls and controls to protect personally-identifiable information respectively.</p> <p>The offered cloud services shall be certified for ISO 27017 and ISO 27018.</p> <p>ISO 27017 provides guidance on the information security aspects of cloud computing, recommending the implementation of cloud-specific information security controls that supplement the guidance of the ISO 27002 and ISO 27001 standards. This code of practice provides additional information security controls implementation guidance specific to cloud service providers.</p> <p>ISO 27018 is a code of practice that focuses on protection of personal data in the cloud. It is based on ISO information security standard 27002 and provides implementation guidance on ISO 27002 controls applicable to public cloud Personally Identifiable Information (PII). It also provides a set of additional controls and associated guidance intended to address public cloud PII protection requirements not addressed by the existing ISO 27002 control set.</p>	Tender condition shall prevail

Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
198	2.4.1 Overall requirements	171	5. Security Audits and Reviews	5. Security Audits and Reviews	<p>Implementing the below features will allow IPA to control access to the underlying cloud services, monitor the resource usage, maintain the audit trail and monitor the compliance to the defined rules and maintain the strategic control.</p> <p>a. IAM: CSP should provision Identity and Access Management (IAM) services for fine grained access control that enables the MSP to securely control access to cloud services and resources. The IAM should allow creation and management of users and groups, and use permissions to allow and deny their access to cloud resources; multi-factor authentication for highly privileged users</p> <p>b. Monitoring Tools: The bidder should provision monitoring tools that will enable collection and tracking metrics, collection and monitoring log files, set alarms, and automatically react to changes in the provisioned resources. The monitoring tools should be able to monitor resources such as compute and other resources to gain system-wide visibility into resource utilization, application performance, and operational health.</p> <p>c. Governance and Compliance: Able to define guidelines for provisioning and configuring cloud resources and then continuously monitor compliance with those guidelines. Ability to choose from a set of pre-built rules based on common best practices or custom rules (e.g., ensure Storage volumes are encrypted, Compute instances are properly tagged, and Elastic IP addresses (EIPs) are attached to instances) and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.</p> <p>d. Audit Trail: Audit Trail of the cloud services' account activity to enable security analysis, resource change tracking, and compliance auditing.</p>	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
199	3.2 Other key requirements	181	Clause (b)	b. The solution should be sized and delivered for the load at the end of 5th year from the effective date of Contract. The Purchaser will requisition additional resources as and when required by the Purchaser from time to time. Such request should be governed by the change order procedure as defined.	<p>The advantage of cloud services is the ability to start with minimal compute / storage and scale up / down with the increase / decrease in transactions. Asking the bidder to size and deliver for the load at the end of the 5th year right at the beginning defeats entire advantages of cloud.</p> <p>The SI should have the operational flexibility to use the elastic features of the cloud including auto-scaling (pre-scheduled as well as auto-triggered by the high utilizations) to meet the SLAs.</p>	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

<b>S. No.</b>	<b>Section</b>	<b>Page#</b>	<b>Clause#</b>	<b>Content of Tender requiring Clarification</b>	<b>Points of Clarification Required</b>	<b>Response</b>
200	4.3 Track 3A: Infrastructure setup for Data Centre, BCP/DR and Port On premise site 4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	195	Clause (b)	b. MSP is expected to consider factors such as flexibility, agility, cost effectiveness and transparency offered by the cloud technologies while designing and hosting applications. Multi-tenanted cloud shall be used for hosting the central solution	Please refer to the clarification sought under S.No. (6)	Tender condition shall prevail
201	4.3 Track 3A: Infrastructure setup for Data Centre, BCP/DR and Port On premise site 4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	196	Clause (a)	The MSP shall be responsible for procurement, supply and installation of entire ICT infrastructure required for setting up and operations of the envisaged solution. The ICT infrastructure includes data centre, disaster recover, near data centre, networking infrastructure, client side computing devices including desktops, thin clients, printers, scanners, handheld devices, related system software, other software and any other related IT infra required for running and operating the envisaged solution. The IT infra procurement will be planned considering the below factors: i. Minimum impact to business operations continuity ii. Maximum availability of services to users iii. Near zero data loss	Please refer to the clarification sought under S.No. (7)	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
202	4.3 Track 3A: Infrastructure setup for Data Centre, BCP/DR and Port On premise site 4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	197	Clause (n) (iv)	iv. Cloud should be hosted in India based Tier III Certified Data Centre, including Primary Data Centre and Disaster Recovery site in India, no network and data sharing/replication to any data centre outside the boundaries of the country is allowed.	<p>Suggested Clause:</p> <p>a. The Data Centre should conform to at least Tier III standard (preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party) and implement tool-based processes based on ITIL standards <i>(As provided under Page 162 of the RFP)</i></p> <p>b. Once the SI / MSP chooses to deploy the application in the Data Centre facilities within the India region, the customer data shall stay within the India Region.</p> <p>Reason: AWS far exceeds the Uptime Institute Tiering certification. Tiering aspects do not take into consideration the nature of the services of the cloud environment, and although the uptime institution tiering can be a great guide, it ultimately does not accurately map to a cloud service provider organization. AWS does not have a Certified Uptime Tiering level; however, we operate a data centre environment using N+1 architecture. AWS offers SLAs for services such as Amazon EC2 and Amazon EBS at 99.95%, and Amazon S3 with an SLA of 99.9%. Our generator backup capabilities are detailed in our Service Organization Control (SOC) Reports (as is our discussion regarding business continuity planning and N+1 architecture).</p> <p>The cloud data centres are connected across the multiple regions as it serves the varied requirements of the customers, some of whom chose to have multi-region deployment. However, for the customers such as Government in India who can choose to have the data within India (Mumbai Region), the data shall stay within the Mumbai Region.</p>	Tender condition shall prevail
203	4.3 Track 3A: Infrastructure setup for Data Centre, BCP/DR and Port On premise site 4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	197	Clause (o)	The Disaster Recovery Site should implement Replication Solution as defined in Section 2 of this RFP. The same will be validated during DR Drills.	Please refer to the clarification sought under S.No. (7)	Tender condition shall prevail
204	4.3 Track 3A: Infrastructure setup for Data Centre, BCP/DR and Port On premise site 4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	198	Clause (x)	x. Sites for the locations are: i. Data Centre: Any location in India ii. Data Recovery Centre: Different Seismic Zone in India other than Data Centre location	Please refer to the clarification sought under S.No. (7)	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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205	4.3 Track 3A: Infrastructure setup for Data Centre, BCP/DR and Port On premise site 4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	198	Clause (y)	y. Cloud enabled Data Centre should be ISO 20000 and ISO 27001 certified.	<p>Suggested Clause: Cloud enabled Data Centre should be ISO 9000 and ISO 27001 certified.</p> <p>Cloud for ISO 9001 outlines a process-oriented approach to documenting and reviewing the structure, responsibilities, and procedures required to achieve effective quality management within an organization.</p> <p>The SI or MSP provides the NOC and SOC services as mandated by the RFP under various sections: i. 2.3: Deployment Landscape: Centralized NOC and helpdesk ii. 2.4.3 Monitoring and Management through Security Operation Centre)</p> <p>The ISO 20000 is relevant for the services provided under NOC and SOC and are applicable for the scope of the SI / MSP. Cloud services are typically certified for ISO 9000 (Quality Management), ISO 27001 (security management standard), ISO 27017 (cloud-specific information security controls that supplement the guidance of the ISO 27002 and ISO 27001 standards) and ISO 27018 (protection of personal data in the cloud).</p>	Tender condition shall prevail
206	4.3 Track 3A: Infrastructure setup for Data Centre, BCP/DR and Port On premise site 4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	199	Clause (gg)	gg. Cloud enabled PDC and DRC shall operate in active -passive mode. The connectivity between both sites should ensure the replication works seamless with minimal data loss. Replication should ensure that there are no data inconsistencies on both application as well as storage level. In event of disaster, DRC should be brought up as primary site within the defined timelines	Please refer to the clarification sought under S.No. (7)	No clarification required

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

<b>S. No.</b>	<b>Section</b>	<b>Page#</b>	<b>Clause#</b>	<b>Content of Tender requiring Clarification</b>	<b>Points of Clarification Required</b>	<b>Response</b>
207	17. Cloud enabled DC Operations & Administration	246	Clause 17	<p>Cloud enabled DC Operations &amp; Administration</p> <p>a. The MSP shall provide comprehensive onsite support to Port on a 24 x 7 x 365 basis to ensure an uptime of 99.5% for the IT infrastructure solution at the Cloud enabled Data Centre in accordance with the Service Level Agreement mentioned as part of this tender.</p> <p>b. The MSP shall commit to provide all necessary manpower resources onsite to resolve any issues/incidents and carry out required changes, optimizations and modification.</p> <p>c. Co-ordinate with the Data Centre Provider to resolve any problems and issues related to the data centre.</p> <p>d. Co-ordinate with the Data centre provider to make any changes that may be required towards the placement and layout of infrastructure within the data centre.</p> <p>e. Prepare a list of equipment, software and configuration installed in the data centres and the same shall be approved by the Port. MSP shall maintain and modify the list in accordance to the modifications.</p> <p>f. Any breach of security or non-compliance on part of the data centre vendor and/or data centre facilities should be immediately brought to the notice of the Port with suggestions for improvements.</p> <p>g. Maintain at the data centre, a log of all MSP personnel entering or visiting the data centre. Such a log should be provided to the Port whenever required.</p> <p>h. Manage an inventory of critical components and spares that are provisioned onsite and coordinate with the OEM to ensure replenishment of the same whenever required.</p>	Some of the clauses are not be relevant as the cloud services are offered through a self-service portal for the SI / MSP to provision, manage and administer. The features are provided through the console or APIs for the SI / MSP to use to build and deploy a highly available solution.	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
208	SCHEDULE – IV - AUDIT, ACCESS AND REPORTING	332	Clause 4: Audit Rights	4. AUDIT RIGHTS 4.1. IPA or its nominated agency shall have the right to audit and inspect suppliers, agents and third party facilities (as detailed in the RFP), data centres, documents, records, procedures and systems relating to the provision of the services, but only to the extent that they relate to the provision of the services, as shall be reasonably necessary to verify:	AWS cloud services are certified for a variety of certifications including ISO 9000, ISO 27001, ISO 27017, ISO 27018, SOC 1, SOC 2, and SOC 3. The certifications are carried out by independent third-party auditors. Public Cloud Service Providers offer cloud services to multiple customers. In such an environment, the security controls and compliance to various standards (Including ISO 27001, ISO 27017, ISO 27018) is verified by independent third party auditors. CSP may provide the required third party certifications to the customer under NDA for validation against the requirement of right to audit the data centres.  However, what is more important from a customer standpoint is the access to the console used by the SI / MSP for provisioning and managing cloud services. The console offers access to the following services, when enabled, provide in-depth access to the environment that is provisioned and being used for IPA along with the history of changes.  a. Identity and Access Management b. Monitoring Tools c. Governance and Compliance Services d. Audit Trail Services	Tender condition shall prevail
209	4.6 Technical bid Evaluation	33	Evaluation Criteria for Port Operations Solution	Total Marks given for Bidder Experience	Total Marks given for Bidder Experience is mentioned as 500 but the total of all line items is coming to 400 only. Please confirm.	Refer to Corrigendum
210	4.6 Technical bid Evaluation	36	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS)	B. Resource Requirements Project Manager: Experience of implementing end to end Projects for scope as defined in the criteria A.1.1	We are not able to find the reference criteria (A.1.1., A.1.2 etc.) mentioned here. Is it A.1 & A.2 of section A - Bidder's Experience? Please confirm.	To be read as A.1 and A.2
211	4.6 Technical bid Evaluation	36	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS)	B.3 Functional Leads - ERP Experience in end to end implementation of HR Module of the proposed ERP Product.	We understand that Functional Leads - ERP experience in end to end implementation experience is required for all proposed module. Please confirm	Refer to Corrigendum
212	Section 5 Constitution of Team	48		Project Team Table	No minimum criteria is given for Project Director, Database Administrator, Trainer/Change Management Specialist & Support consultant roles. Can we share CVs best suited for these roles? Please confirm.	Refer to Corrigendum
213	1 About the project	124	1.3 Future landscape	Central location for Implementation	Please specify the central location for implementation.	Primary site for Port EBS
214	3 Scope of Work	179	4. Integration with existing port systems	MSP is expected to develop and support interfaces as required to ensure complete service delivery from respective port as a single unit. Indicative lists of interfaces and integrations have been provided in the tender.	Kindly share below details 1. Please share actual number of applications/systems that needs to be interfaced with ERP solution. 2. Please specify total number of touch points / interfaces to be developed. 3. Please specify the integration system technology details and business requirement for integration.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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215	3 Scope of Work	179	6. Training and Capacity Building	MSP is expected to manage all activities related to training and capacity building to port users and other stakeholders. This includes <ul style="list-style-type: none"> <li>· Training plan for effective use of the system</li> <li>· Carrying out training of various users of the system</li> <li>· Creation of user manuals / tutorials for using the system</li> <li>· And other as mentioned subsequently</li> </ul>	Please share the users details and complete training requirements w.r.t user categories. Like - Top Mgmt., Middle Mgmt. and End Users	Refer to Existing details within RFP along with updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
216	3 Scope of Work	179	7. Digitization, Scanning and Application & Data Migration as per proposed solution requirement	MSP is expected to provide scanning and digitization services which includes supply of manpower and scanners and related facilities to carry out scanning of port department's documents and importing the same into DMS solution as per defined document management policy. Data Migration of legacy data (both physical stored documents and electronic) including designing templates for data capture from existing systems / manual forms which are required in the existing system.	Please provide the details of the Data - Form (Soft / Hard), volume, Quality and No. of records.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
217	3.2 Other key requirements	181	3.2 Other key requirements	The solution should be sized and delivered for the load at the end of 5th year from the effective date of Contract. I. MSP is expected to carry out an independent exercise to size the solution and accordingly provision the requirements. MSP should ensure that all the components are sized adequately and it should also be noted that MSP would be responsible for meeting the performance requirements stipulated in the tender, contract and SLA for the entire solution at all times during the currency of the contract	Please provide the current users details w.r.t department wise and share the Year-On-Year user increase till 5th Year. Also, please share the user concurrency percentage.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
218	3.2 Other key requirements	181	3.2 Other key requirements	e. All the software licenses that the MSP proposes should be perpetual software licenses. The software licenses should not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements if required. f. The MSP shall be responsible for providing the perpetual licenses so as to maintain the IPR and source code (customized / extension) with IPA y. During the Contract period, all project assets including data and intellectual property should be in safe custody and due reasonable care should be taken on the behalf of the Purchaser to prevent any unauthorized use.	The licenses will be signed between IPA and OEM. The Source code is the IP of OEM, any customization done on the applications corresponding piece of code would be IPA's ownership.	Tender condition shall prevail
219	3.2 Other key requirements	181	3.2 Other key requirements	g. The MSP shall provide with a full use database license	Please elaborate the requirement of full use database license	Full Use = Suitable for running tailor-made applications

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
220	3.2 Other key requirements	182	3.2 Other key requirements	w. The MSP will be responsible for providing the necessary development and testing environment and maintaining the related software and hardware for the Contract period	Please confirm whether IPA will only procure the hardware and related software licenses for the Production & DC environments only.	Refer to Corrigendum
221	4.2 Track 2: Application design, development / customization and implementation	191	4.2.8 Pilot deployment	1. The MSP will do the pilot deployment of proposed solution in one or more ports as mutually agreed between the IPA and the MSP. 2. Before implementing the pilot deployment, MSP shall ensure to complete the UAT of the proposed solution and final sign-off from the IPA. 3. MSP shall ensure to deploy necessary hardware, software, network, storage, compute devices etc. that may be required for the pilot deployment	What is the IPAs envisaged plan regarding the pilot port for the implementation/CRP activity. Hope the IPA core team consists of the Business Users from these 5 ports.	Pilot deployment shall be carried out at all ports.  Yes. Port specific teams will be formed
222	4.2 Track 2: Application design, development / customization and implementation	194	4.2.12 Stabilization Phase	The MSP shall provide post Go-Live support, as part of this scope; by continuing the deployment of the same technical and functional consultants at site for full three months after implementation and Go-Live. During the stabilization period the MSP would help IPA users to correct any errors/bugs incurred while executing transactions, generating reports, handholding for one financial quarter closure. The MSP will update the user manuals and configuration manuals accordingly	1. The Application Maintenance & Support (AMS) period of 5 years will start post the 3 months stabilization. Please confirm. 2. 5 years support can be of Onsite (IPA premises) & Offshore (MSP premises). Please confirm.	1. As per RFP 2. Support may be Onsite (IPA & Port premises) & offshore (MSP premises). However, minimum personnel as per RFP need to be deployed at each location. MSP to ensure necessary RFP and SLA requirements are met
223	2) SCOPE OF THE PROJECT	286	2) SCOPE OF THE PROJECT	a) The Managed Service Provider shall be required to develop / customize and implement “Enterprise Business System in five Major Indian Ports”, manage and provide technical support to the solution for the period of 5 years from the date of Go-Live.	The RFP Volumes clearly provides the duration for Implementation as 15 Months + 3 months for stabilization and 5 years for O&M. But, The clause says only 5 years for complete develop/customize and implement. Please clarify.	Refer to Corrigendum
224	2) SCOPE OF THE PROJECT	286	2) SCOPE OF THE PROJECT	a) The Managed Service Provider shall be required to develop / customize and implement “Enterprise Business System in five Major Indian Ports”, manage and provide technical support to the solution for the period of 5 years from the date of Go-Live.	Please provide below details 1. The existing IT landscape details for IPA. 2. Current Landscape architecture	Refer to Volume II, solution details
225	2. Communications	133		o Mobile applications: Allowing mobility to leadership, field staff, other employees and other port customers for specific information requirements.	We understand that these are the users for whom a mobile app is required. But We need clarity on which mobile app will be used by these users/stake holders? Please clarify stake holder wise required mobile app along with brief functional requirement of the mobile app.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
226	2.2.2 Access modes	144		For mobile users, the system may be accessible over mobile apps (hybrid or native mobile apps made available over mobile app stores including Google and Apple	Can we consider that the mobile apps are required to be developed for Android and IOS platform only?	All leading mobile platforms including but not limited to Android, iOS, Windows, etc
227	2.2.2 Access modes	144		For mobile users, the system may be accessible over mobile apps (hybrid or native mobile apps made available over mobile app stores including Google and Apple	In order to host the mobile apps on google and apple app stores, a developer licenses are required. Whether IPA will provide such licenses or MSP need to factor for the same.	MSP needs to factor for the same

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
228	2.2.6.7 Mobility manager	158		Mobile device management	Typically a mobility manager (or Mobile Application Development Platform - MADP) and the mobile device management (e.g. Air watch) are the two separate solutions. Can we propose two separate solutions for both these requirements?	MSP to design solution as per architectural principles and requirements defined in RFP
229	2.2.6.7 Mobility manager	158		Mobile device management	What are the features required for mobile devices management? For example: > How many devices to be managed? > Remote device wipe Out is required or App wipe out is required ... etc.	MSP to design solution as per architectural principles and requirements defined in RFP
230	2.2.6.7 Mobility manager	158		Key features of the mobile applications shall include:	Please elaborate on how many mobile apps are required and what functionalities are envisaged for each of these mobile apps? Who will use these mobile apps?	MSP to design solution as per architectural principles and requirements defined in RFP
231	5.1 Project implementation approach	252		2 Training capacity building and change management - Mobile app for learning Training material as required for wave	please elaborate and explain the scope of these mobile app for Learning Training Material?	Training system accessible over mobile
232	General	NA		Mobile App Development	Please provide the volumetric details with respect to mobile apps? i.e. Total number of departmental users and external users along with concurrency percentage.	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
233	General	NA		Mobile App Development	Is there any hardware integration like printer, scanner, etc. is required for mobile app?	MSP to design solution as per architectural principles and requirements defined in RFP
234	Volume 2	126	1.1	Following a ‘Transformation through collaboration’ theme	Does IPA has well defined details of the theme that fits in entire program model. Please provide the guidance, if any.	IPA has appointed a consultant to define the same Details will be shared with successful bidder
235	Volume 2	126	1.1	Collaboration is expected to result in significant cost savings	Does IPA hold any specific figure in mind in terms of cost savings? Please provide, if any.	IPA does not hold any specific figure in mind
236	Volume 2	126	1.1	Is easily measured by clearly defined key performance indicators	Does IPA has predefined Key Performance Indicators? Please provide, if any. If not, do we need to define this? If yes, please provide some outline to be followed.	IPA has appointed a consultant to define the same Details will be shared with successful bidder
237	Volume 2	127	1.2	Existing systems: Under this project, these are expected to be phased out.	Does IPA hold any plan / guidance on how to carry on this phase out? Please provide if any.	Bidder to provide the transition plan as part change management strategy
238	Volume 2	127	1.2	Paper-based systems: These are certain workflows which are currently being performed out-of-the-system at present. These are expected to be moved to system-based workflows under this project	A. How many workflows are there (approximately)? B. How complex the workflows are in terms of integration with end systems (existing/upcoming) or in terms of process complexity. C. What amount of human intervention is required in the workflows (heavy/medium/few)? D. Does IPA holds any KPA in terms of overall workflow process performance?	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
239	Volume 2	127	1.2	Port Community System (PCS) : ... known as Port Community System was launched by Indian Ports Association (IPA) with the objective of providing a single-window facility to all ports and their business partners to exchange business information in the form of Electronic Document Interchange (EDI) messages .	In terms of EDI messages, does IPA impose any specific standards, specifications that needs to be captured and produced in proposed solution architecture? If yes, please share. If no, does IPA intend to introduce any? If yes, please provide the guideline if any.  Also, to reconfirm does IPA intend to involve any EDI / B2B engine if design proposes that?	Details needs to be gathered by MSP at the time of understanding of requirements
240	Volume 2	128	1.2	Every day, over 5 Lakh EDI messages are exchanged through the PCS system.	Please share some guideline if any EDI architecture/system is in place that needs to be reused or any specification/model is defined that needs to be achieved. In case not, please provide guideline if any, in case IPA wants to have some vision in mind.	MSP to design solution as per architectural principles and requirements defined in RFP
241	Volume 2	128	1.3	Port-EBS is expected to tightly integrate with Port community system (PCS) current version and PCS2.0 as it becomes operational. There are certain systems such as Aadhaar-based attendance system, access control system at gates, VTMS, hydrographic survey systems and others, which will be retained by ports. Port -EBS is expected to tightly integrate with these systems. In addition port workflows expect integration with third party external applications including those of port customers (Vessel Agents, CHA, Importers/Exporters), partners (Stevedores, etc.), Railways (FOIS), P&I website, other government websites such as DGS, e-GRASS, etc.	A. Is there any performance SLA/KPI worked out on this? Please share if any. If not available, does IPA wants us to provide? If yes, please share the guideline, if any.  B. Does message/data structures, integration points details like interface definitions present (and well documented) for all existing or future end systems/ third party systems?	A. Refer SLA within Volume 3 of this RFP SLA with systems will have to be mutually agreed at the time of system design  B. For all systems defined till Go-Live
242	Volume 2	128	1.3	Port-EBS is expected to tightly integrate with Port community system (PCS) current version and PCS2.0 as it becomes operational. There are certain systems such as Aadhaar-based attendance system, access control system at gates, VTMS, hydrographic survey systems and others, which will be retained by ports. Port -EBS is expected to tightly integrate with these systems. In addition port workflows expect integration with third party external applications including those of port customers (Vessel Agents, CHA, Importers/Exporters), partners (Stevedores, etc.), Railways (FOIS), P&I website, other government websites such as DGS, e-GRASS, etc.	Please confirm below details 1. We understand that existing / retained system support is handled by IPA. 2. If Bidder needs to provide support for existing system, please share volume of call records for existing system for sizing the support resources with respect to each system 3. We understand that transition of the existing application and provision of necessary documents will be facilitated by IPA.	1. Yes 2. Refer to Annexure - Existing Details and updates in corrigendum. 3. Available documentation will be shared with successful bidder
243	Volume 2	129	1.4	Conceptual view diagram of proposed Port-Enterprise Business System: "Individual port instances running on common infrastructure"	By this we assume that IPA wants to have individual EBS system instances for each port. If IPA wants to have one EBS platform as pivotal, on what basis different instances would be provisioned/integrated?  How IPA has envisaged that to be helpful in overall architecture? What exact benefit is intended to be factored in here?	Individuals EBS instances for port are envisaged  Port specific instances to be defined as per port needs

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
244	Volume 2	142	2.2.1.1	Open API, open standards and open source products should be considered for designing the system. The system integrator should consider scalability, security and performance of the system while deciding on the system and adherence to the open architecture design principle.	Does IPA propose any measurable KPI and SLA in terms of scalability and performance. Please share.  Also, in terms of security, does IPA have any pre defined policies that needs to be achieved. Please confirm.	Related details shall be made available to the successful bidder
245	Volume 2	152	2.2.4	The MSP will design authentication services for stakeholders: o Test APIs in sandbox o Configure authorisation policy for new APIs o Grant user access the available APIs and associated properties o Blacklist / suspend / block access	Does IPA has the authorization policies defined? If yes please share. If no, is there any guideline available?	MSP to design solution as per architectural principles and requirements defined in RFP
246	Volume 2	153	2.2.4	The system should generate reports on SLA and also allow configuration of SLA parameters.	Does IPA has system SLA defined (Apart from operational SLA given in Volume 3)? Please confirm and share, if any.	SLA are given in Volume 3 of the RFP
247	Volume 2		General	General	What are the existing Testing Tools that is presently being used in this program: - Test Management - Defect Management - Requirements Traceability - Performance testing	Available details are provided in Existing system details
248	Volume 2		General	General	Please share total number of virtual users for performance testing.	To be agreed at the time of performance test case preparation
249	Volume 2		General	General	We understand that performance testing will be done on pre-prod / production system. Please confirm	MSP to design solution as per architectural principles and requirements defined in RFP
250	6 Payment Terms	51	6 Payment Terms	Costs associated with training and capacity building as required for the project including but not limited to trainer, training material, consumables,	Please detail on requirement as "Consumables", what is the exact expectation on it?	Bidder is expected to provide consumables such as training kit for users, pens and writing pads
251	6 Payment Terms	49	6 Payment Terms	Training Room Infrastructure	Kindly provide the details on expectation of arranging the "Training Room and Infrastructure.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
252	7 Roles & Responsibilities of Stakeholders	62	7 Roles & Responsibilities of Stakeholders	Provide computer basic skills training and advanced training on application modules to the staff members and stakeholders of the entities involved In this tender	Kindly provide the details on expectation of Basic computer training, its volume and duration expected.	As per RFP and Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
253	10.3.8 Format for TCB	118	10.3.8 Format for TCB	Video	Kindly detail the expectation of Video Training material, i.e. its needed in Video footage format or in form of self paced learning material?	Web-based learning videos of screen transitions along with audio to enable learning
254	4.9 Track 7: Training and capacity building	224	4.9 Track 7: Training and capacity building	b. Average age at each of the ports is above 50 years, considering this MSP is expected to design a robust change management – training and capacity building program for the ports	Hope the Change Management activity will be done at IPA Head Quarter Only, Kindly confirm?	Change Management is required to be carried out IPA and all port locations.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
255	4.9 Track 7: Training and capacity building	225	4.9 Track 7: Training and capacity building	o. MSP shall be responsible to prepare Web-Based Learning modules to be deployed on the online learning portal. The learning portal shall enable port users to take periodic refreshers tests. Marks with respect to tests will be stored user-wise and be available to defined users	Hope IPA will provide the learning portal, if not so please provide the expectation on kind of learning Portal is needed i.e. licensed or open sourced?	MSP to design solution as per architectural principles and requirements defined in RFP
256	4.9 Track 7: Training and capacity building	226	4.9 Track 7: Training and capacity building	o. MSP shall be responsible to prepare Web-Based Learning modules to be deployed on the online learning portal. The learning portal shall enable port users to take periodic refreshers tests. Marks with respect to tests will be stored user-wise and be available to defined users	Kindly detail the expectation on learning portal needed, will that be needed on Premise, or on cloud?	Cloud preferred
257	4.9 Track 7: Training and capacity building	227	4.9 Track 7: Training and capacity building	o. MSP shall be responsible to prepare Web-Based Learning modules to be deployed on the online learning portal. The learning portal shall enable port users to take periodic refreshers tests. Marks with respect to tests will be stored user-wise and be available to defined users	Provide the details on needed learning portal, does Service Provider have to handover the IP to IPA post completion of project, or it will be on Engagement based model of service.	As per clauses defined in the RFP
258	4.9 Track 7: Training and capacity building	225	4.9 Track 7: Training and capacity building	Executive leadership Workshop	What will be the duration of "Executive Leadership workshop" planned?	MSP is expected to carryout training needs assessment, design training modules and workshop content
259	4.9 Track 7: Training and capacity building	227	4.9 Track 7: Training and capacity building	u. MSP shall design and implement a system for capturing feedback on training.	Is there any expectation on online Feedback" as system needed?	MSP to design solution as per architectural principles and requirements defined in RFP
260	5	47	Constitution of Team	Table consisting Skill and No of Resources and Deployment	Please clarify this is a minimum team requirement and Bidder can propose the team composition based on best industry practices and experience in handling similar cases	Yes
261		47	Constitution of Team	Table consisting Skill and No of Resources and Deployment "100% for first 6 months after Go-Live, 25% afterwards"	Whether shared resource is required from Onsite Location or Offshore Location	Onsite deployment has been provided
262	4.2.14	194	Operations and Maintenance	MSP shall ensure compliance to SLAs as indicated in this RFP and any upgrades/major changes to the software shall be accordingly planned by MSP ensuring the SLA requirements are met at no additional cost to the IPA.	Please share Current SLA Structure	As per RFP
263	4.2.14	194	Operations and Maintenance	MSP shall ensure compliance to SLAs as indicated in this RFP and any upgrades/major changes to the software shall be accordingly planned by MSP ensuring the SLA requirements are met at no additional cost to the IPA.	Is it OK to cap No of Upgrades as a part of AMS Engagement? If Yes Please confirm on No of Upgrades Expected	No cap on upgrades
264	4.13	235		g. MSP to upgrade the system if any latest version of software is available either nationally or internationally within 45 days of launch in India or 12 months from launch internationally or as agreed with IPA	Upgrades are typically conducted only once its confirmed that the upgraded version is stable and will not hamper overall stability of application, We are OK to conduct upgrade but would seek deviation on clause of 45 Days or 12 months so that the Bidder and client gets the time to evaluate the performance of new upgraded version. This can be mutually agreed during the AMS Period	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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265	4.2.14	194	Operations and Maintenance	General	Please confirm if client is OK if Vendor Proposes Onsite - Offshore Delivery Model for Implementation & Support?	This is acceptable as long as SLA and RFP clauses are adhered to
266	4.2.14	194	Operations and Maintenance	General	Whether client can provide the connectivity to its applications if Vendor proposes to support 5 Years from its Offshore Development Centre (Key Team members onsite and remaining offshore?)	Connectivity to be provided by the Bidder
267	4.2.14	194	Operations and Maintenance	General	Provide the Nos of application users of all modules / Department?	Refer to existing system details and updates in corrigendum
268	4.2.14	194	Operations and Maintenance	General	Please provide the list of applications which would integrate with other applications?	Refer to Volume II - Scope of WorkRefer to Volume II - Scope of Work for types of applications. Actual list of applications will have to be studied by bidder during requirements gathering
269	4.2.14	194	Operations and Maintenance	General	Provide the no's of users to be trained for each location? Core User training will be at Corporate Office please confirm ?	Core user training will be at training room infrastructure created
270	4.2.14	194	Operations and Maintenance	General	What level of Support is expected during 5 Years of AMS for application/ERP i.e. 24X7, 16X7, 8X5 - Please confirm	Support is expected in 24X7 format
271	4.2.14	194	Operations and Maintenance	General	Is there a Clients In House team which will be part of the Support team ? If yes, Pls share Head count and Skill details	MSP shall be responsible to manage SLAs of the project
272	4.2.14	194	Operations and Maintenance	General	Is there a Need for Bidder to set up a Helpdesk (L0 and L1) to accept and log tickets ? Or help desk will be taken care by client, please clarify	Required. Refer to Volume II - Scope of Work
273	4.2.14	194	Operations and Maintenance	General	What is the current user base application wise / Department / Location wise?	Refer to existing system details and updates in corrigendum
274	4.2.14	194	Operations and Maintenance	General	What is the Expected % User Growth rate QoQ ?	Refer to existing system details and updates in corrigendum
275	4.2.14	194	Operations and Maintenance	General	The Support Team will be configured to do Business As Usual Support. All Enhancements and Developments will be carried out through a pre defined Change Request procedure. Pls confirm our understanding is correct?	As per RFP
276	2.1	131	Functional Landscape	User Group	Please elaborate on the approximate no. of users under various heads outlined on Pg. 131 of RFP (namely Port Customers, Estate Customers, partners, vendors etc.).	Refer to existing system details and updates in corrigendum
277	2.1	131	Functional Landscape	User Group	What will be YoY growth rate to be accounted for each individual user base?	Refer to existing system details and updates in corrigendum
278	3.1	180	Operations and maintenance of entire solution	Manage entire project from conceptualization to operationalization and maintenance as well as subsequent transfer of infrastructure/ applications and handholding for a period of six months from the end of this contract.	The subsequent transfer of application (reverse-transition) of 6 months will be a part of the end of the 5 years of O&M phase. Please confirm.	Period of six months from the end of this contract.
279	4.8.2	222	Establishment of IT Helpdesk	MSP is expected to set up, operationalized and maintain Central IT Helpdesk and Port Level IT Helpdesk for all ports.	Please suggest whether the IT Helpdesk (central + port) is expected to be onsite or can the same be provided from offshore?	Onsite

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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280	4.8.2	222	Establishment of IT Helpdesk	MSP is expected to set up, operationalized and maintain Central IT Helpdesk and Port Level IT Helpdesk for all ports.	Whether the Central and Port helpdesk can be provided as a single support centre. Port support can be provided using remote connectivity from Centre? Or does IPA expect a IT Helpdesk physically to be present at each port also?	Physically to be present at each port
281	4.13	236	Annual Technology Support	It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the business process and workflow shall not constitute change of 'Scope of Work'. The changes, if any, shall therefore fall under the CCN and not CNS.	Any policy / legislative / business process changes are not in control of MSP and hence should not be accounted to MSP. Hence request that changes due to these activities be a of CNS (Change Note on SOW) and hence additional efforts and its associated costs be paid by IPA.	Refer to Corrigendum
282	5	251	Project Implementation timelines	Support between Wave 1 & Phase 3	Support will be required post Go-Live of Wave 1. Whereas O&M phase of 5 years begin post completion of Baseline period. Will the support between Wave 1 and Phase 3, be a part of Implementation costs or O&M costs?	Cost for Phase I & II ( T + 18 months) - Implementation Cost Costs for Phase III - O&M Costs
283	10.1	359	Details of SLA Penalty Mechanism and Calculations	Resolution Time	SLA's for Resolution time (alike SLA of Response time) will be measured for 95% of the cases in the quarter. Please confirm.	As per RFP
284	10.1	359	Details of SLA Penalty Mechanism and Calculations	Resolution Time for medium level incident	SLA's of 4 hours have been requested for Medium tickets. Will this SLA be applicable for night-time and for Sundays and Holidays? If so, the IT Support team will have to be scaled up. Please suggest if SLA's can be revisited?	As per RFP
285	10.1	359	Details of SLA Penalty Mechanism and Calculations	SLA Parameter Definition	Severity level of an issue (Critical/Medium/Low) will be mutually decided during the O&M set-up phase - baselining period. Please confirm	Process will be as defined in Volume III - SLA section
286	Annexure_BOM	3	MAS. Application Support – Manpower	Manpower count	Manpower count has been proposed by IPA. We understand that these are minimum quantity and Bidder needs to propose man power requirement as per SLA. Please confirm.	Yes
287	Annexure_BOM	3	MAS. Application Support – Manpower	Application helpdesk	In total, 35 Application Helpdesk executives have been requested. Are these to be based out of a single premise or need to be spread across ports? Please confirm whether they are expected to work in general shift or across 3 shifts?	These as as per 7 locations (1 (Delhi) +6 locations) at minimum. MSP may provide additional manpower.  Support is expected to be available during operating hours of the respective locations as required to meet SLA requirements.
288	Annexure_BOM	3	MAS. Application Support – Manpower	Applications support	Only 4 application support executives have been requested. Please confirm whether they are expected to work in general shift or across 3 shifts?	Minimum count. MSP is expected to size as per requirements of RFP and to meet SLA based on solution being proposed
289	Annexure Existing System Details		MAS. Application Support – Manpower	Applications support	Please provide last 2 years ticket logs for existing systems to understand the present issues	Information is not available
290	Annexure Existing System Details		MAS. Application Support – Manpower	Applications support	Please suggest if an application walk-through session can be arranged for existing applications.	Port visits were planned for obtaining clarity from individual ports.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
291	Section 10.1 Details of SLA Penalty Mechanism and Calculation	349	SLA During Phase I and II: Implementation and Stabilization	No substitution of resources will be allowed whose CVs have been provided along with the technical bid for the period 15 months from the commencement of Project (other than unavoidable reasons e.g. death, disability, departure from the firm, etc.)	We recommend to change this as Indicative CVs as It would be difficult to submit the deployable CVs at this point since most of the resources are allocated to projects. We request to allow us to submit indicative CVs and during contract agreement / signing, we will provide resources with equivalent and higher qualification.	Tender condition shall prevail
292	4.5	29	pre qualification criteria	The proposed ERP product should have been successfully implemented in at least 5 large ports (each of them catering to at least 50 MMT per annum or 1 M TEU container traffic) over the last TEN years as on last date of bid submission.	We understand this point is related to OEM experience ? Kindly clarify.	OEM experience
293	1.3	128	Future landscape, integration	Port-EBS is expected to tightly integrate with Port community system, retained applications, third party applications	kindly provide complete list of integration points. Also the mode of integration, batch mode, real time or point to point integration required.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
294	1.3	128		Interface	We assume that the integration with 3rd party system is point to point and no middleware tool is being used. Please confirm if you are currently using any middleware system for integrating that data.	As per RFP Refer to Annexure - Existing system details within Volume 2 of this RFP
295				Refresh / upgrade of existing old ICT infrastructure within port	kindly provide details of existing system used at IPA. Our understanding is to migrate the existing system to the new system, and integrate the retained applications into the new system. Kindly clarify on the upgrade scope of old system.	Refer to Annexure - Existing system details within Volume 2 of this RFP Upgrade scope as per RFP
296	2.1	131	functional landscape	user group	kindly provide the break up of the no of users in each category that would be accessing the ERP system. Also module wise no of users.	Refer to Corrigendum
297	7	139	Data migration, scanning and digitization	Migration: this would include migration of port legacy data onto the cloud environment for the applications under POS, ERP and auxiliary modules.	what is the quantum of data to be migrated? Also only master and open transactions will be migrated. No historical data to be migrated. Please confirm	Refer to existing system details for data to be migrated. Historic data will have to be migrated
298	8.16.2 Tech Form 8.2 – Checklist for Additional Marks in Technical Criteria, Final_RFP	85		GARTNER- Classified as leaders or challengers quadrant as per latest Gartner's report in the last one year as on day of submission of bid. FORRESTER- Classified as leaders as per latest Forrester's wave in the last one year as on day of submission of bid IDC- Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	During the technical evaluation, a vendor would be getting extra marks if the product proposed by him is present in the top two quadrants of Gartner i.e. Leaders and Challengers. Similarly, top two categories in the Forrester Wave (i.e. Leaders and Strong Performers) should also be included in this additional marks criteria. Therefore, we request you to modify this point as:  FORRESTER- Classified as leaders/Strong Performers as per latest Forrester's wave in the last one year as on day of submission of bid.  Please confirm.	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
299	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	RFP talks about various types of users that are expected to access the system. Please also clarify the total number of corresponding to each category who will be accessing the POS, ERP, e-Office and Auxiliary Solutions.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
300	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	Please specify the concurrency level of users who will be accessing the POS, ERP, e-Office and Auxiliary Solutions.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revisi
301	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	There would be an On Premise Back up Site that would be set up at each port. We envisage that backup site is only database dump. Please confirm  If not, In order to size the hardware for this site at each port, please provide the number of users accessing the POS, ERP, e-Office and Auxiliary Solutions and their concurrency at each port.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revisi
302	4.10 Track 8: Data Migration, Final_RFP	228	1. Requirement Analysis for Migration	MSP will be required to carry out migration of data, business rules, checks, etc. as required for functioning of the solution. Data migration including entry and validation of legacy data, and porting is the responsibility of the MSP. MSP needs to migrate complete legacy records available in electronic format. Data shall be migrated from the current application and media to the new application prior to the 'go-live' of the respective location.	Please provide the volume and format of data to be migrated.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revisi
303	10) Electronic Office Work (EOW), Annexure_FRS_Core	155	EBS.EOW.41.	The s/w should support direct import of electronic documents of commonly available office suites like MS office, Open office, star office, PDF, single static images (e.g. JPEG, GIF, TIFF), documents produced by text editors; emails and attachments; audio and video files;- CAD files;- XML and HTML documents etc.	Please confirm if the Star Office Suite is installed and used by the Port users or is it a generic requirement.	Refer to RFP Annexure - Existing system details
304	10) Electronic Office Work (EOW), Annexure_FRS_Core	159	EBS.EOW.105.	The system should provide connector to common office suite (MS Office, Open Office, Libre Office) tools so that users can directly access repository from office suite menu options.	Please confirm if the Libre Office Suite is installed and used by the Port users or is it a generic requirement.	Refer to RFP Annexure - Existing system details

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
305	Document Management System, Annexure_FRS_OtherSystems		Point no 14	The proposed system should have centralized repository and allow users to drag and drop content into the repository. The common integrated repository should be able to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc.	The FRS for Other Systems already has a separate specifications for Portal. Web Content Management would be part handled at Portal only. However, management of documents, digital content, images, records, etc. would be done by Document Management System.  Please confirm.	MSP to design solution as per architectural principles and requirements defined in RFP
306	7	62	Deploy requisite manpower and infrastructure for the digitization of the existing data.	Page volume.	At How many Locations data Digitisation activity will need to be performed by bidder?	at each port
307	7	62	Deploy requisite manpower and infrastructure for the digitization of the existing data.	Page volume.	Please share following details for digitisation per location wise: 1. Quantity of documents to be scanned 2. Paper size A3, A4, etc. 3. What is average number of pages in a file for scanning 4. What is expected image format like TIFF/PDF/PDF/a. 5. Confirm the number of indexing field. 6. Please specify average number of characters each field for metadata entry. 7. On which page of the file/record indexing information will be available like first page or specific page or on any page. 8. Apart from workspace provided by department, who will be providing other infrastructures to carry out digitization project like electricity, UPS, Power backup, Connectivity to server, Local Network, Furniture, Electrical points and Air-conditioned environment etc. 9. Will the scanning activity be central or decentralized	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
308	2.4.3	173	VA and PT Management.	Frequency of VAPT	Please specify the frequency of VAPT?	VAPT to be done on half yearly basis
309	2.5	174	Training	Training details	Please share the following details for training: > Number of users that will be trained? > how the training will be done Centrally or at all ports ? > Please share the Batches & no of users per training? > Is the training required only once at the start of the project or needs to be schedule Annually once? >Please share the periodicity of the training & for what all Modules/Components? >Please confirm whether department will provide the Infrastructure required for Training? > Please also confirm whether is there any requirement of Training Materials, CD's, etc. ?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed  Refer to scope of work for further details on training

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
310	2.5	174	Shall manage grievances related to internal users of the system. IT helpdesk shall be placed at IPA office with remote NOC/SOC to maintain network and security operations for Port-EBS	Service windows for support	Please confirm the Service windows for Central Helpdesk & Port location support?	As per RFP
311	2.5	174	Shall manage grievances related to internal users of the system. IT helpdesk shall be placed at IPA office with remote NOC/SOC to maintain network and security operations for Port-EBS	Sizing for Helpdesk	Please share following to size the helpdesk: 1. the count of users per location ? 2. Expected Total Call Volume per Month?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
312	2.3.1	161	The cloud would be accessible over MPLS as well as internet. Port users would be connecting to the systems over MPLS while external users would be connecting over internet.	Volumetric for Bandwidth sizing	Kindly provide volumetric for number for concurrent connections both Internet and MPLS	Refer to solution details, FRS and Existing system details within RFP Annexure - BOM and Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
313	2.3.1	161	Provide the capability to dynamically allocate virtual machines based on load, with no service interruption	Cloud scalability details required	Most of the leading service providers are offering this for web and certain application servers only, however not all CSP listed on Mieity has this ability to scale out automatically, however this can be done manually in minimum time frame	Tender condition shall prevail
314	2.3.1	163	RAM or CPU of virtual machine should scale automatically whenever there is spike in load to deliver application availability even during spike in load	Cloud scalability details required	Most of the leading service providers are offering this for web and certain application servers only, however not all CSP listed on Mieity has this ability to scale out automatically, however this can be done manually in minimum time frame	Tender condition shall prevail
315	2.3.1	163	The CSP should offer dashboard to monitor RPO and RTO of cloud infrastructure and systems	Clarity required on the Dashboard requirement	only host based replication mechanism will be able to provide this dashboard if, application/native replication has no single tool to monitor RPO and RTO for entire infrastructure	Tender condition shall prevail MSP to design solution as per architectural principles and requirements defined in RFP
316	2.3.1	163	Software within the CSP's scope will never be more than two versions behind unless deferred or rejected by MeitY / Purchaser / Purchaser's authorized agency	Clarity on the versioning	Many times major version upgrades are released quite frequently, please provide lead time in months instead of version release	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
317	4.2.8	191	MSP shall get the Vulnerability Assessment (VA) and Penetration Testing (PT) and Application Security Audit conducted by CERT-In empanelled agency before deployment/ Go-Live of each project phase. MSP shall be responsible for all payments to engage such agencies. MSP shall be required to make necessary changes in the SRS as well as other documents based on the changes made during testing and UAT.	VAPT scope clarity	VA and PT may impact to other shared tenants, please provide minimum 30 days lead time and activity to be carried out on weekends only.	As per RFP
318	2	13	2.3	IPA retains the right to request discontinuation of sub-contracting of activities at any time during the contract period	We request IPA to remove this clause as this may impact delivery of the project	Tender condition shall prevail
319	5	47	5	All the concerned staff should log an attendance on a daily basis at their respective reporting location	Will IPA provide the biometric attendance system or mechanism to track attendance ?	MSP to factor as per proposed solution requirement
320	5	47	5	IPA will provide them with basic office infrastructure like seating space, Fan,etc. The bidder team is expected to bring their own laptops and data cards (as required). The port leads will have to work out of the respective port locations”	Is connectivity at port location provided by IPA for bidder's team to execute the work ?	No. Bidder to factor for the same
321	5	48	5	Database administrators - 100% for first 6 months after Go-Live, 25% afterwards	Please suggest how 25% is considered ? Is bidder required to provide support from Offshore location in shared environment ? will IPA provide access to their environment from remote location?	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
322	5	51	5	Port-specific IT helpdesk - Costs associated with establishment of IT helpdesk at port. Establishment of at least one IT helpdesk is mandatory for the port. It will house personnel from MSP who are expected to manage IT operations at the port	Is one helpdesk required during general shift or one helpdesk mandatory 24X7 ?	During port operational hours
323	4	183	4.2	MSP has to propose named resources for all the key roles as mentioned in the technical evaluation criteria and as per the requirements of Annexure of Volume 1 of this RFP. The proposed resources must be part of the project team, and must be available for discussion with the client at client location.	Availability of same resources will be difficult as resources due to project change, timelines, attrition, etc. However similar resources will be provided as a replacement for proposed resources. We understand same can be considered by the bidders	Tender condition shall prevail
324	4	196	4.2	MSP is expected to ensure supply of client side computing as per tender, setup network connectivity and carry out maintenance of equipment provided at these locations.	Is end user location support only during general shift or 24X7 ?	During port operational hours

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
325	4	197	4.2	MSP will be responsible for all the technology, infrastructure at these sites over the period of the contract	We understand this clause is applicable for only devices/ Infrastructure supplied as part of this contract and existing infrastructure/ devices are not considered under support. Please confirm	Existing infrastructure / devices which are taken over by bidder as part of their solution will be considered under support
326	4	201	4	The MSP should ensure that all the peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to the devices, equipment ,accessories, patch cords (copper/fibre), cables software, licenses, tools, etc. should also be provisioned according to the requirements of the solution.	Since these consumables will be finalized during the transition phase, we request IPA to consider this on rate card basis and billing can be done on pro-rata basis.	No change. Tender condition shall prevail
327	4	221	4.8.1	establishment of call centre –	Please suggest what is expected call volume on daily/ weekly basis ?	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
328	4	221	4.8.1	establishment of call centre –	Please suggest the location which will be provided by IPA for setting up the call centre	Third party call centre
329	4	221	4.8.1	establishment of call centre –	Please suggest if support is to be provided only in English and Hindi language or in regional languages as well ?	Atleast Hindi & English
330	4.5	33	Point No 15: Pre qualification for POS Vendor	Request for consideration vide Pt No 1 deviation to as follows: AS PER TENDER: Bidder shall have an average annual turnover of at least 50 Cr in last 3 financial years	This clause is limiting the competition and To encourage healthy competition we request a relaxation as follows - Bidder shall have an average annual turnover of at least 15 Cr in last 3 financial years.	Tender condition shall prevail
331	4.6	33	Schedule II	AS PER TENDER: Bidder shall have an average annual turnover of at least 50 Cr in last 3 financial years	Total marks are given as 500 Pts. but the break up is shown for 400 Pts. only.	Refer to Corrigendum
332	3	138	Retained Applications at Port	Ports have other systems which are required to interface and exchange data with the Port EBS.	Request to provide the integration touch points for the retained applications.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
333	5	138	Other systems (Other than Port EBS and retained systems)	The other systems to be considered for interfacing with Port EBS will include at least:	Request to provide the application names, database used and integration touch points for the customer, Partner, Supplier systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
334	8	139	Client side infrastructure	Handheld devices: refers to hand held devices which are envisaged as a part of the solution, which will be used by operators for access data and providing inputs to the system in case of port and estate operations	Request to provide no of Hand held device users ?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revisi
335	5	139	Other systems (Other than Port EBS and retained systems)	The other systems to be considered for interfacing with Port EBS will include at least: End user computing system	What are the End user computing system , request to provide the integration touch points for end user computing systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
336	7	147	Other systems (Other than Port EBS and retained systems)	Other Port's Systems	Request to provide integration touch points for Other port systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
337	11	148	Port Equipment Systems	Ports have invested in state-of-the-art systems of SCADA, CCTV, Access control, and others. Interfaces are required with these systems to provide one complete view of port operations to the user.	What are the integration touch points for the respective equipment's and how many equipment's are to be integrated.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
338	2.2.4	151	Integration layer design, development, test and implementation	The API management solution proposed by the MSP should meet the requirements established in the technical specifications	Request to provide the "requirements established in the technical specifications" details.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
339	2.2.5	155		Detailed functional requirements corresponding to the above systems have been detailed under functional requirements specifications for the business solution functional requirements. The MSPs are expected to consider the functional requirements for selection of the corresponding business solutions.	The scope and modules covered under POS and their Functional Requirements specifications are not available in the tender document. Request to share the same.	Refer to Annexure - Functional Requirements Specifications

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
340	4.6.1	218	Supply, installation and commissioning of Laptops, desktops and thin clients	The tentative BoM and technical specifications of the hardware and software requirements is given in Annexure 9 of this volume of RFP	Not found, Request to share Annexure 9	Refer to Annexures 7 - Bill of Material
341	4.6.2	219	Supply, installation and commissioning of hand held devices	tentative BoM and technical specifications of the hardware and software requirements is given in Section 9 of this Volume of RFP.	Not found, Request to share section 9	Refer Annexures available with RFP
342			No Reference		Request to share Port wise & module wise users ? How many hand held users ? How many Portal users ?	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
343		56	Annexure Existing System details	Existing system : Hydrographic Survey software retained by Mumbai Port	Please specify the Existing database and integration touchpoints	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
344			8 Annexure-Existing System details in 8.1- haldia, 8.2-kandla, 8.3- Kolkata, 8.4-mumbai, 8.5-paradip, Chennai- Not Available	Detailing of existing systems	Please share existing systems of Chennai port(Hardware and software are not mentioned in the Annexure)	Refer to Corrigendum
345			8 Annexure-Existing System details in 8.6 Volumetric Details	Volumetric details : Chennai and Kolkata are not mentioned	Please specify the Volumetric details of Chennai and Kolkata in the Annexure	Refer to Corrigendum
346			8 Annexure-Existing System details in 8 Sample Network Design	Sample Network Design :Chennai Port is not mentioned	Please specify the sample design of the below port: Chennai in the Annexure	Refer to Corrigendum
347			Annexure_BOM	Current Port entry system is Bio-Metrics and Aadhar based	Port Entry Systems of Below ports are not Mentioned in Annexure: Kolkata/Chennai/Haldia	Port entry systems are available in all participating ports at administrative building

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
348			General	General	<p>- Each Port please can they breakdown by commodity their overall annual throughput volumes,                      '- Number of Containers                      '- Number of Tonnes of cargo by type – (Break Bulk, General Cargo, Ro-Ro)                      '- Passenger Volumes                      - Number of Vessel Calls per month / Per Annum at all Ports                      - Number of Gate moves (Truck volumes moving in and out at every location).                      What their expected growth do they expect during the next 3 to 5 years on all cargo types and number of vessels.</p> <p>- Number of consecutive users at each Terminal facility within each of these Ports.</p>	Refer to details available on port website. Bidders may also refer to projections provided by MoS on their website
349	Vol 1	2.1 2	2.1 General	2. The tenure of the contract of the successful bidders shall be for a term of Implementation Period plus 5 years of Operations & Maintenance phase (“the Term”). IPA reserves the right to extend the contract by 2 years on the same terms & conditions and on the contract prices decided pursuant to this tender for each cluster	2. The tenure of the contract of the successful bidders shall be for a term of Implementation Period plus 5 years of Operations & Maintenance phase (“the Term”). IPA reserves the right to extend the contract by 2 years on the <u>mutually agreed same</u> terms & conditions and on the <u>mutually agreed contract</u> prices decided pursuant to this tender for each cluster	Tender condition shall prevail
350	Vol 1	2.1.11	2.1 General	10. All proposals and accompanying documentation of the Technical proposal will become the property of IPA and will not be returned after opening of the technical proposals.	However, all information contained in the technical proposal shall remain confidential information of the Bidder, and shall be maintained for a period not exceeding 5 years from the date of submission of the proposal.	Tender condition shall prevail
351	Vol 1	2.2.2	Consortium of Firms	Lead Bidder shall be responsible and liable for the successful completion of the entire project. Please note that the consortium together will be jointly and severally liable for all the deliverables .	Lead Bidder shall be responsible and liable for the successful completion of the entire project. <del>Please note that the consortium together will be jointly and severally liable for all the deliverables .</del>	Refer to Corrigendum
352	Vol 1	2.2.2	Consortium of Firms	xi. IPA reserves the right to review, approve and amend the terms of the Consortium Contract or any contract or agreements entered into by and between the members of such Consortium and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of IPA. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by the Lead Bidder to IPA.	<del>xi. IPA reserves the right to review, approve and amend the terms of the Consortium Contract or any contract or agreements entered into by and between the members of such Consortium and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of IPA. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by the Lead Bidder to IPA.</del>	Tender condition shall prevail
353	Vol 1	2.3	Subcontracting	v. IPA retains the right to request discontinuation of sub-contracting of activities at any time during the contract period.	<del>v. IPA retains the right to request discontinuation of sub-contracting of activities at any time during the contract period.</del>	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
354	Vol 1	2.7	2.7 Right to Vary Scope of Contract	i. IPA may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services or scope of the Contract as specified.	i. IPA may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services or scope of the Contract as specified. <u>However, the maximum variation shall not be more than 10% of the contract value</u>	Tender condition shall prevail
355	Vol 1	2.7	Right to Vary Cope of Contract	ii.If any such change causes an increase or decrease in the cost of, or the time required for the bidder' s performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the bidder's receipt of the IPA's changed order.	ii.If any such change causes an increase or decrease in the cost of, or the time required for the bidder' s performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment <u>on mutually agreed terms</u> shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the bidder's receipt of the IPA's changed order.	Tender condition shall prevail
356	Vol 1	3.3.3	EMD	vi. The EMD may be forfeited: · If a bidder withdraws its bid during the period of bid validity. · Bidder fails to provide required information during the evaluation process or is found to be non-responsive. · If the successful bidder fails to provide the Performance Bank Guarantee as required at the time of signing of the Agreement. · If the successful bidder fails to sign the Agreement in accordance with this tender within 30 days from the issue of Letter of Intent (LOI) by IPA.	vi. The EMD may be forfeited: · If a bidder withdraws its bid during the period of bid validity. · Bidder fails to provide required information during the evaluation process or is found to be non-responsive. · If the successful bidder fails to provide the Performance Bank Guarantee as required at the time of signing of the Agreement. · If the successful bidder fails to sign the Agreement in accordance with this tender within 30 days from the issue of Letter of Intent (LOI) by IPA <u>despite deviations being adequately considered by IPA.</u>	Refer to Corrigendum
357	Vol 1	3.4.3	Deviations and Exclusions	3.4.3 Deviations and Exclusions Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the tender. No Deviations and Exclusions to the tender are allowed. In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Dean, IPA shall be applicable.	<del>3.4.3 Deviations and Exclusions Bids shall be submitted strictly in accordance with the requirements and terms &amp; conditions of the tender. No Deviations and Exclusions to the tender are allowed. In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Dean, IPA shall be applicable.</del>	Refer to Corrigendum
358	Vol 1	4.8.1	Notification of Award	ii. The notification of award will constitute the formation of the contract. At the time, IPA notifies the successful bidder that its bid has been accepted, IPA will send the bidders the proforma of contract, incorporating all clauses/ agreements between the parties. The successful bidder shall sign and date the contract and return it to IPA.	<del>ii. The notification of award will constitute the formation of the contract. At the time, IPA notifies the successful bidder that its bid has been accepted, IPA will send the bidders the proforma of contract, incorporating all clauses/ agreements between the parties. The successful bidder shall sign and date the contract and return it to IPA.</del>	Refer to Corrigendum

Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
359	Vol 1	4.8.4.i		The PBG shall be submitted within 30 days of notification of award done through issuance of the Work Order/ Letter of Acceptance valid for the entire period of the project. IPA shall facilitate the signing of contract within the period of 30 days of notification of award. However, it is to be noted that the date of commencement of project and all contractual obligations shall commence from the date of issuance of Work order/ letter of acceptance, whichever is earlier. All reference timelines as regards execution of project and payments to bidder shall be considered as beginning from date of issuance of Work Order/ letter of acceptance, whichever is earlier	The PBG shall be submitted within 30 days of <b>execution of the Contract.</b> <del>notification of award done through issuance of the Work Order/ Letter of Acceptance valid for the entire period of the project.</del> IPA shall facilitate the signing of contract within the period of 30 days of notification of award. However, it is to be noted that the date of commencement of project and all contractual obligations shall commence from the date of issuance of Work order/ letter of acceptance, whichever is earlier. All reference timelines as regards execution of project and payments to bidder shall be considered as beginning from date of issuance of Work Order/ letter of acceptance, whichever is earlier	Tender condition shall prevail
360	Vol 1	4.8.6	Failure to Agree with the Terms and Conditions of the tender	<ul style="list-style-type: none"> <li>Failure of the successful bidders to agree with the Draft Legal Agreement and Terms &amp; Conditions of the tender shall constitute sufficient grounds for the annulment of the award, in which event IPA may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders.</li> <li>In such a case, the IPA shall invoke the PBG of the successful bidder.</li> </ul>	<ul style="list-style-type: none"> <li>Failure of the successful bidders to agree with the Draft Legal Agreement and Terms &amp; Conditions of the tender shall constitute sufficient grounds for the annulment of the award, in which event IPA may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders.</li> <li><del>In such a case, the IPA shall invoke the PBG of the successful bidder.</del></li> </ul>	Tender condition shall prevail
361	Vol 1	4.8.4iii	Performance Bank Guarantee	The Performance bank guarantee may be discharged / returned by IPA upon being satisfied that there has been due performance of the obligations of bidder under contract. However, no interest shall be payable on the PBG. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected bidder fails to submit performance bank guarantee with the time stipulated, IPA at its discretion may cancel the work order placed on the selected bidder without giving any notice.	The Performance bank guarantee may be discharged / returned by IPA upon <b>completion of project</b> being satisfied that there has been due performance of the obligations of bidder under contract. However, no interest shall be payable on the PBG. <del>The selected bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the project and warranty period.</del> In case the selected bidder fails to submit performance bank guarantee with the time stipulated, IPA at its discretion may cancel the work order placed on the selected bidder without giving any notice.	Refer to Corrigendum
362	Vol 1	4.8.4.iv		IPA shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. Notwithstanding and without any prejudice to any rights whatsoever of IPA under contract in Matter, the proceeds of PBG shall be payable to IPA as compensation for any loss resulting from bidder's failure to complete its obligations under the Contract. IPA shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligations for which the bidder is in default.	IPA shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's <b>gross negligence and wilful default</b> in carrying out the project implementation as per the agreed terms & conditions. Notwithstanding and without any prejudice to any rights whatsoever of IPA under contract in Matter, the proceeds of PBG shall be payable to IPA as compensation for any loss resulting from bidder's failure to complete its obligations under the Contract. IPA shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligations for which the bidder is in default.	Tender condition shall prevail

Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
363	Vol 1	6.1	6.1 Payment components	<ul style="list-style-type: none"> <li>· Bidder must factor in a ±15% in the minimum indicative quantity for port-specific infrastructure as indicated in the Volume II of this tender</li> <li>· Cafeteria model envisages that a particular port may opt for additional components during the contract period. Unit rates of these components are being discovered as part of the price bid. The bidder will be expected to provide these components at the discovered unit rate as per the price bid.</li> <li>· In future, there may be a need wherein a new port may be added in the scope of work for the MSP. Such changes may take place with mutually agreed terms and conditions.</li> </ul>	Not clear. Whether the overall variation will be within the limit of 15% or there is no cap	Refer to Corrigendum
364	Vol 1	6.1	Bandwidth requirements - @Centre	As per the RFP document	request for deletion: Ports are expecting significant reduction in the number of employees due to retirement in the coming years. <del>Due to this the requirements for software licenses and related infrastructure shall have to be reduced accordingly. In such scenario, certain software licenses / infrastructure shall be surrendered and payments related to these will be readjusted accordingly.</del> The bidder is expected to keep a note of the same.	Refer to Corrigendum
365	Vol 1	6.2	6.2 Payment terms for a port	All the products	Payment should be 100% on delivery	Refer to Corrigendum
366	Vol 1	6.2	6.2 Payment terms for a port	Annual Technical Support	Payment should be Yearly advance over the period of contract	Refer to Corrigendum
367	Vol 1	6.2	6.2 Payment terms for a port	Installation/ Configuration/ Customization/ Development (Including Data Migration/ Interfacing)	Acceptable milestones which are inline with the project delivery schedule	Refer to Corrigendum
368	Vol 1	6.2	6.2 Payment terms for a port	Procurement of Required compute and Storage Infrastructure (including end user computing and Port Specific Server Room Infrastructure)	Payment should be 100% on delivery	Refer to Corrigendum
369	Vol 1	6.2	6.2 Payment terms for a port	<ul style="list-style-type: none"> <li>· The bidder(s) has to ensure that their financial proposal is structured in such a way that the costs during Implementation Phase quoted in the project do not exceed more than 45% of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to 40% while making payments towards Implementation Cost. Any value quoted towards Implementation Costs over and above 40% limit will be paid in equal quarterly instalments for next five years along with quarterly payment for each quarter during the Operations and Maintenance Phase.</li> </ul>	<ul style="list-style-type: none"> <li>· The bidder(s) has to ensure that their financial proposal is structured in such a way that the costs during Implementation Phase quoted in the project do not exceed more than <del>45%</del> <b>80%</b> of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to <del>40%</del> <b>80%</b> while making payments towards Implementation Cost. Any value quoted towards Implementation Costs over and above <del>40%</del> <b>80%</b> limit will be paid in equal quarterly instalments for next five years along with quarterly payment for each quarter during the Operations and Maintenance Phase.</li> </ul>	Refer to Corrigendum

Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
370	Vol 1	6.2	6.2 Payment terms for a port	Payment for bandwidth would be directly made by IPA or its nominated agencies / partners to the connectivity service provider as per the tripartite agreement to be signed by the parties involved after award of contract to the successful bidder. If the payment exceeds the quoted amount, the same will be recovered from quarterly payment being made to the MSP.	Payment for bandwidth would be directly made by IPA or its nominated agencies / partners to the connectivity service provider <del>as per the tripartite agreement</del> <del>to be signed by the parties involved after award of contract to the successful bidder.</del> If the payment exceeds the quoted amount, the same will be recovered from quarterly payment being made to the MSP.	Tender condition shall prevail
371	Vol 1	7.1	7.1 Bidder / Managed Service Provider	xvii. Any other services which is required for the successful execution of the project.	xvii. Any other services which is required <b>and mentioned in the contract</b> for the successful execution of the project.	Refer to Corrigendum
372	Vol 1	8.2	Certificate of Conformity/No deviation	Also, I/ we have thoroughly read the tender and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.	Also, I/ we have thoroughly read the tender and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document <del>without any subject to</del> -deviations submitted.	Tender condition shall prevail
373	Vol 1	8.6		AND WHEREAS Clause <> of tender document stipulates that a Consortium of maximum <3> companies, meeting the requirements stipulated in the tender document may submit a Proposal signed by Lead Member of the Consortium Members so as to legally bind all the Members of the Consortium who will be jointly and severally liable for the performance and all obligations thereunder to IPA and duly signed Consortium Agreement shall be attached to the Proposal.	AND WHEREAS Clause <> of tender document stipulates that a Consortium of maximum <3> companies, meeting the requirements stipulated in the tender document may submit a Proposal signed by Lead Member of the Consortium Members so as to legally bind all the Members of the Consortium who will be <del>jointly and severally</del> liable for the performance and all obligations thereunder to IPA and duly signed Consortium Agreement shall be attached to the Proposal.	Refer to Corrigendum
374	Vol 1	8.2.7		If IPA suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to tender (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the tender and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to IPA on its demand without any demur or contest. The IPA shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the IPA to proceed against the Lead bidder before proceeding against or dealing with the other Member.8. The financial liability of the Consortium Members to the IPA, with respect to any of the claims arising out of the performance or non-performance of obligations under the tender and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members and the Members shall be jointly and severally liable to IPA.	If IPA suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to tender (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the tender and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to IPA on its demand without any demur or contest. The IPA shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the IPA to proceed against the Lead bidder before proceeding against or dealing with the other Member.8. <del>The financial liability of the Consortium Members to the IPA, with respect to any of the claims arising out of the performance or non-performance of obligations under the tender and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members to the value of scope of work allocated to each member.</del> and the Members shall be jointly and severally liable to IPA.	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
375	Vol 1	8.9.2	Technical Bid-Covering letter	I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may have been mentioned in our proposal.	I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may <b>not</b> have been <b>specifically</b> mentioned in our proposal.	Tender condition shall prevail
376	Vol 1	8.9.5	Technical Bid-Covering letter	We declare that the statements made and the information provided in the duly completed application are complete, true and correct in every detail. On verification at any time in the future if it is found that information furnished with this application and statements m	We declare that the statements made and the information provided in the duly completed application <u>to best of our knowledge</u> , are complete, true and correct in every detail . On verification at any time in the future if it is found that information furnished with this application and statements m	Refer to Corrigendum
377	Vol 1	8.9.8		We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and IPA.	We agree for <u>unconditional</u> acceptance of all the terms and conditions set out in the bid document <u>subject to the deviations submitted</u> and also agree to abide by this bid response for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and IPA.	Tender condition shall prevail
378	Vol 1	10	10 Formats for submission of Commercial Bids	2. Taxes We hereby confirm that our proposal prices include all taxes. We have studied the clause relating to Indian Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax in altered under the law, we shall pay the same.	2. Taxes We hereby confirm that our proposal prices include all taxes existing <u>as on the date of submission</u> . We have studied the clause relating to Indian Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax in altered under the law, we shall pay the same. <u>However any variation in tax apart from income tax will be reimbursed by the IPA based on actual prevailing rates as on the date of invoice</u>	Refer to Corrigendum
379	Vol 2	3.1		The scope of work for the MSP includes implementation of the EBS system for five major Indian Ports which includes port of Mumbai, Kandla, Paradip, Chennai and Kolkata (includes Kolkata docking system and Haldia Dock Complex). The scope includes:	The scope of work for the MSP includes implementation of the EBS system for five major Indian Ports which includes port of Mumbai, Kandla, Paradip, Chennai and Kolkata (includes Kolkata docking system and Haldia Dock Complex). The scope <del>includes:</del> <u>shall be:</u>	Tender condition shall prevail
380	Vol 2	4.2.9	ERP OEM Audit		Request for such audit to be conducted at a specific interval. Prior consent of MSP to be obtained while conducting such audit.	OEM audits are responsibility of MSP, timelines for same are indicated in the RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
381	Vol 2	4.2.9.5	ERP OEM Audit	ERP OEM will recommend industry best practices for IPA and port as appropriate (e.g., organisation structure, CoA structure, codification etc.). If there is any better solution other than the one proposed by MSP, OEM will recommend the same to IPA/PORT and ensure its compliance through MSP.	ERP OEM will recommend industry best practices for IPA and port as appropriate (e.g., organisation structure, CoA structure, codification etc.). If there is any better solution other than the one proposed by MSP, OEM will recommend the same to IPA/PORT and ensure its compliance through MSP . <u>However the cost will be borne by IPA for such modifications.</u>	Tender condition shall prevail
382	Vol 2	4.2.12	4.2.12 Stabilization Phase	All the infrastructural assets procured by MSP for port-EBS operations will be owned by the MSP. However, at the end of stabilization phase or termination of contract, whichever is earlier, all assets, infrastructure, equipment, networking, software solutions, hardware etc. created for Port-EBS shall be transferred to IPA at INR 1 at the discretion of IPA. IPA shall always have the right of first refusal.	All the infrastructural assets procured by MSP for port-EBS operations will be owned by the MSP. However, at the end of stabilization phase or termination of contract, whichever is earlier, all assets, infrastructure, equipment, networking, software solutions, hardware etc. created for Port-EBS shall be transferred to IPA <del>at INR 1 at the discretion of IPA. IPA shall always have the right of first refusal.</del>	Tender condition shall prevail
383	Vol 2	4.2.14.1		Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. key activities to be performed are:	Application support <del>includes, but not is</del> limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. key activities to be performed are:	Tender condition shall prevail
384	Vol 2	4.2.14	4.2.14 Operations and Maintenance	MSP will operate and maintain all the components of the System for a period of five years after Go-Live date.	Whether the go-live here means the port and each application go-live or overall go-live	Overall Go-live i.e. end of Phase II as defined in Volume II of the RFP
385	Vol 2	4.2.14.f		Any additional changes required would follow the Change Control Procedure. IPA may engage an independent agency / designated agency to validate the estimates submitted by the MSP. The inputs of such an agency would be taken as the final estimate for efforts required. MSP to propose the cost of such changes in terms of man month rate basis and in terms of Function point/Work Breakdown Structure (WBS) basis in the proposal.	Any additional changes required would follow the Change Control Procedure. IPA may engage an independent agency / designated agency to validate the estimates submitted by the MSP. <del>The inputs of such an agency would be taken as the final estimate for efforts required.</del> MSP to propose the cost of such changes in terms of man month rate basis and in terms of Function point/Work Breakdown Structure (WBS) basis in the proposal.	Tender condition shall prevail
386	Vol 2	4.31.g		MSP shall provide the warranty for ICT Infrastructure (Software & hardware) supplied for Project for a period of five years on all the items supplied as per the contract. MSP shall replace any parts/components of the ICT Infrastructure supplied for project if the components are defective and during the entire warranty period MSP shall apply all the latest upgrades/patches/releases for the software after appropriate testing	MSP shall provide the warranty for ICT Infrastructure (Software & hardware) supplied for Project for a period of five years on all the items supplied as per the contract. MSP shall replace/ <b>repair</b> any parts/components of the ICT Infrastructure supplied for project if the components are defective and during the entire warranty period MSP shall apply all the latest upgrades/patches/releases for the software after appropriate testing	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
387	Vol 2	6.g		The document scanning agency will use its own infrastructure. This shall include, but is not limited to Computers, UPS, Gensets etc. for document scanning. The space and furniture (table, chairs,etc.) for setting up the infrastructure as well as the raw power connections will be provided by respective offices of where scanning would be done.	The document scanning agency will use its own infrastructure. This shall <del>include, but is not limited</del> to Computers, UPS, Gensets etc. for document scanning. The space and furniture (table, chairs,etc.) for setting up the infrastructure as well as the raw power connections will be provided by respective offices of where scanning would be done.	Tender condition shall prevail
388	Vol 2	4.13.1.a		a. Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system . The MSP shall keep the application software in good working order; perform changes and upgrades to applications as requested by the IPA team. All tickets related to any issue/complaint/observation about the system shall be maintained in an ITIL compliant comprehensive ticketing solution.	a. Application support <del>shall be</del> <del>includes, but not limited to,</del> production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system . The MSP shall keep the application software in good working order; perform changes and upgrades to applications as requested by the IPA team. All tickets related to any issue/complaint/observation about the system shall be maintained in an ITIL compliant comprehensive ticketing solution.	Tender condition shall prevail
389	Vol 2	8.e		Mean Time Between Failures (MTBF) - If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the MSP at no cost to IPA.	Mean Time Between Failures (MTBF) - If during contract period, any equipment has a hardware failure <del>which is irreparable on four or more occasions in a period of less than three months or six times in a period of less than twelve months,</del> it shall be replaced by equivalent or higher-level new equipment by the MSP at no cost to IPA.	Tender condition shall prevail
390	Vol2	10.a		MSP will be required to perform tasks including but not limited to setting up servers, configuring and apportioning storage space, setting up of e-mail accounts and mailing lists, management and integration of databases, implementing security on the Internet / Intranet, setting up of firewalls and authorization systems, performing periodic backup of data and automating reporting tasks, and executing hardware and software updates when necessary in accordance with guidelines as specified by the Port.	MSP will be required to perform tasks <del>including but not which shall be</del> limited to setting up servers, configuring and apportioning storage space, setting up of e-mail accounts and mailing lists, management and integration of databases, implementing security on the Internet / Intranet, setting up of firewalls and authorization systems, performing periodic backup of data and automating reporting tasks, and executing hardware and software updates when necessary in accordance with guidelines as specified by the Port.	Tender condition shall prevail
391	Vol 2	10.c		The MSP shall be responsible for tasks including but not limited to setting up servers, configuring and apportioning storage space, account management, performing periodic backup of data and automating reporting tasks, and executing hardware and software updates when necessary	The MSP shall be responsible for tasks <del>including but not which shall be</del> limited to setting up servers, configuring and apportioning storage space, account management, performing periodic backup of data and automating reporting tasks, and executing hardware and software updates when necessary	Tender condition shall prevail
392	Vol 2	20	MIS Reports		Request for clarification on the list of reports to be submitted	Final list needs to be prepared by MSP during understanding of requirement

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
393	Vol 2	Warranty Support		MSP shall warrant that the infrastructure procured for project have no defects arising from design or workmanship or any act of omission and must provide a declaration for the same from all the OEM for equipment that would be supplied at cloud site, respective port site and call centre site. The warranty shall remain valid for at least one year beyond the service period of the project for all hardware, software and other components comprising of the solution. MSP will ensure warranty in case of an extension. ii.MSP shall replace any parts /components / whole of the IT Infrastructure supplied for project if the components are defective at no additional cost to IPA during the entire warranty period. In case any hard disk drive of any server, SAN, or client machine is replaced during warranty/AMC, the unserviceable HDD will be property of IPA and will not be returned to MSP. In case IT Infrastructure is declared “End-of-Support” by the respective OEM, MSP shall replace the component with equivalent or better component at no additional cost to IPA before the end of support and ensure that there is no impact on the operations and performance. The MSP shall ensure that all IT infrastructure handed over to IPA at the conclusion of the contract duration is under active support of OEM.	MSP shall <del>warrant</del> <u>covenant</u> that the infrastructure procured for project have no defects arising from design or workmanship or any act of omission and must provide a declaration for the same from all the OEM for equipment that would be supplied at cloud site, respective port site and call centre site. The warranty shall remain valid for at least one year beyond the service period of the project for all hardware, software and other components comprising of the solution. MSP will ensure warranty in case of an extension. b.MSP shall replace any parts /components / whole of the IT Infrastructure supplied for project if the components are defective <u>and is irreparable</u> at no additional cost to IPA during the entire warranty period. In case any hard disk drive of any server, SAN, or client machine is replaced during warranty/AMC, the unserviceable HDD will be property of IPA and will not be returned to MSP. In case IT Infrastructure is declared “End-of-Support” by the respective OEM, MSP shall replace the component with equivalent or better component at no additional cost to IPA before the end of support and ensure that there is no impact on the operations and performance. The MSP shall ensure that all IT infrastructure handed over to IPA at the conclusion of the contract duration is under active support of OEM.	Tender condition shall prevail
394	Vol 2	5.1	5.1 Project implementation approach		Whether the given plan is for Phase- I or it includes phase II	Given plan includes Phase II
395		5.2	5.2 Project milestone plan	Phase II – Stabilization and baseline: This phase would have the complete rollout of the envisaged system and all its components across all defined port locations. It would end when all transactions and the operations have stabilized for a period of 3 months. The closure includes completion of Phase II AT ALL PORT LOCATIONS.	Whether this is post enterprise go-live? What are the suggestions given for interim period post completion of implementation at each site till the enterprise go-live	As per RFP
396	Vol 2	5.2	5.2 Project milestone plan	Phase III – Operations and Maintenance: This phase would continue till the termination of the contract. The MSP would be responsible for the functioning of the system for a period of 5 years and would also maintain the entire system for the same duration.	Whether this is post enterprise go-live? What are the suggestions given for interim period post completion of implementation at each site till the enterprise go-live	As per RFP
397	Vol 3	4	Extension of time for fulfilment of Conditions Precedent	(b) For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the Managed Service Provider linked to the delay in fulfilling the Conditions Precedent.	(b) For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the Managed Service Provider linked to the delay in fulfilling the Conditions Precedent. However, MSP’s failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent MSP’s non-performance is caused by IPA’s omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement.	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
398	Vol 3	13	Terms of Payment	Payments shall be subject to the application of liquidated damages (for period prior to “Go Live”) or SLA penalties and its adjustments/corrections (for post “Go-Live”) as may be provided for in the Agreement and the SLA from the relevant milestone(s).	Request for deletion	Tender condition shall prevail
399	Vol 3	13	Invoicing and Settlement	(c) Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Managed Service Provider as per the penalty criteria specified in the SLA.	(c) Payment shall be made within <del>1560</del> 60 working days of the receipt of invoice along with supporting documents by IPA subject to subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Managed Service Provider as per the penalty criteria specified in the SLA.	Tender condition shall prevail
400	Vol 3	14	Acceptance and Testing		Request for Addition: Deliverables shall be deemed to be accepted if IPA fails to carry out its test and intimate MSP within the timeline as prescribed under this clause or Deliverables have been used by IPA	Tender condition shall prevail
401	Vol 3	14.c	(c) Correction of Deficiencies in Deliverables:	<ul style="list-style-type: none"> <li>· allow the Managed Service Provider to continue its efforts to make corrections; or</li> <li>· accept the Deliverable with its Deficiencies and deduct such proportionate amounts from the Managed Service Providers fees as deemed appropriate by IPA; or</li> <li>· terminate this Agreement for cause in accordance with the procedures set forth in Clause 15 (except that IPA is under no obligation to provide the Managed Service Provider any further opportunity to cure) and recover its damages subject to the limitations set forth in this Agreement .</li> </ul>	<ul style="list-style-type: none"> <li>· allow the Managed Service Provider to continue its efforts to make corrections; or</li> <li>· accept the Deliverable with its Deficiencies and deduct such proportionate amounts from the Managed Service Providers fees as deemed appropriate by <u>parties</u> IPA; or</li> <li>· terminate this Agreement for cause in accordance with the procedures set forth in Clause 15 (except that IPA is under no obligation to provide the Managed Service Provider any further opportunity to cure) and recover its damages subject to the limitations set forth in this Agreement .</li> </ul>	Tender condition shall prevail
402	Vol 3	15.a	Termination for convenience	As per the RFP document	Request for insertion: Termination for convenience can be made only by prior written notice of not less than three months. Request for termination for convenience rights to be mutual	Tender condition shall prevail
403	Vol 3	15.a	Effects of termination	In the event that IPA terminates this Agreement pursuant to failure on the part of the Managed Service Provider to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by Managed Service Provider may be forfeited.	Request for deletion of this portion and request to insert: In event of termination under this clause, MSP shall be entitled to be receive all the outstanding payments for the services rendered till the date of termination.	Tender condition shall prevail
404	Vol 3		Termination of this Agreement due to bankruptcy of Managed Service Provider		Request for notice period of not less than thirty days for the termination of bankruptcy	Tender condition shall prevail

Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
405	Vol 3		Suspension	a) The Managed Service Provider shall, if ordered in writing by IPA, temporarily suspend the performance of any services or any part thereof under this Agreement for such specified/ ordered period and time. IPA shall inform the Managed Service Provider about such suspension at least 30 days in advance. The Managed Service Provider shall not be entitled to claim compensation for any loss or damage sustained by it by reason of such temporary suspension of the work for a continuous period of 30 day s. IPA may consider suitable compensation to the Managed Service Provider in event of suspension extending beyond a continuous period of 30 days. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Managed Service Provider, if written request for the same is made. In case the suspension of works lasts for a period of more than 3 months, the Managed Service Provider shall have the right to request IPA to pay reasonable immobilization and mobilization charges as may be consented to by IPA.	a) The Managed Service Provider shall, if ordered in writing by IPA, temporarily suspend the performance of any services or any part thereof under this Agreement for such specified/ ordered period and time. IPA shall inform the Managed Service Provider about such suspension at least 30 days in advance. The Managed Service Provider shall not be entitled to claim compensation for any loss or damage sustained by it by reason of such temporary suspension of the work <u>which in aggregate including previous suspension does not exceed thirty (3) days for a continuous period of 30 day-s.</u> IPA may consider suitable compensation to the Managed Service Provider in event of suspension <u>exceeding thirty days in aggregate including the previous suspensions.</u> <del>Tending beyond a continuous period of 30 days.</del> An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Managed Service Provider, if written request for the same is made. In case the suspension of works lasts for a period of more than 3 months, the Managed Service Provider shall have the right to request IPA to pay reasonable immobilization and mobilization charges as may be consented to by IPA.	Tender condition shall prevail
406	Vol 3	4	Suspension	d) Notwithstanding the foregoing in clause 16, Order for Infrastructure items including Hardware, Software licenses and other system software etc. shall be placed by the Managed Service Provider only after receipt of written confirmation from IPA in this regard. IPA may request the Managed Service Provider for deferment of procurement of such components for maximum period of twelve months. In such case the Managed Service Provider will be paid a pre-defined maintenance cost for the application support and the team deployed. In case IPA requests for deferment of procurement of infrastructure the timelines will extend accordingly. Also, the SLA relating to infrastructure will apply from the date when IPA gives intimation to the Managed Service Provider to start procurement.	d) Notwithstanding the foregoing in clause 16, Order for Infrastructure items including Hardware, Software licenses and other system software etc. shall be placed by the Managed Service Provider only after receipt of written confirmation from IPA in this regard. IPA may request the Managed Service Provider for deferment of procurement of such components for maximum period of <u>three</u> <del>twelve</del> months. In such case the Managed Service Provider will be paid a pre-defined maintenance cost for the application support and the team deployed. In case IPA requests for deferment of procurement of infrastructure the timelines will extend accordingly. Also, the SLA relating to infrastructure will apply from the date when IPA gives intimation to the Managed Service Provider to start procurement.	Tender condition shall prevail
407	Vol 3	4	Suspension	Add	If the suspension period extends beyond 3 months, MSP can terminate the contract and paid for all the products and system rendered till the date of termination	Tender condition shall prevail
408	Vol 3	16.a	Indemnification & Limitation of Liability	Subject to Clause 16.2 below, Managed Service Provider (the "Indemnifying Party") undertakes to indemnify IPA (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement.	Subject to Clause 16.2 below, Managed Service Provider (the "Indemnifying Party") undertakes to indemnify IPA (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's <u>gross-</u> negligence or wilful default in performance or non-performance under this Agreement.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
409		16	Indemnification & Limitation of Liability	The liability cap given under this Clause 16.3 shall not be applicable to the indemnification obligations set out in Clause 16 and breach of Clause 12.4 and 19.	Please specify the clauses which remain outside the cap of liability. There seems to be a typographical error.	Refer to Corrigendum
410	Vol 3	h		Notwithstanding Clause 17.2 (e), Force Majeure shall not apply to any obligation of IPA to make payments to the MSP under this Contract.	Request for modification as IPA is required to make payments for the good/services rendered till the date of force majeure event.	Tender condition shall prevail
411	Vol 3	19.a	Audit, Access and Reporting		Request to insert. However, such audit rights shall be conducted once in six months with the prior consent of MSP.	Refer to Corrigendum
412	Vol 3	21.a		The MSP warrants that the Project, including all the system(s), materials and goods supplied pursuant to the Agreement, shall be free from any defect or deficiency in the material, design, engineering, and workmanship that prevent the system and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the system and/or any of its sub-system(s). Commercial warranty provisions of products supplied under the Agreement shall apply to the extent they do not conflict with the provisions of this Agreement.	<del>The MSP warrants that the Project, including all the system(s), materials and goods supplied pursuant to the Agreement, shall be free from any defect or deficiency in the material, design, engineering, and workmanship that prevent the system and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the system and/or any of its sub-system(s). Commercial warranty provisions of products supplied under the Agreement shall apply to the extent they do not conflict with the provisions of this Agreement.</del>	Tender condition shall prevail
413	Vol 3	22	Liquidated damages	a) Time is the essence of the Agreement and the delivery dates are binding on the MSP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the MSP, in meeting the deliverables, IPA shall be entitled at its option to recover from the MSP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract value. b) The Parties agree that SLA penalties defined in the Service Level Agreement are liquidated damages and that the deduction of any Service Credit by IPA shall be its exclusive monetary remedy for failure of MSP to meet the Service Levels and is in full and final settlement of any claim which IPA may have for Losses caused by the failure to meet a Service Level to which a Service Credit applies, provided that this Clause shall not limit the exercise by IPA of its rights to terminate the Agreement for Material Breach and the associated consequences of termination.	<del>a) Time is the essence of the Agreement and the delivery dates are binding on the MSP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the MSP, in meeting the deliverables, IPA shall be entitled at its option to recover from the MSP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract value. b) The Parties agree that SLA penalties defined in the Service Level Agreement are liquidated damages and that the deduction of any Service Credit by IPA shall be its exclusive monetary remedy for failure of MSP to meet the Service Levels and is in full and final settlement of any claim which IPA may have for Losses caused by the failure to meet a Service Level to which a Service Credit applies, provided that this Clause shall not limit the exercise by IPA of its rights to terminate the Agreement for Material Breach and the associated consequences of termination.</del> 3% of the total contract value.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
414	Vol 3	Schedule II		It is hereby also clarified here that any change of control suggested beyond 15 % of the value of this Project will be beyond the scope of the change control process and will be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 15 % of the value of the Project as stated in herein above is calculated on the basis of bid value submitted by the Managed Service Provider and accepted by IPA or its nominated agencies or as decided and approved by IPA or it Nominated Agencies. For arriving at the cost / rate for change up to 15% of the project value, the payment terms and relevant rates as specified in Annexure D shall apply.	It is hereby also clarified here that any change of control suggested beyond 15 % of the value of this Project will be beyond the scope of the change control process and will be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 45 % of the value of the Project as stated in herein above is calculated on the basis of bid value submitted by the Managed Service Provider and accepted by IPA or its nominated agencies or as decided and approved by IPA or it Nominated Agencies. For arriving at the cost / rate for change up to 15% of the project value, the payment terms and relevant rates as specified in Annexure D shall apply.	Tender condition shall prevail
415	Vol 3	Exit Management Schedule	5. EMPLOYEES	Refer RFP	Request Deletion.	Refer to Corrigendum
416	Vol 3	Exit Management Schedule	6. TRANSFER OF CERTAIN AGREEMENTS	Refer RFP	Request Deletion.	Tender condition shall prevail
417	Vol 3	29	10.1. Details of SLA Penalty Mechanism and Calculations	The MSP will get 100% of Quarterly Pay-out for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 100 or above. The MSP will get lesser payment in case of a lower performance exhibited by a SLA score of less than 100. The maximum penalty to be levied is 10% of Quarterly Pay-out. The payments will be as per terms defined under Schedule VI of Volume III of this tender.	The MSP will get 100% of Quarterly Pay-out for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 100 or above. The MSP will get lesser payment in case of a lower performance exhibited by a SLA score of less than 100. The maximum penalty to be levied is <del>40%</del> <b>3%</b> of Quarterly Pay-out <b>for each port</b> . The payments will be as per terms defined under Schedule VI of Volume III of this tender.	Tender condition shall prevail
418	Vol 3	29	10.1. Details of SLA Penalty Mechanism and Calculations	The payment will be made by IPA for all locations to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure as detailed in Schedule VI of this volume in the tender	The payment will be made by IPA for all locations to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the <del>90%</del> <b>80%</b> of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance <del>10%</del> <b>20%</b> payment. The payments will be released subject to acceptance procedure as detailed in Schedule VI of this volume in the tender	Tender condition shall prevail
419	New Clause		Savings Clause		MSP's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent MSP's non-performance is caused by IPA's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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420	New Clause		Additional Hardware		Notwithstanding anything to the contrary in the RFP, any requirement by the IPA of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to the IPA and the same shall be done through a Change Order	Tender condition shall prevail
421	New Clause		Title/ Risk		MSP assumes that the title of IPAship of the goods supplied under this contract is passed onto IPA, on dispatch of the material from warehouse or handing over the material to an independent freight forwarder for delivering the material to the IPA.	Tender condition shall prevail
422	New Clause		Non hire		IPA agrees that for the term of this Agreement and for a period of one (1) year thereafter, IPA will not directly or indirectly, recruit, engage, solicit, discuss employment with, hire, employ or engage any MSP's personnel assigned to IPA currently or within the previous one (1) year, or induce any such individual to leave the employment of MSP.	Tender condition shall prevail
423	New Clause		Upgrades/Updates/ Enhancements		Notwithstanding anything to the contrary in the RFP, any requirement by the IPA of any upgrade/ update/ enhancement shall be provided by the Successful Bidder at an additional cost to the IPA and the same shall be done through a Change Order	Tender condition shall prevail
424	Section 10.1 Details of SLA Penalty Mechanism and Calculation	350	SLA Parameters during Phase III: Operations and Maintenance Period	Availability for Class I applications supporting POS functionality  SLA Parameters during Phase III: Operations and Maintenance Period	Please change the BASELINE METRIC : Time for Home page opening, time for online submission of electronic documents, time for uploading and etc. from <= operator to >= operator.	Refer to Corrigendum
425	Section 10.1 Details of SLA Penalty Mechanism and Calculation	350	SLA Parameters during Phase III: Operations and Maintenance Period	Time for opening of Home Page of portal Average must be achieved with maximum homepage opening time till success for 90% or more of the sample cases being within the stipulated time Web-to-web response time >=3 seconds	We understand that the SLA parameters needs to be demonstrated on the data centre. Please confirm	Understanding is correct
426	Section 10.1 Details of SLA Penalty Mechanism and Calculation	350	SLA Parameters during Phase III: Operations and Maintenance Period	Time for opening of Home Page of portal Average must be achieved with maximum homepage opening time till success for 90% or more of the sample cases being within the stipulated time Web-to-web response time >=3 seconds	Home Page of Portal opening depends on various parameters such as page size, bandwidth, network latency, processing time, etc. We recommend to change this to min 5 secs.	Refer to Corrigendum
427	Section 10.1 Details of SLA Penalty Mechanism and Calculation	350	SLA Parameters during Phase III: Operations and Maintenance Period	Time for on-line submission of the electronic forms Average must be achieved with maximum time till success for 90% or more of the total submissions within the stipulated time Web-to-web response time >=5 seconds	Online submission of electronic documents depends on various parameters such as form size, bandwidth, network latency, processing time, etc. We recommend to change this to min 8 secs.	Refer to Corrigendum
428	Section 10.1 Details of SLA Penalty Mechanism and Calculation	351	SLA Parameters during Phase III: Operations and Maintenance Period	Time for uploading data file including xml, txt, etc. (other than images and pdf) on various portals Average must be achieved with maximum time till success for 90% or more of the total uploads within the stipulated time Web-to-web response time >=20 seconds	Please share the maximum file size for uploading. We envisage it as 5 MB considering data upload to be demonstrated at data centre. Please confirm	Tender condition shall prevail. File size depends on the solution being proposed. Bidder to size as per solution being proposed.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
429	8.2.1 - ANNEXURE_TRS_SECURITY FIREWALL	279	6	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	ASICs are never proprietary in nature. They are additional processors in Firewalls along with Central CPU to accelerate the performance. Request you to please delete the proprietary word.	Refer to corrigendum for revised security requirements
430	8.2.1 - ANNEXURE_TRS_SECURITY FIREWALL	279	14	Firewall should provide application inspection for DNS, FTP, HTTP, SMTP,ESMTP, LDAP, VXLAN, MGCP, RTSP, SIP, SCCP, SQLNET, TFTP, H.323, SNMP	Request to please remove VXLAN as this is specific to one OEM and debars other leading Security OEMs to participate	Refer to corrigendum for revised security requirements
431	8.2.1 - ANNEXURE_TRS_SECURITY FIREWALL	279	35	Proposed solution should be VPNC compliant for interoperability	Request to please include ICSA along with VPNC as VPNC compliance is only available with few OEMS however ICSA certification is available with all reputed Security OEMs	Refer to corrigendum for revised security requirements
432	8.2.1 - ANNEXURE_TRS_SECURITY FIREWALL	279	40	Firewall should support IPv4 & IPv6 static routing, RIP, OSPF v2 & v3, PBR, VXLAN for PBR, PBR for IPv6 BGP and BGPv6	Request to please remove VXLAN as this is specific to one OEM and debars other Security OEMs to participate	Refer to corrigendum for revised security requirements
433	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	2	The Web application firewall should address Open Web Application Security Project (OWASP) Top Ten security vulnerabilities such as SQL Injection, Cross-Site Scripting (XSS), Broken Authentication and Session Management and those listed in NIST SP800-95 guidelines.	All Web application Firewalls adhere to OWASP guidelines. Request to please remove NIST SP800-95 guidelines to allow more Gartner quadrant WAF OEMs to participate	Refer to corrigendum for revised security requirements
434	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	3	g) File upload violations.	It is suggested to include scanning for malicious content in Uploads along with File upload violations. Most of Web applications are encrypted and the Firewall / IPS in the network cannot inspect the traffic which is SSL. In order to check and drop any malicious content which is being uploaded to web server it will save the web server from being infected	Refer to corrigendum for revised security requirements
435	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	13	Should inspect Simple Object Access Protocol (SOAP) and extensible Mark-up Language (XML), both document- and RPC-oriented models, in addition to HTTP (HTTP headers, form fields, and the HTTP body).	Request to please remove as this is not a functionality of web application firewall. Web Services (SOAP & XML)are used between B2B Services & are never exposed to End users without a front end Web Application. It is therefore requested to ask for XML firewall as these are functionality of XML firewall & not Web application firewall	Refer to corrigendum for revised security requirements
436	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	14	Inspect any protocol (proprietary or standardized) or data construct (proprietary or standardized) that is used to transmit data to or from a web application, when such protocols or data are not otherwise inspected at another point in the message flow.	Web Application Firewall is meant only to provide security to Web applications hence request to please modify the clause from any protocol to Web Socket protocol. Request to please revise the clause to "Inspect Web Socket protocol (proprietary or standardized) or data construct (proprietary or standardized) that is used to transmit data to or from a web application, when such protocols or data are not otherwise inspected at another point in the message flow."	Refer to corrigendum for revised security requirements
437	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	22	WAF should be able to restrict the number of files in a request.	Request to please remove this clause as this functionality can be achieved by only backend web server	Refer to corrigendum for revised security requirements

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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438	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	52	The Solution should allow commands like PING, trace route, telnet Wget, Nslookup from WAF for troubleshooting network related issues.	Ping & Trace route are two tools available in WAF solutions for checking the Server connectivity. Request to please remove telnet, Wget and Nslookup as these are used from System admin's machine for network connectivity and will not be used from the WAF solution	Refer to corrigendum for revised security requirements
439	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	1.6	Shall support unlimited simultaneous users	Each hardware will have some limitations based on the traffic it has to handle or based on the hardware itself. Request to specify a number to do the sizing effectively	Refer to Corrigendum
440	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	2.3	Shall support secure management interfaces, including SSH/SSL access to CLI/Web UI, IPSec encapsulated SNMP, and XML with digital certificates	Request to relax the clause to support a combination of secure access methods like SSH/SSL to CLI/GUI or IPSec encapsulated SNMP or XML with digital certificates	Refer to Corrigendum
441	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE ANTI APT	279	1	As a security best practice, the APT, Firewall and IPS solutions must be from a different OEMs.	Request you to please remove this clause. It is suggested to ask for NSS recommended solution which is the best security practice. This clause will debar leading Security OEMs who are recommended by NSS for their Breach Detection System solutions	Refer to corrigendum for revised security requirements
442	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	2.8	Shall support distributed 802.1x authentication allowing controlled access points to directly authenticate users through an external RADIUS server without controller involvement	Authentication of RADIUS requests will be accepted by RADIUS server only via a trusted source which is the NAS CLIENT which is primarily the Wireless controller and not the AP. Requesting to modify this clause to "Shall support distributed 802.1x authentication allowing controlled access points to directly authenticate users through an external RADIUS server "	Refer to Corrigendum
443	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	3.6	Shall support session tracking which compiles a log of user activity for security forensics	Request to specify the kind /type of logs needed to achieve this.	As per industry standard
444	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	4.7	Shall support seamless integration with wired network, leveraging existing L2/L3 infrastructure resources, e.g., QoS, VLANs, NAC, MS Active Directory and RADIUS AAA	Request to specify the devices and the kind of integration to be done	As per RFP
445	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.9	The access point shall be IEEE 802.3af PoE compliant and shall be provided with PoE injector of the same make for mentioned quantity	Request to include support for 802.3at PoE as well	Refer to Corrigendum
446	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.1	Maximum Power rating of 12.95 W	Since 802.3at PoE is rated at 25.5 W of maximum power, request to include Maximum power rating of 25.5 W along with 12.95W	Refer to Corrigendum
447	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.11	Both radios shall operate at full power and full performance on IEEE 802.3af PoE/Gigabit Ethernet	Request to include PoE +/- 802.3at PoE as it supports more power and hence more performance	Refer to Corrigendum
448	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	3.1	Shall support both centrally controlled mode (configured and updated via wireless controller) and autonomous mode (without controller) which is software selectable	Request to relax the clause to support both centrally controller and Standalone or Cloud controlled modes	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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449	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE LOAD BALANCER	279	13- Security Capabilities	Protect against OWASP Top 10 common attacks (SQL Inject, XSS, CSRF) DDoS prevention to throttle or drop traffic based on IP or client Outbound content inspection for Data Loss Prevention IP reputation pool to block or deny traffic arriving at a service from the following types of IP addresses a. Geo Pool – List of geographical regions. b. Anonymous Proxy – Proxies that hide the ID information of client computers. c. Satellite Provider - Satellite ISPs. Simplify PCI compliance and use strong security protocols Should have Attack definition updates.	Since DLP is asked as a separate solution, request you to please remove data loss prevention from the Load balancer solution Request to please provide more details on Satellite Provider - Satellite ISPs	Tender condition shall prevail
450	4.5 Prequalification criteria	27	Large Turnkey Project	The Bidder must have experience of successful Go-Live / completed project during the last seven years in one project having large IT system integration projects and related IT services implementation of project value of INR 160 crores Or The Bidder must have experience of successful Go-Live / completed project during the last seven years (as on the last date of bid submission) in two projects having large IT system integration projects and related IT services implementation of project value of INR 120 crores Or The Bidder must have experience of successful Go-Live / completed project during the last seven years (as on the last date of bid submission) in three projects having large IT system integration projects and related IT services implementation of project value of INR 100 crores.	We Propose IPA to consider following:  In addition to completed projects, we also request IPA to consider the projects under implementation for the given size of the order. We also request IPA to consider the project experience of affiliates, associates, subsidiaries/Parent company	Tender condition shall prevel

Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
451	4.5 Prequalification criteria	27	Large Turnkey Project	<p>The Bidder must have System Integrator experience of successful Go-Live / completed project during the last seven years (as on the last date of bid submission) in one project having ERP and related IT services implementation of project value of INR 40 crores</p> <p>Or</p> <p>The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last seven years (as on the last date of bid submission) in two projects having ERP and related IT services implementations of project value of INR 30 crores</p> <p>Or</p> <p>The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last five years (as on the last date of bid submission) in three projects having ERP and related IT services implementations of project value of INR 20 crore</p>	<p>Request you to consider the following clause:</p> <p>The Bidder must have System Integrator experience of successful Go-Live / completed project during the last seven years (as on the last date of bid submission) in one project having ERP and related IT services implementation of project value of INR 30 crores</p> <p>Or</p> <p>The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last seven years (as on the last date of bid submission) in two projects having ERP and related IT services implementations of project value of INR 15 crores</p> <p>Or</p> <p>The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last five years (as on the last date of bid submission) in three projects having ERP and related IT services implementations of project value of INR 10 crore. The bidder should also be allowed to quote and produce the project experience of any of its affiliates, associates, subsidiaries or parent if the experience will be made available for this project</p> <p><b><u>OR</u></b></p> <p>In addition to completed projects, we also request IPA to consider the projects under implementation for the given size of the order. We also request IPA to consider the project experience of affiliates, associates, subsidiaries/Parent company</p>	Tender condition shall prevail
452	4.5 Prequalification criteria	26	Criteria related to Quality of Service Delivery	<p>The bidder should have been assessed for a Capability Maturity Model Integration (CMMi) Level 5.</p> <p>The assessment should be valid as on the last date of bid submission. In case of expiry of current assessment within nine months, the bidder shall provide a certificate from the Software Engineering</p>	<p>Request you to also consider the CMMI Level 5 credentials of consortium partner or bidder's affiliates, associates, subsidiaries or parent company.</p>	Tender condition shall prevail
453	6.2 Payment terms	54	Payment terms for a port	Licenses	Request you to make 100% pay-out for licenses as on delivery	Refer to Corrigendum
454	6.2 Payment terms	54	Payment terms for a port	Procurement of Required compute and Storage Infrastructure (including end user computing and Port Specific Server Room Infrastructure)	Request you to make 80% of the payment of all these components at delivery at IPA premises followed by 20% of the payment to be released at successful commissioning and installation of the reqd infrastructure components	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
455	6.2 Payment terms	54	Payment terms for a port	Installation/ Configuration/ Customization/ Development (Including Data Migration/ Interfacing)	Request you to release  1) Master design document - 1X10% 2) Commencement of User Acceptance Testing for each wave- 3X 6% 3) completion of UAT - 3X 12% 4)Go-Live of Phase II of the project for all ports together- 1X16 % 5)Phase III: Operations & Maintenance Phase at the end of Every Quarter - 20X1%	Refer to Corrigendum
456	Timeline	251	Project implementation approach	Current clause states : wave 1 - T+6 wave 2 - T+12 wave 3- 15 months	Request you to please make the implementation time line from 15 months to 21 months considering the wide and critical scope and stabilization phase for 3 months till 24 months	Tender condition shall prevail
457	16. INDEMNIFICATION & LIMITATION OF LIABILITY	306	16( e )	The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause 16.3 shall not be applicable to the indemnification obligations set out in Clause 16 and breach of Clause 12.4 and 19.	The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed 12 times the average monthly billing for the 12 months preceding the claim or the one time total contract value payable, whichever is lesser payable under this Agreement. The liability cap given under this Clause 16.3 shall not be applicable to the indemnification obligations set out in Clause 16 and breach of Clause 12.4 and 19.	Tender condition shall prevail
458	6.3.5 Solicitation of Employees	278	a.	During the Termination Period and thereafter, Purchaser shall have the right to solicit and hire: i. In case of a termination for convenience, all members of the Key Personnel; and ii. In case of a termination other than for convenience, all members of the Key Personnel; plus, in each case, any two members of the MSP Team (other than Key Personnel) of MSP's choice and at its sole discretion	During the Termination Period and one year thereafter, Purchaser shall have the right to solicit and hire: i. In case of a termination for convenience, all members of the Key Personnel; and ii. In case of a termination other than for convenience, all members of the Key Personnel; plus, in each case, any two members of the MSP Team (other than Key Personnel) of MSP's choice and at its sole discretion	Refer to Corrigendum
459	Termination and Suspension	302	Termination for Convenience	IPA may at any time terminate the Contract for any reason by giving the managed service provider a notice of termination that refers to this clause.	IPA may at any time terminate the Contract for any reason by giving the managed service provider a notice of at least 6 months' and/ or compensate bidder for foregone profits or liquidate investments made by bidder termination that refers to this clause.	Refer to Corrigendum
460	Vol-1 , 4.5	Page 30	POS Solution (Criteria # 2):	The POS solution should have been successfully implemented in at least 5 ports / terminals covering following over the last TEN years as on last date of bid submission. a. Marine Operations b. Cargo Operations involving different types of cargo Break-bulk OR Bulk OR Cargo OR Liquid	We request for Criteria to be reduced to: The POS solution should have been successfully implemented in at least <b>2 ports</b> / terminals covering following over the last TEN years as on last date of bid submission. a. Marine Operations b. Cargo Operations involving different types of cargo Break-bulk OR Bulk OR Cargo OR Liquid	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
461	Vol-1 , 4.5	Page 30	Manpower Capability (Criteria # 3)	The bidder should have a team of at least 60 Port Operation Solution consultants on its payroll having experience in implementing the POS solution	We request to delete this clause from Pre-Qualification and should be ensured during implementation.	Tender condition shall prevail
462	Vol-1 , 4.5	Page 31	Integration Capabilities (Criteria # 4)	At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions. These include: · Classified under leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid OR · Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid OR · Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	We request for Criteria to be reduced: At least <b>1 projects</b> where POS solution has been integrated with one of the industry leading ERP solutions. These include: · Classified under leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid OR · Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid OR · Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	Refer to Corrigendum
463	Vol-2 , 1.4	Page 129	Conceptual view of the proposed Port-Enterprise Business System:	Common application platform with different port - specific instances	All Port specific instances will have common work flow or different workflow?	Workflow shall be Port specific
464	Vol-2, 1.2	Page 127	Current system landscape	Retained systems: These are systems/ applications which have been recently developed or are being developed at the port. Under this project, these are expected to be retained. The new system coming in needs to integrate seamlessly for two-way data exchange	The retained system will be hosted in respective ports or in Cloud?	Not to be considered under MSP scope
465	Vol-2 ,Annexure BOM - 7.1.1	Page-2	Central Infrastructure (Point no.1)	Port operations - 6 instances	How is the Licensing of POS is done? Number of users are not mentioned	Clause is self explanatory
466	Volume 3, 22	311	22. LIQUIDATED DAMAGES	Time is the essence of the Agreement and the delivery dates are binding on the MSP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the MSP, in meeting the deliverables, IPA shall be entitled at its option to recover from the MSP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract value	Time is the essence of the Agreement and the delivery dates are binding on the MSP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the MSP, in meeting the deliverables, IPA shall be entitled at its option to recover from the MSP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 5% of the respective delayed service	Tender condition shall prevail
467	Volume 2	210	Track 3C: Infrastructure setup for Port Network	MSP shall carry out site survey at each port location and carry out the feasibility study for the set-up of required LAN infrastructure at respective port locations	We request IPA to kindly provide date and time for conducting site visit at various ports and also provide date and time for putting up queries arises after the visit.	Refer to IPA website for details
468	Volume 1	7	General	Date of Submission: 07 February 2017 15:00 HRS	We request IPA to kindly provide Extension of minimum 6 weeks considering size of the project	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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469	Vol-1 , 4.5	Page 30	POS Solution (Criteria # 1):	The bidder should have an average annual turnover of at least INR 50 Crores or USD 7.5 Million in last 3 financial years (FY 2013-14, 2014-15 and 2015-16).	We request for Criteria to be reduced to: The bidder should have an average annual turnover of at least <b>INR 15 Crores</b> in last 3 financial years (FY 2013-14, 2014-15 and 2015-16).	Tender condition shall prevail
470	4.6	33, 41	Schedule II	Evaluation Criteria for Port operations solution is 1000. 500 marks for Bidder experience and 500 marks for POS solution	Total marks are given as 500 marks. but the break up is shown for 400 marks only (Refer pg 41). Please provide clarification on same	Refer to Corrigendum
471	3	138	Retained Applications at Port	Ports have other systems which are required to interface and exchange data with the Port EBS.	Request to provide the integration touch points for the retained applications.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
472	5	138	Other systems (Other than Port EBS and retained systems)	The other systems to be considered for interfacing with Port EBS will include at least:	Request to provide the application names, database used and integration touch points for the customer, Partner, Supplier systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
473	8	139	Client side infrastructure	Handheld devices: refers to hand held devices which are envisaged as a part of the solution, which will be used by operators for access data and providing inputs to the system in case of port and estate operations	Request to provide no of Hand held device users ?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revisi
474	5	139	Other systems (Other than Port EBS and retained systems)	The other systems to be considered for interfacing with Port EBS will include at least: End user computing system	What are the End user computing system , request to provide the integration touch points for end user computing systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
475	7	147	Other systems (Other than Port EBS and retained systems)	Other Port's Systems	Request to provide integration touch points for Other port systems.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
476	11	148	Port Equipment Systems	Ports have invested in state-of-the-art systems of SCADA, CCTV, Access control, and others. Interfaces are required with these systems to provide one complete view of port operations to the user.	What are the integration touch points for the respective equipment's and how many equipment's are to be integrated.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
477	2.2.4	151	Integration layer design, development, test and implementation	The API management solution proposed by the MSP should meet the requirements established in the technical specifications	Request to provide the "requirements established in the technical specifications" details.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
478	2.2.5	155	Business layer	Detailed functional requirements corresponding to the above systems have been detailed under functional requirements specifications for the business solution functional requirements. The MSPs are expected to consider the functional requirements for selection of the corresponding business solutions.	The scope and modules covered under POS and their Functional Requirements specifications are not available in the tender document. Request to share the same.	Refer to Annexure - Functional Requirements Specifications
479	4.6.1	218	Supply, installation and commissioning of Laptops, desktops and thin clients	The tentative BoM and technical specifications of the hardware and software requirements is given in Annexure 9 of this volume of RFP	Not found, Request to share Annexure 9	Refer to Annexures 7 - Bill of Material
480	4.6.2	219	Supply, installation and commissioning of hand held devices	tentative BoM and technical specifications of the hardware and software requirements is given in Section 9 of this Volume of RFP.	Not found, Request to share section 9	Refer Annexures available with RFP
481		56	Annexure Existing System details	Existing system : Hydrographic Survey software retained by Mumbai Port	Please specify the Existing database and integration touchpoints	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
482	Annexure Existing System details	NA	8 Annexure-Existing System details in 8.1- haldia, 8.2-kandla, 8.3- Kolkata, 8.4-mumbai, 8.5-paradip, Chennai- Not Available	Detailing of existing systems	Please share existing systems of Chennai port(Hardware and software are not mentioned in the Annexure)	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
483	Annexure Existing System details	NA	8 Annexure-Existing System details in 8.6 Volumetric Details	Volumetric details : Chennai and Kolkata are not mentioned	Please specify the Volumetric details of Chennai and Kolkata in the Annexure	Refer to Corrigendum
484	Annexure Existing System details	NA	8 Annexure-Existing System details in 8 Sample Network Design	Sample Network Design :Chennai Port is not mentioned	Please specify the sample design of the below port: Chennai in the Annexure	Refer to Corrigendum
485	Annexure_BOM	NA	Annexure_BOM	Current Port entry system is Bio-Metrics and Aadhar based	Port Entry Systems of Below ports are not Mentioned in Annexure: Kolkata/Chennai/Haldia	Port entry systems are available in all participating ports at administrative building
486	General	General	General	Details of Users	Request to share Port wise & module wise users ? How many hand held users ? How many Portal users ?	Refer to Existing system details and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
487	Section 10.2.11	121	Format for CCI	Virtual Machine - Types	Kindly elaborate if IPA plans to have any fixed size computing against each type of VM to maintain consistency. If yes, request to provide the Compute and Disk capacity against each type of VMs	Different types of VMs will be available after design & sizing. MSP to design solution as per architectural principles and requirements defined in RFP
488	Section 2.1 Functional Landscape	139	7. Data migration, scanning and digitization	Migration: this would include migration of port legacy data onto the cloud environment for the applications under POS, ERP and auxiliary modules.	Request IPA to provide Data size and type of data which needs to be migrated onto the Cloud environment	Refer to Annexure - Existing System details and updates in corrigendum
489	Volume 1 -2.2.1.4	144	User group	The internal users would be accessing the port systems over Internet or MPLS. The external user would be restricted to the Internet. The users would be able to interact with the systems using the access modes as per applicability. Internal users of ports would imply the employees of the participating major Indian ports. Other non-participating ports, partners, suppliers and customers would be constituted as external users.	Request IPA to provide approximate or exact number of Internal and External Users across along with concurrent users across each Port so as to aptly design the solution	Refer to Existing details within RFP along with updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
490	Section 2.2.6 Solution layer	156	2.2.6.4 Gateways	i. Should support real time integration with SMS and emails	Request IPA to comment on number of SMSs required on daily or hourly basis	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
491	Section 2.2.6 Solution layer	157	2.2.6.4 Gateways	Email services are required to be integrated with the port systems to send alerts / notifications / intimations / automated messages to registered email ids.	No detail requirement mentioned for Mail Solution. Request IPA to share exact requirement and also details about existing Email solution (if any). Moreover, if Email services are required to be factored for end users?	Email solution for sending bulk mails as per project requirements .Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
492	Section 2.3.1 Cloud (Primary and DR site) and Port On-Premise site	163	Cloud operational requirements	RAM or CPU of virtual machine should scale automatically whenever there is spike in load to deliver application availability even during spike in load	This feature can only be enabled by CSP with the help of Cloud Orchestration layer. Kindly clarify if IPA would like to have this layer as part of the proposed solution	Yes, cloud orchestration is required and is available as a basic feature in Cloud Stack and similar Oses
493	Section 2.3.1 Cloud (Primary and DR site) and Port On-Premise site	163	Cloud service requirements:	Support replication of data between primary and DR cloud environment Allow replication of data between cloud and on premise sites	Request IPA to elaborate on the data required and RPO between Cloud and on premise sites	Same as DC and DR
494	Volume 1 - Section 3.1	178	3. ICT infrastructure including client side computing, network infrastructure and data centres, port BCP site	Networking infrastructure including redesign of existing port WAN and its implementation, new networking infrastructure and its maintenance.	Request IPA to elaborate on this requirement for the batter understanding	Clause is self explanatory
495	Section 4.2 Track 2: Application design, development / customization and implementation	188	4.2.6 System testing	The MSP shall provide details of tests being carried out during the implementation (e.g. including conference room pilots, unit tests, System integration tests, Stress tests and final user acceptance test.)	As per RFP, we understand following Non-Production environment are required as part of the proposed solution:- Training, Development/Test (SIT) and Staging/Pre-production (UAT). Kindly clarify on our understanding	As per RFP
496	Section 4.2 Track 2: Application design, development / customization and implementation	188	4.2.6 System testing	The MSP shall provide details of tests being carried out during the implementation (e.g. including conference room pilots, unit tests, System integration tests, Stress tests and final user acceptance test.)	Request IPA to provide details on the % for each of the non-production environment to that of the Production environment.	MSP to design solution as per architectural principles and requirements defined in RFP
497	Section 4.2 Track 2: Application design, development / customization and implementation	188	4.2.6 System testing	The MSP shall provide details of tests being carried out during the implementation (e.g. including conference room pilots, unit tests, System integration tests, Stress tests and final user acceptance test.)	Request IPA to confirm if Development/Testing environment is required at DR Site	MSP to design solution as per architectural principles and requirements defined in RFP
498	Section 4.3.2	200	Port On-premise site	MSP shall evaluate the use of existing infrastructure at respective port locations and provide the necessary compute infrastructure if required like network, storage, backup, fireproof media storage, software licenses etc. for the ideal working of the proposed solution.	Request IPA to provide more clarity on approach for procuring infrastructure required at respective port locations post assessment.	Clause is self explanatory
499	4.4.3 Other Expectations from MSP	208	6. Shifting of premises:	In the event of shifting of premises, order to this effect will be placed with the selected MSP. MSP will carry out site-survey at the new location for feasibility of location for type of media and intimate the Port. On receipt of confirmation from the Port, MSP shall install and commission the link at the new location prior to shifting of office from old location	As per our understanding any shifting activity due to IPA will be executed as a Change Request and the commercials for the same could be mutually discussed and agreed. Kindly clarify on our understanding.	No Change request if carried out within timelines as defined in the corrigendum
500	Section 4.5.1 (1)	209	Port-specific LAN setup	MSP shall carry out site survey at each port location and carry out the feasibility study for the set-up of required LAN infrastructure at respective port locations.	Request IPA to provide details and timelines for the assessment of 6 Ports.	Refer to IPA website for details

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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501	Section 4.5.1 (3)	209	Port-specific LAN setup	The tentative BoM indicating the network infrastructure requirements for the set-up of LAN is given in Section 8 of this Volume of RFP. However the MSP shall provide the final BoM after the complete assessment at respective port site and the same shall be approved by Port authorities before doing any procurement, commissioning and deployment of required infrastructure.	Request IPA to provide more clarity on approach for procuring infrastructure required beyond the one mentioned in Indicative BoM.	Clause is self explanatory
502	Section 4.5.6 (4)	216	Validate / Assess the re-use of the existing infrastructure and inventory at Port site.	Validate / Assess the re-use of the existing infrastructure and inventory at Port site.	Request IPA to provide more clarity on the AMC and Support in case if any of the existing infrastructure is re used by SI	Clause is self explanatory
503	4.8.1 Establishment of Call Centre	221	4.8.1 Establishment of Call Centre	h. Centralized call centre will serve as a single point of contact for all issues, complaints regarding Application software, Hardware, Network, Manpower related incidents and service requests which cannot be resolved at port level helpdesk.	This clause is contradictory to our understanding of Central IT Helpdesk to be point of contact for all issues/complaints regarding Application, Software, Hardware etc. Call centre will be point of contact for external users handling services to stakeholders like shipping agents, suppliers, contractors, port users etc. Kindly clarify on our understanding	Clause is self explanatory
504	Section 2.5  Section 4.8.1	173  221	Operational Landscape  Establishment of Call Centre	Shall be placed out of a third party location managing grievances of external users of the system  MSP will be responsible for entire setup including but not limited to civil work, interiors, IT and non-IT infrastructure, application software, staff and public facilities, security arrangements, and access controls as per requirements.	As per our understanding SI can host Call centre at any third party location and no civil setup is required for the same. Hence, The mentioned clauses are contradictory in itself.  Kindly clarify on our understanding.	Understanding is correct for 1st clause  Clauses are self explanatory
505	Section 4.12	233	General requirements	MSP shall be responsible for carrying out all the civil work required for setting up all the field components of the system including Port Service center,Port IT Helpdesk ,Training Room and Port command centre room	Request IPA to share the room size/layout for the Port server room (WxLxH ) for Port Service center,Port IT Helpdesk ,Training Room and Port command centre room across 6 Ports	Bidder to make necessary site visit to get an understanding of the same with each of the ports
506	ANNEXURE_BOM	NA	NWI. Networking Infrastructure - Passive Components & Service Items	Quantity and Unit	Request IPA to specify the required quantity for these devices so as to aptly factor the commercials	Bidder to make necessary site visit to get an understanding of the same with each of the ports
507	ANNEXURE_BOM	NA	Port Specific Infrastructure and Central Infrastructure	No quantity mentioned for following devices: - Firewall - IPS - UTM	Request IPA to specify the required quantity for these devices so as to aptly factor the commercials	Bidder to make necessary site visit to get an understanding of the same with each of the ports
508	ANNEXURE_TRS_Infrastructure	NA	Rack Server Specifications - Memory	512 GB PC3 ECC DDR4 RAM using 8GB DDR3 scalable to 1TB	Request IPA to change DDR3 to DDR4 and 8GB to 16GB/32GB as DDR3 DIMMS are older technology as of date.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
509	ANNEXURE_TRS_Infrastructure	NA	Rack Server Specifications - Ethernet	Min. 4 network Port	Kindly provide the Bandwidth requirement (1Gbps/10Gbps) for these Ports	Bidder to envisage the solution and determine the bandwidth to meet the solution requirement performance.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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510	ANNEXURE_TRS_Infrastructure	NA	Router Specifications	Description of Requirement	As per the RFP requirement, MPLS and Internet links will be terminated at CSP. However, there are no separate compliances provided for MPLS and Internet Router. As security best practise MPLS and Internet Router need to have different specifications. Request IPA to elaborate on given compliance and accordingly set separate list of compliance.	Tender condition shall prevail
511	ANNEXURE_TRS_Infrastructure	NA	NMS for Wired and Wireless Specifications	1.4 The software shall come with an initial license for 200 managed devices. Additional node licenses shall be available to extend the node limit	Request IPA to clarify on the figure of "200 managed devices" and how many such additional licenses would be required?	Bidder to envisage the solution and determine the requirements to meet the solution requirement performance.
512	ANNEXURE_TRS_Infrastructure	NA	UPS - 10 KVA and 50 KVA Specifications	Description of Requirement	Request to confirm if the given compliance will be applicable for 10 KVA and 50 KVA models. The technical specifications for both these models will be different and hence request IPA to segregate the same for better clarity	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
513	ANNEXURE_TRS_Infrastructure	NA	DG - 20 KVA, 100KVA Specifications	Description of Requirement	Request to confirm if the given compliance will be applicable for 20 KVA and 100 KVA models. The technical specifications for both these models will be different and hence request IPA to segregate the same for better clarity	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
514	ANNEXURE_TRS_Infrastructure	NA	Firewall Specifications	Description of Requirement	Following details are missing in the given compliance and request IPA to list the same to aptly conclude on the make and model as per the RFP requirement: - Firewall concurrent sessions - Connections per second - Concurrent VPN peers IPSec / SSL - VLAN information	Refer to Corrigendum
515	ANNEXURE_TRS_Infrastructure	NA	UPS - 10 KVA and 50 KVA Specifications	(Online - 650 VA),UPS (Online - 7.5 KVA),UPS (Online - 1.5 KVA)	No Compliance specifications provided for following UPS models: - 650VA - 7.5KVA - 1.5 KVA Request IPA to provide standard compliance for these models so as to have consistency across SIs proposed models and the benefit for the same can be passed on to the Ports.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
516	ANNEXURE_TRS_Infrastructure	NA	SAN Switch Specifications	Minimum 16 Active ports (each with minimum port speed 4Gb) within same switch upgradeable to 32 ports with minimum 2 no of additional 10GBPS FC ports.	Considering the latest technology trend, request IPA to change Port Speed from 4Gb to 8Gb/16Gb	Refer to Corrigendum
517	ANNEXURE_TRS_Security	NA	IPS - Description of Requirement	The IPS should not induce Latency into the Network, and in any case latency should be less than XX microseconds.	The Latency parameter is missing in the compliance. Kindly provide the same to aptly conclude on the make and model as per the RFP requirement	Refer to Corrigendum
518	ANNEXURE_TRS_Security	NA	UTM - Description of Requirement	The throughput should be minimum x.y Gbps	The throughput parameter is missing in the compliance. Kindly provide the same to aptly conclude on the make and model as per the RFP requirement	Refer to Corrigendum
519	ANNEXURE_BOM	8	Bar code scanners	Description of Requirement	No Compliance specifications provided for Bar code scanners	Bidder to propose appropriate solution to meet project requirements

**Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
520	ANNEXURE_BOM	8	Large Multifunction devices	Description of Requirement	No Compliance specifications provided for Large Multifunction devices	Bidder to propose appropriate solution to meet project requirements
521	ANNEXURE_BOM	8	Air conditioner (2T, Split)	Description of Requirement	No Compliance specifications provided for Air conditioner (2T, Split)	Bidder to propose appropriate solution to meet project requirements
522	ANNEXURE_BOM	8	Small Multifunction Devices	Description of Requirement	No Compliance specifications provided for Small Multifunction Devices	Bidder to propose appropriate solution to meet project requirements
523	ANNEXURE_TRS_Infrastructure	NA	Router Specifications	Router should have minimum 4 GB of of DRAM/RAM and 4GB Flash. Should support increasing of flash/compact flash size to hold multiple image, data, debugs etc.	Request for modification to "Router should have minimum 4 GB of of DRAM/RAM and 4GB Flash to hold multiple image, data, debugs etc." The fixed router doesn't support upgradation and RAM and Flash. Please change the clause for major OEM to participate	Tender condition shall prevail
524	ANNEXURE_TRS_Infrastructure	NA	Router Specifications	Routers should have at least 2 SFP ports for LAN / WAN. Router must have a) 2-Ports Serial WAN Interface Card with V35 cables b) 4 x 10/100/1000 LAN ports Router should have support for E1, Channelized E1, Serial V.35, G.703, LTE	Request for modification to "Routers should have at least 2 SFP ports for LAN / WAN. Router must have a) 2-Ports Serial WAN Interface Card with V35 cables b) 4 x 10/100/1000 LAN ports Router should have support for E1/ Channelized E1, Serial V.35, G.703, LTE (internal or external)"	Tender condition shall prevail
525	ANNEXURE_TRS_Infrastructure	NA	Router Specifications	The Router should be NDPP or EAL3 certified at the time of Bidding	Request for modification to "The Router/OS should be NDPP or EAL3 certified at the time of Bidding or the EAL/ NDPP applied certificate to be provided"	Tender condition shall prevail
526	ANNEXURE_TRS_Infrastructure	NA	Router Specifications	Router should support monitoring of network traffic with application level insight with deep packet visibility into web traffic, RTP-Based VoIP traffic and cRTP	Request for modification to "Router should support monitoring of network traffic with application level insight with deep packet visibility into web traffic using flow analysis, cRTP"	Refer to Corrigendum
527	ANNEXURE_TRS_Infrastructure	NA	Router Specifications	Must support dynamic Mesh IPsec tunnel solution without having to pre-configure all tunnel end-point peers. Must support VPN solution based on RFC3547 - Group Domain of Interpretation (GDOI) , Generic Routing Encapsulation RFC 1701/2784/2890) and RFC 2332 (next-hop resolution protocol)	Request for modification to "Must support dynamic Mesh IPsec tunnel solution without having to pre-configure all tunnel end-point peers or equivalent technology. Must support VPN solution based on RFC3547 - Group Domain of Interpretation (GDOI) , Generic Routing Encapsulation RFC 1701/2784/2890) and RFC 2332 (next-hop resolution protocol)"	Refer to Corrigendum
528	ANNEXURE_TRS_Infrastructure	NA	Core Switch Specification	Shall have Min 800 Million pps performance for both IPv4 and IPv6	Request for modification to "Shall have Min 2.6Bpps performance for both IPv4 and IPv6". The Wire speed performance for 3.5Tbps (asked in the specification)throughput comes at (3.5/2 X 1.488)= 2.4Bpps. Please change	Refer to Corrigendum
529	ANNEXURE_TRS_Infrastructure	NA	Core Switch Specification	Switch should support OSPFv3, RIPng, BGP4+, IS-ISv6 as and when it is required	switch should have OSPFv3, RIPng, BGP4+, IS-ISv6 from Day 1" The license is already asked in the previous clause.	Tender condition shall prevail
530	ANNEXURE_TRS_Infrastructure	NA	Core Switch Specification	Addition	Request for addition" The switch should have 500K IPv4 and 500k IPv6 Rotes and 100K multicast routes". The routes scalability is not given for the Core switch. For the enterprise class product we request to have the routes scalability.	Tender condition shall prevail RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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531	ANNEXURE_TRS_Infrast ructure	NA	Core Switch Specification	Addition	Request for addition" The switch should have 2GB RAM and 2GB Flash" Keeping the current requirement and future scalability in mind we recommend to have 2GB RAM and Flash for seamless OS and patches upgrades.	Tender condition shall prevail RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
532	ANNEXURE_TRS_Infrast ructure	NA	Distribution Switch Specification	Modular architecture, minimum three slots for interface modules	Request for modification to "Modular architecture, minimum three slots/ subslots for interface modules for different types of interfaces"	Tender condition shall prevail
533	ANNEXURE_TRS_Infrast ructure	NA	Distribution Switch Specification	Shall support up to 140 Gigabit ports (Copper or SFP)	Request for modification to "Shall support up to 120 Gigabit ports (Copper or SFP)"	Refer to Corrigendum
534	ANNEXURE_TRS_Infrast ructure	NA	Distribution Switch Specification	Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) and weighted fair queuing (WFQ)	Request for modification to "Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) and fair queuing (FQ)	Refer to Corrigendum
535	ANNEXURE_TRS_Infrast ructure	NA	Distribution Switch Specification	Shall provide support for RoHS and WEEE regulations	Request for modification to "Shall provide support for RoHS/ WEEE regulations"	Refer to Corrigendum
536	ANNEXURE_TRS_Infrast ructure	NA	Distribution Switch Specification	Addition	Request for addition" The switch should have 200K IPv4 and 200k IPv6 Rotes and 50K multicast routes"	Tender condition shall prevail
537	ANNEXURE_TRS_Infrast ructure	NA	Distribution Switch Specification	Addition	Request for addition" The switch should have 2GB RAM and 2GB Flash"	Tender condition shall prevail
538	ANNEXURE_TRS_Infrast ructure	NA	Access Switch 48 Port Specification	128 MB SDRAM and 16 MB flash	Request for modification to "512 MB SDRAM and 512 MB flash" Higher Flash capacity allows to store multiple configuration files to be restored as per requirements. Normally with each OS releases, Hardware requirement like Flash/RAM also keep on increasing to some extent. Many time due to low flash and RAM, OS are highly compressed which in-turn increase booting time of networking devices and also helps in avoiding memory bottleneck and memory leak issues.	Tender condition shall prevail
539	ANNEXURE_TRS_Infrast ructure	NA	Access Switch 48 Port Specification	Shall have switching capacity of 190 Gbps	Request for modification to "Shall have switching capacity of 176 Gbps"	Refer to Corrigendum
540	ANNEXURE_TRS_Infrast ructure	NA	Access Switch 48 Port Specification	Shall have up to 40 Gbps total stacking bandwidth (full duplex) in a resilient stacking configuration. The have to provide as per solution required	Request for modification to "Shall have up to 40 Gbps total stacking bandwidth in a resilient stacking configuration. The have to provide as per solution required". Stacking is only for switch to switch communication and not for Uplink traffic. 40Gbps is more than enough for such traffic. Hence we request to change the stacking to 40Gbps	Refer to Corrigendum
541	ANNEXURE_TRS_Infrast ructure	NA	Access Switch 48 Port Specification	Internet Group Management Protocol (IGMP)	Request for modification to "Internet Group Management Protocol (IGMP) snooping"	Tender condition shall prevail
542	ANNEXURE_TRS_Infrast ructure	NA	Access Switch 48 Port Specification	Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) and and SP+WRR	Request for modification to "Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) / SP+WRR or equivalent"	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
543	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port Specification	128 MB SDRAM and 16 MB flash	Request for modification to "512 MB SDRAM and 512 MB flash" Higher Flash capacity allows to store multiple configuration files to be restored as per requirements. Normally with each OS releases, Hardware requirement like Flash/RAM also keep on increasing to some extent. Many time due to low flash and RAM, OS are highly compressed which in-turn increase booting time of networking devices and also helps in avoiding memory bottleneck and memory leak issues.	Tender condition shall prevail
544	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port Specification	Shall have switching capacity/Switching Fabric of 140 Gbps	Request for modification to "Shall have switching capacity of 128 Gbps"	Refer to Corrigendum
545	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port Specification	Shall have up to 40 Gbps total stacking bandwidth (full duplex) in a resilient stacking configuration. The have to provide as per solution required	Request for modification to "Shall have up to 40 Gbps total stacking bandwidth in a resilient stacking configuration. The have to provide as per solution required". Stacking is only for switch to switch communication and not for Uplink traffic. 40Gbps is more than enough for such traffic. Hence we request to change the stacking to 40Gbps	Refer to Corrigendum
546	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port Specification	Internet Group Management Protocol (IGMP)	Request for modification to "Internet Group Management Protocol (IGMP) snooping"	Tender condition shall prevail
547	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port Specification	Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) and and SP+WRR	Request for modification to "Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) / SP+WRR or equivalent"	Refer to Corrigendum
548	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port PoE Specification	128 MB SDRAM and 16 MB flash	Request for modification to "512 MB SDRAM and 512 MB flash" Higher Flash capacity allows to store multiple configuration files to be restored as per requirements. Normally with each OS releases, Hardware requirement like Flash/RAM also keep on increasing to some extent. Many time due to low flash and RAM, OS are highly compressed which in-turn increase booting time of networking devices and also helps in avoiding memory bottleneck and memory leak issues.	Tender condition shall prevail
549	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port PoE Specification	Shall have switching capacity/Switching Fabric of 140 Gbps	Request for modification to "Shall have switching capacity of 128 Gbps"	Refer to Corrigendum
550	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port PoE Specification	Shall have up to 40 Gbps total stacking bandwidth (full duplex) in a resilient stacking configuration. The have to provide as per solution required	Request for modification to "Shall have up to 40 Gbps total stacking bandwidth in a resilient stacking configuration. The have to provide as per solution required". Stacking is only for switch to switch communication and not for Uplink traffic. 40Gbps is more than enough for such traffic. Hence we request to change the stacking to 40Gbps	Refer to Corrigendum
551	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port PoE Specification	Internet Group Management Protocol (IGMP)	Request for modification to "Internet Group Management Protocol (IGMP) snooping"	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
552	ANNEXURE_TRS_Infrastructure	NA	Access Switch 24 Port PoE Specification	Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) and and SP+WRR	Request for modification to "Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) / SP+WRR or equivalent"	Refer to Corrigendum
553	ANNEXURE_TRS_Infrastructure	NA	Access Switch 8 Port Specification	The switch should have 8 X 10/100/1000 Base-Tx ports; all ports shall be 802.3af compliant PoE+ capable, with the switch capable of providing minimum 120 Watts of PoE power budget.	Request for modification to "The switch should have 8 X 10/100/1000 Base-Tx ports; all ports shall be 802.3af compliant PoE+ capable, with the switch capable of providing minimum 100 Watts of PoE power budget."	Refer to Corrigendum
554	ANNEXURE_TRS_Infrastructure	NA	Wireless Controller	The wireless controller shall be from the same switch OEM for Unified wired and wireless management	Request to remove this clause. The Wireless Controller and switch from same OEM will restrict the OEM participation and end user will not get the best of breed product. The seamless integration the wireless and wired NMS can integration with northbound API. This will also help in avoiding vendor locking and getting the best of breed product.	Refer to Corrigendum
555	General				We would like to do site surveys at all the Ports under scope. When can we do such surveys.	Refer IPA website for Port Visit Schedule
556	Volume-1	12	2.2.2	One of the consortium member has to be Port Operations Solution provider.	Can bidder have subcontract arrangement with POS solution provider.	No Port solution cannot be subcontracted
557	Volume-1	54	6.2 - Payment Terms (Supply of Hardware/Software)	80% (3 equal pay-outs during Phase I)	80% after supply of respective component (Hardware, software and other items) irrespective of Port Specific / Central System/ Wave 20% after installation & commissioning of components	Refer to Corrigendum
558	Volume-1	89	8.18 OEM Authorisation Letter		ISP/CSP should be allowed to be finalised post contract signing.	Tender condition shall prevail
559	Volume-1	105	10.2 Summary of Commercial Proposal		PI specify minimum quantity required to be supplied by bidder.	Refer to ANNEXURE- BILL OF MATERIAL
560	Volume-2	141/159	2.2 Application Landscape/2.3 Deployment Landscape	Cloud Hosting Services/DR as a Service	Does this require a Private Cloud to be set up for IPA at its own central premise/ 3rd party CSP - Hardware to be procured by bidder (or) can be hosted on 3rd party CSP in the form of Public Cloud.	Virtual Private cloud as per defined in empanellment of Meity
561	Volume-2	178/209/213-216	4 Scope of Work (3.ICT infrastructure including client side computing, network infrastructure and data centres, port BCP site)	the MSP shall provide the final BoM after the complete assessment at respective port site and the same shall be approved by Port authorities before doing any procurement, commissioning and deployment of required infrastructure.	Please provide minimum BoQ and confirm that bidder can invoice on the basis of actual quantities standard wastage for cabling/electrical works/trenching and other activities under Works scope, WAP, switches, NMS and other accessories/fixtures.	Refer "Annexure - BOM " Tender condition shall prevail
562	Volume-2	179	3 Scope of Work (4. Integration with existing Port systems)		PI confirm Network and other hardware and ISP connectivity's for integrating with existing Port Systems are considered in BoQ.	MSP to carryout independent assessment and make necessary update revision in BoM if required
563	Volume-2	221-234	4 Scope of Work (9. Civil Work at Port Premises)/4.8 Track 6: Operationalize port specific Service Centre, Call Centre and IT Helpdesk/4.12 Track 10: Civil Work at port location		Please provide detailed BoQ and confirm that bidder can invoice on the basis of actual quantities standard wastage.	Invoice value cannot exceed amount quoted as per commercial proposal

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
564	Volume-2	217	4.6 Track 4: Client side Infrastructure Set-up		PI confirm that bidder can invoice on the basis of actual quantities.	Invoice value cannot exceed amount quoted as per commercial proposal
565	Volume-2	253	5.2 Project Milestone Plan	3. Operations Infrastructure	T+6 months - The concerned port is required to approve design and handover site within one month of contract signing.	Successful bidder and ports may mutually agree on timelines at the time contract signing
566	Volume-2	179, 200, 279	8.1 Existing system details, 4.3.2 Port On-premise site, 4.5.6 Other expectations from MSP		As the working condition/AMC/warranty/end of support/ATS detail are not known, please withdraw the clause that bidder should optimally use existing hardware/software as part of its solution. We will not be able to provide SLA based support for existing infrastructure.	Tender condition shall prevail
567	Volume-2	347	10.1 Details of SLA penalty		As most of the Ports in scope are of remote locations, expected SLA should consider the difficulties of bidder meeting milestones and availability. SLAs and Penalties should be revisited. The current SLA/penalties cannot be accepted as such.	Tender condition shall prevail
568	Volume -3	299	14. Acceptance of Deliverable and Testing.	Acceptance of Deliverables, Acceptance procedures	Under this section there is no mention of the time line within which IPA would initiate test and convey the acceptance or rejection. We propose to define precise time line within which IPA should conduct testing and convey acceptance or rejection. Failure to convey acceptance or rejection within that time will amount to deemed acceptance.  Under Acceptance Procedure we are allowed for a time line of just 10 days for correction of defective deliverable which is too short and needs to be mutually agreed depending upon the deliverable on case by case basis	Successful bidder and ports may mutually agree on timelines at the time contract signing
569	Volume -3	303	15.TERMINATION AND SUSPENSION	TERMINATION AND SUSPENSION	Suspension: In event of suspension bidder should be entitled to all the cost incurred during the period when suspension continues. Also bidder should not be obligated to deploy the same resources once the suspension is vacated. Suspension beyond 30 days bidder should be entitled to terminate without any liability.	Tender condition shall prevail
570	Volume -3	304	Indemnification and limitation of liability	Indemnification and limitation of liability	It would be difficult for a SI to agree to carve out from indirect and consequential damages waiver under the liability section. Kindly remove this clause	Tender condition shall prevail
571	Volume -3	311	Liquidated damages	Liquidated damages	LD should be charged preferably at 0.5% of the value of the delayed deliverable for each week of delay subject to max cap of 10% of the value of the delayed deliverable.	Tender condition shall prevail
572	8.2.1 - ANNEXURE_TRS_SECURITY FIREWALL	279	6	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	ASICs are never proprietary in nature. They are additional processors in Firewalls along with Central CPU to accelerate the performance. Request you to please delete the proprietary word.	Refer to corrigendum for revised security requirements

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
573	8.2.1 - ANNEXURE_TRS_SECURITY FIREWALL	279	14	Firewall should provide application inspection for DNS, FTP, HTTP, SMTP,ESMTP, LDAP, VXLAN, MGCP, RTSP, SIP, SCCP, SQLNET, TFTP, H.323, SNMP	Request to please remove VXLAN as this is specific to one OEM and debars other leading Security OEMs to participate	Refer to corrigendum for revised security requirements
574	8.2.1 - ANNEXURE_TRS_SECURITY FIREWALL	279	35	Proposed solution should be VPNC compliant for interoperability	Request to please include ICSA along with VPNC as VPNC compliance is only available with few OEMS however ICSA certification is available with all reputed Security OEMs	Refer to corrigendum for revised security requirements
575	8.2.1 - ANNEXURE_TRS_SECURITY FIREWALL	279	40	Firewall should support IPv4 & IPv6 static routing, RIP, OSPF v2 & v3, PBR, VXLAN for PBR, PBR for IPv6 BGP and BGPv6	Request to please remove VXLAN as this is specific to one OEM and debars other Security OEMs to participate	Refer to corrigendum for revised security requirements
576	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	2	The Web application firewall should address Open Web Application Security Project (OWASP) Top Ten security vulnerabilities such as SQL Injection, Cross-Site Scripting (XSS), Broken Authentication and Session Management and those listed in NIST SP800-95 guidelines.	All Web application Firewalls adhere to OWASP guidelines. Request to please remove NIST SP800-95 guidelines to allow more Gartner quadrant WAF OEMs to participate	Refer to corrigendum for revised security requirements
577	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	3	g) File upload violations.	It is suggested to include scanning for malicious content in Uploads along with File upload violations. Most of Web applications are encrypted and the Firewall / IPS in the network cannot inspect the traffic which is SSL. In order to check and drop any malicious content which is being uploaded to web server it will save the web server from being infected	Refer to corrigendum for revised security requirements
578	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	13	Should inspect Simple Object Access Protocol (SOAP) and extensible Mark-up Language (XML), both document- and RPC-oriented models, in addition to HTTP (HTTP headers, form fields, and the HTTP body).	Request to please remove as this is not a functionality of web application firewall. Web Services (SOAP & XML)are used between B2B Services & are never exposed to End users without a front end Web Application. It is therefore requested to ask for XML firewall as these are functionality of XML firewall & not Web application firewall	Refer to corrigendum for revised security requirements
579	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	14	Inspect any protocol (proprietary or standardized) or data construct (proprietary or standardized) that is used to transmit data to or from a web application, when such protocols or data are not otherwise inspected at another point in the message flow.	Web Application Firewall is meant only to provide security to Web applications hence request to please modify the clause from any protocol to Web Socket protocol. Request to please revise the clause to "Inspect Web Socket protocol (proprietary or standardized) or data construct (proprietary or standardized) that is used to transmit data to or from a web application, when such protocols or data are not otherwise inspected at another point in the message flow."	Refer to corrigendum for revised security requirements
580	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	22	WAF should be able to restrict the number of files in a request.	Request to please remove this clause as this functionality can be achieved by only backend web server	Refer to corrigendum for revised security requirements

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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581	8.2.1 - ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	52	The Solution should allow commands like PING, trace route, telnet Wget, Nslookup from WAF for troubleshooting network related issues.	Ping & Trace route are two tools available in WAF solutions for checking the Server connectivity. Request to please remove telnet, Wget and Nslookup as these are used from System admin's machine for network connectivity and will not be used from the WAF solution	Refer to corrigendum for revised security requirements
582	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	1.6	Shall support unlimited simultaneous users	Each hardware will have some limitations based on the traffic it has to handle or based on the hardware itself. Request to specify a number to do the sizing effectively	Refer to Corrigendum
583	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	2.3	Shall support secure management interfaces, including SSH/SSL access to CLI/Web UI, IPsec encapsulated SNMP, and XML with digital certificates	Request to relax the clause to support a combination of secure access methods like SSH/SSL to CLI/GUI or IPsec encapsulated SNMP or XML with digital certificates	Refer to Corrigendum
584	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE ANTI APT	279	1	As a security best practice, the APT, Firewall and IPS solutions must be from a different OEMs.	Request you to please remove this clause. It is suggested to ask for NSS recommended solution which is the best security practice. This clause will debar leading Security OEMs who are recommended by NSS for their Breach Detection System solutions	Refer to corrigendum for revised security requirements
585	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	2.8	Shall support distributed 802.1x authentication allowing controlled access points to directly authenticate users through an external RADIUS server without controller involvement	Authentication of RADIUS requests will be accepted by RADIUS server only via a trusted source which is the NAS CLIENT which is primarily the Wireless controller and not the AP. Requesting to modify this clause to "Shall support distributed 802.1x authentication allowing controlled access points to directly authenticate users through an external RADIUS server "	Refer to Corrigendum
586	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	3.6	Shall support session tracking which compiles a log of user activity for security forensics	Request to specify the kind /type of logs needed to achieve this.	As per industry standard
587	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	4.7	Shall support seamless integration with wired network, leveraging existing L2/L3 infrastructure resources, e.g., QoS, VLANs, NAC, MS Active Directory and RADIUS AAA	Request to specify the devices and the kind of integration to be done	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
588	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.9	The access point shall be IEEE 802.3af PoE compliant and shall be provided with PoE injector of the same make for mentioned quantity	Request to include support for 802.3at PoE as well	Refer to Corrigendum
589	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.1	Maximum Power rating of 12.95 W	Since 802.3at PoE is rated at 25.5 W of maximum power, request to include Maximum power rating of 25.5 W along with 12.95W	Refer to Corrigendum
590	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.11	Both radios shall operate at full power and full performance on IEEE 802.3af PoE/Gigabit Ethernet	Request to include PoE +/- 802.3at PoE as it supports more power and hence more performance	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
591	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	3.1	Shall support both centrally controlled mode (configured and updated via wireless controller) and autonomous mode (without controller) which is software selectable	Request to relax the clause to support both centrally controller and Standalone or Cloud controlled modes	Tender condition shall prevail
592	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE LOAD BALANCER	279	13- Security Capabilities	Protect against OWASP Top 10 common attacks (SQL Inject, XSS, CSRF) DDoS prevention to throttle or drop traffic based on IP or client Outbound content inspection for Data Loss Prevention IP reputation pool to block or deny traffic arriving at a service from the following types of IP addresses a. Geo Pool – List of geographical regions. b. Anonymous Proxy – Proxies that hide the ID information of client computers. c. Satellite Provider - Satellite ISPs. Simplify PCI compliance and use strong security protocols Should have Attack definition updates.	Since DLP is asked as a separate solution, request you to please remove data loss prevention from the Load balancer solution Request to please provide more details on Satellite Provider - Satellite ISPs	Tender condition shall prevail
593	Annexure_TRS_Infrastructure_routers		2	Router should have minimum 4 GB of of DRAM/RAM and 4GB Flash. Should support increasing of flash/compact flash size to hold multiple image, data, debugs etc.	The proposed solution can fully comply to the tender functional requirements without any performance issues with default 2 GB DRAM and 2 GB flash. The higher memory requirements are specific to a certain OEM due to their architecture. Hence suggest to accept the change.	Tender condition shall prevail
594	Annexure_TRS_Infrastructure_rack server		4	Memory 512 GB PC3 ECC DDR4 RAM using 8GB DDR3 scalable to 1TB	Clarification Needed - In our 2 Socket Server we have max 24 DIMM slots. We recommend you to use 32 GB DIMMs.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
595	Annexure_TRS_Infrastructure_rack server		13	System Management Should support unified management suite that can monitor and manage all the servers from the Vendor deployed in our data centre.	Clarification Needed - We assume that this is a Virtualized environment. Thus to Manage VMs you will have the Management console from the Hypervisor OEM. Over and above this, does the customer need unified management system to manage physical servers?	Tender condition shall prevail
596	Annexure_TRS_Infrastructure_rack server		23	Software Red Hat Linux Version 9 with Samba Server (Windows Server 2012 would be procured by NPCI – support for installation to be provided by the bidder).	Clarification Needed - RHEL latest version available is 7.3. Also SAMBA is a open source software. Then what about version 9? Pls clarify	RHEL Version is 7.3 or better
597	Annexure_TRS_Infrastructure_san switch		1	Minimum 16 Active ports (each with minimum port speed 4Gb) within same switch upgradeable to 32 ports with minimum 2 no of additional 10GBPS FC ports.	Clarification Needed - SAN switches normally come with FC Ports Only. Any Specific requirement of 2 x 10 GB Ports? Is the customer looking for a Converged switch Solution. Also FC Ports comes in the speed of 8 GBPS and 16 GBPS. 10 GB is for Ethernet/iSCSI	Refer to Corrigendum
598	Annexure_TRS_Infrastructure_Wireless AP		1.12	Shall have Indoor, plenum rated enclosure	Plenum rating is generally asked in US & European countries and not a general standard used in India. Request to make it an optional requirement.	Tender condition shall prevail
599	2	12	2.2.2	Any of the Lead Bidders cannot be a Consortium Member with another bidder in a separate bid or a sole bidder in separate bid.	We understand that POS solution provider can be part of multiple consortiums as long as the POS solution provider is not a lead bidder. Kindly confirm.	Understanding is correct

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
600	4	31	4.5	<p>Eligibility criteria for POS - Integration Capabilities At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions. These include:</p> <ul style="list-style-type: none"> <li>• Classified under leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid</li> </ul>	<p>The eligibility criteria as well as criteria for technical scoring for POS includes experience of having integrated with specific ERPs at at least 5 ports. This is very restrictive as the port might or might not have decided to use the specific ERP system (as per Forrester / Gartner / IDC). In the Indian context it is also important that POS is successfully integrated with PCS which will enable trade facilitation and ease of doing business and this experience is much more important to the success of the project and shall be part of the eligibility &amp; scoring criteria.</p> <p>As such, we request that the eligibility &amp; scoring criteria shall include integration of POS with any ERP under: Visionary quadrant of Gartner or Strong Performer in Forrester Wave .</p> <p>Additionally, we request that the eligibility &amp; scoring criteria shall include experience of integration with a global PCS at any one port.</p> <p>Kindly confirm</p>	Refer to corrigendum
601	Request for proposal data sheet	7	10	Last date and time (deadline) for receipt of proposals in response to tender notice 07 February 2017 15:00 HRS	Considering the scope and complexity of the tender we request that the deadline for submission to be extended up to 28th of February 2017.	Refer to Corrigendum
602	Pre-qualification criteria for Port Operations Solution (POS) Provider	30	1	The bidder should have an average annual turnover of at least INR 50 Crores or USD 7.5 Million in last 3 financial years (FY 2013-14, 2014-15 and 2015-16).	Financial criteria is not applied to any OEM. This is being applied only to POS provider. For all other suppliers it is only the integrators qualification. Infyz is a OEM of POS and a Small Enterprise(MSME). Our product is being used in 8 Port/terminals in India and one in Australia and being implemented in few in Europe. We request this clause to be dropped as per government of India policy to encourage MSME. We have participated in US government port tenders and stood second. We can share the ranking also as they are public documents. There also these conditions are not applied. We request relaxation to supply the product through a System integrator( We being a OEM)	Refer to Corrigendum
603	Manpower Capability	30	3	The bidder should have a team of at least 60 Port Operation Solution consultants on its payroll having experience in implementing the POS solution	Our request is to apply this to System integrator not to OEM. This clause is not applied to any other OEM. Our request is to consider based on MSME policy.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
604	Integration capabilities	31	4	At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions. These include: · Classified under leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid OR · Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid OR · Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	Our product has standard Interface with ERP including SAP which is implemented in three ports. Globally very few ports use expensive ERP solutions. Focus is on POS. We request you to relax this criteria and ask for any standard ERP and not based on Gartner report.	Refer to Corrigendum
605	Inclusion of MSME in project delivery	13	2.4	Bidders are encouraged to include Micro, Small and Medium Enterprises (MSMEs) in the delivery of the project. Bidders are encouraged to earmark a minimum of 20% of the total contract for procuring goods and services from MSEs. The procurement through MSEs should be in line with Order dated 23rd March 2014 regarding procurement policy for Micro and Small Enterprises (MSEs). Activities that can be sub-contracted to MSME/MSE partners are restricted to those defined under Sub-Contracting Clause 2.3 above.	POS is not included for MSME to supply.(restricted in clause 2.3) Since we have a proven product in Indian Ports and we are a OEM, we request to give relaxation to MSME for supplying POS	Tender condition shall prevail
606	Volume 1	33	Sec 4.6	Evaluation Criteria for POS	Bidder Experience total is shown as 500 whereas the split is amounting to 400. Please clarify.	Refer to Corrigendum
607	Annexure FRS CORE	174	Point 47	After 13 ) Canteen Management, next section is 47.Learning management	Are there any modules missing in this pdf ?	No Pdf missing
608	Volume 1	48		Constitution of team: Project Director	What is the qualification and experience required for Project Director?	Refer to Corrigendum
609	Volume 1	36		Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS)- Resource requirements	Experience of implementing end to end Projects for scope as defined in the criteria A.1.1 Experience of implementing end to end Projects for scope as defined in the criteria A.1.2. Can you please provide the criteria clearly?	May be read as: end to end = involving all phases for project lifecycle
610	Annexure FRS CORE	2	EBS.POS.1. c	i. Pilot – supporting workflow related to movements and providing necessary navigational information to pilots, also replacing the pilot log book details	What is expected under Navigational Information? Is it the Movement information? Please explain.	Navigational information related to movements such as wave charts, information from hydrographic information. Movement information is also part of this
611	Annexure FRS CORE	17	EBS.POS.85.	Customer registration: The system should allow to register customer with unique ID, which will valid across all departments and functions	We assume this should flow from ERP. Please confirm.	MSP to design solution as per architectural principles and requirements defined in RFP
612	Annexure FRS CORE	26	EBS.POS.238.	System should have provision to generate and display of group wise position of berthing vessels at berth and waiting vessels for Chairman / Dy.Chairman / IPA	Please explain Group wise. Please clarify, if this is a report requirement and what is the grouping?	Report requirement. Group of vessels such as priority vessels, general cargo vessels, etc. Maybe detailed at the time of requirement gathering

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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613	Annexure FRS CORE	27	EBS.POS.259	System should have provision to capture details of Ship Handling Discount Report as per port requirements	Please provide more details on this. What are the discounts provided and on which charge?	Refer to Port website for SoR details
614	Annexure FRS CORE	27	8	8. Barge/IWT Operations	Are barge terminal owned equipment?	Terminal owned and leased
615	Annexure FRS CORE	27	EBS.POS.268.	System should provision for accountal of operation through IWT mode for both jetties port-owned and private owned if any	Please detail "Accountal of Operation"	No clarification required. Maybe detailed at the time of requirement gathering
616	Annexure FRS CORE	28	EBS.POS.290	Provision for accountal of import cargo – posting on IGM against Line Numbers, wrong mark & nil mark adjustments, disbundling/rebundling, etc.	Please detail wrong mark & nil mark adjustments, disbundling/rebundling, etc.??	Maybe detailed at the time of requirement gathering
617	Annexure FRS CORE	29	EBS.POS.298.	Provision to be kept for receiving of Load Containers from both party god owns as well as CFSs /ICDs by road, rail and barge modes.	Please detail "Party god owns"?	Party good owns
618	Annexure FRS CORE	29	EBS.POS.299.	Provision for accountal of container consignments brought in as 'Stock' and its full/partial transfer to Export character or despatched back to town.	Please detail "accountal of container consignments "? Also partial transfer to Export character means ?	Maybe detailed at the time of requirement gathering
619	Annexure FRS CORE	29	EBS.POS.302	Provision to be kept for transshipment containers.	What is meant by kept for Transshipment?	Provision to be kept for workflow of transshipment containers.
620	Annexure FRS CORE	29	EBS.POS.303	Provision for exchange of information/data between Port's system with the system of Service Provider working at Terminal.	Please list out as what all information will be exchanged between port system and Terminal	Maybe detailed at the time of requirement gathering
621	Annexure FRS CORE	31	EBS.POS.340	System should feed all the details required for generating the invoice and should be easily integrated with other accounting systems and can calculate a wide variety of tariffs and fees such as Wharf age and throughput charges	What is the expectation here? Should the TOS system do the Invoicing of Operations record OR should it exchange the details with other system where invoicing will be done?	Prefered to have invoicing on POS, however, bidder is free to carry out the same in other system
622	Annexure FRS CORE	31	EBS.POS.343	System should have provision to capture details of log book maintained at shed	Is this maintained for every Shed? What all information is captured in the Log book?	Yes, it is mentioned for every shed. Maybe detailed at the time of requirement gathering
623	Annexure FRS CORE	33	EBS.POS.379	System should have provision to capture details of shift-wise Daily Report, Continuous Report, Labour Returns and other Reports in the prescribed format on the basis of types of cargo handled	Please detail out as what is Continuous Report? Labour Returns?	No clarification required. Maybe detailed at the time of requirement gathering
624	Annexure FRS CORE	33	EBS.POS.384	System should also be able to derive tonnage against each labour based on pre-fixed datum.	Is this at Gang Level & for Vessel Operations?	For both
625	Annexure FRS CORE	33	EBS.POS.388	System should have provision for rotational booking of labour according to cargo type.	Please clarify "rotational booking according the cargo type"	No clarification required. Maybe detailed at the time of requirement gathering
626	Annexure FRS CORE	33	EBS.POS.391	System should have provision for recording de stuffing of Import container at Docks, at warehouse (For unaccompanied baggage cargo) & stuffing of export container in Docks, with port labour and supervisory staff	Is this different from container stuffing and de-stuffing activities?	No clarification required. Maybe detailed at the time of requirement gathering
627	Annexure FRS CORE	34	EBS.POS.397	System should have ability of Input of booking	Input of booking? Please clarify this point.	Booking & allocation of port resources
628	Annexure FRS CORE	36	EBS.POS.436	System should have provision to capture sounding / depth / draft report for Harbour, Anchorage, Berths, Channel, Turning Circle for each month	What is sounding? Please provide details as where all the information's listed is used?	Standard term of measuring depth during hydrographic survey

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
629	Annexure FRS CORE	36	EBS.POS.441	System should have provision to generate Cargo clearance report after import operation of cargo	Please let us know the clearances (customs?) that need to be recorded for delivery of import cargo	Port and customs clearance
630	Annexure FRS CORE	36	EBS.POS.442	System should have provision to generate Cargo clearance after export operations of cargo	Please let us know the clearances (customs?) that need to be recorded for delivery of export cargo	Port and customs clearance
631	Annexure FRS CORE	37	EBS.POS.468	System should have provision to define the free days for combination of different sheds and cargoes for carting in pre-shipment / normal storage area	Does different sheds refer to "Open / Closed"?	No clarification required. Maybe detailed at the time of requirement gathering
632	Annexure FRS CORE	37	EBS.POS.476	Provision to check Invoice No. with check list with the Invoice No. on EDI Shipping Bill	Please clarify this requirement.	Refer to Annexure - Functional Requirements Specifications
633	Annexure FRS CORE	38	EBS.POS.491	System should have provision to capture details of Export cargo along-side report	Please clarify along-side report.	No clarification required. Maybe detailed at the time of requirement gathering
634	Annexure FRS CORE	38	EBS.POS.493	System should have provision to capture details of particulars of clearance of cargo	Is this customs clearance?	Port and customs clearance
635	Annexure FRS CORE	38	EBS.POS.498	System should have provision to generate un-cleared cargo list as per configurable frequency from start of cargo operations at location where cargo/container is lying and capture confirmation of same by location. Compilation of Un-cleared Cargo list of same IGM/Item of different locations to make one Un-cleared Cargo list.	Is this list of cargo for which customs is not cleared?	Uncleared by customs or agent
636	Annexure FRS CORE	38	EBS.POS.711	System should have provision to make posting of the movement of container on the strength of manual gate pass in the register meant for it.	Strength of the Manual Gate Pass? Please clarify this point.	On the basis of Manual gate pass
637	Annexure FRS CORE	57	EBS.POS.864	System should have provision to capture details of nomination of line for receiving Up Train / Foreign Power	Please provide details for "Foreign Power".	Please read as Freight power
638	Volume 1	50	6.1	Ports are expecting significant reduction in the number of employees due to retirement in the coming years. Due this the requirements for software licenses and related infrastructure shall have to be reduced accordingly. In such scenario, certain software licenses / infrastructure shall be surrendered and payments related to these will be readjusted accordingly. The bidder is expected to keep a note of the same.	Please provide the month wise/Quarter wise retirement plan during the entire period of the contract.	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
639	Volume 1	37-38	B.1,B.2,B.3,B.4,B.5, B.6	B Resource Requirement	The percentage distribution of the marks do not add up to 100% for all these categories. For Example:  "Network Architect (nos. 1) - BE / B.Tech / MCA / M.Tech with at least 10 years' work experience Award of marks will be as follows:  <b>-Years of Experience</b> More than 15 years- <b>50%</b> marks >=10 and < 15 Years- 30% Marks <10 years- 0 Marks  <b>- Certification- CCNA/CWNA/CCNP</b> Certified- <b>20%</b> Marks Not Certified- 0 Marks"  As per above it adds up to 70%. Request to clarify the same	Refer to Corrigendum
640	Volume 2	130	1.4	Refresh / upgrade of existing old ICT infrastructure within port	Please share the following : -Tech refresh cycle -Procurement & Installation date -Current warranty/AMC expiry date.	Refer existing system details
641	ANNEXURE_ExistingSystemDetails	General	General	General	MSP understands that AMC/warranty/break-fix support for existing IT infrastructure is out of scope. Please confirm.	If bidder uses the existing equipment, then AMC/warranty/break-fix support shall be part of scope
642	ANNEXURE_ExistingSystemDetails	80	8.6	Volumetric Details	Existing volumetric details for Kolkata, Chennai port is missing. Please provide the details for both.	Refer "Annexure - BOM " and "Annexure - Existing system details". Necessary information has been provided there and bidders to suggest and size as per their proposed solution.
643	ANNEXURE_ExistingSystemDetails	92	8,8.7-8.11	Sample Network Design; Existing System Details	Existing System details, Sample Network Design & user details for Chennai is missing. Please provide the same.	Refer to Corrigendum
644	ANNEXURE_ExistingSystemDetails	20, 23	8.2.1;8.2.3	Annexure G: List of Servers; Annexure I: Existing Hardware	Details & count of servers for 'Web Servers, Mail Server, Document Management System, Tally' are missing. Please provide the details of these.	Please refer Point 8.4.4. of "Annexure-ExistingSystemDetails"
645	ANNEXURE_ExistingSystemDetails	38,66	8.4.1;8.4.4	Annexure V: Existing Hardware; Annexure S: List of Servers	Please provide the Server model & specification for the Servers at Mumbai	Available details are provided in Annexure - Existing system details
646	ANNEXURE_ExistingSystemDetails	67	8.4.4	Annexure V: Existing Hardware	Please provide the quantity for Servers under 'Payroll' subcategory.	Available details are provided in Annexure - Existing system details
647	ANNEXURE_ExistingSystemDetails	30	8.3.2	Annexure O: Existing Hardware	Please confirm the count of servers under 'Document Management System'	Available details are provided in Annexure - Existing system details
648	ANNEXURE_ExistingSystemDetails	68	8.4.4	List Enclosed	Please provide the mentioned list for printers	Will be shared with the successful bidder
649	ANNEXURE_ExistingSystemDetails	17; 34-35; 69; 77	8.1.4; 8.3.4	8.1.4 Annexure D: Network equipment; 8.3.4 Annexure Q: Network equipment; 8.4.5 Annexure W: Network Equipment; 8.5.4 Annexure AB: Network Equipment	Please provide the count of all the Network equipment of Haldia,Kolkata,Mumbai, Paradip.	All available information is shared with RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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650	ANNEXURE_BOM	5 to 9	7.1.2	Port-specific Infrastructure	Quantity mentioned in the table is for one particular port location. Please confirm	Understanding is correct
651	ANNEXURE_BOM	5 to 9	7.1.2	Port-specific Infrastructure	Please provide the Firewall quantity	Refer to Corrigendum
652	Volume 2	221	4.8.1	Establishment of Call Centre	Is there any existing telecomm infrastructure like EPABX, ACD etc. ? If yes, can the MSP leverage the same infrastructure, also provide the details specification.	Call centre to be hosted via third party vendor
653	ANNEXURE_TRS_Security	Firewall	Firewall	Firewall should support at least xx,xx,xx,xxx concurrent sessions	Please quantify the requirement of concurrent sessions. There are similar occurrence in the same annexure. Please provide the exact requirements	Refer to corrigendum for revised security requirements
654	ANNEXURE_BOM	5	7.1.2	Port-specific Infrastructure	Please provide the specifications of Video Conferencing system	Bidder to suggest as appropriate for the solouion being proposed
655	ANNEXURE_BOM	5	7.1.2	Port-specific Infrastructure	Please provide the specifications of Audio system	Bidder to suggest as appropriate for the solouion being proposed
656	Volume 2	218	4.6 , 14	Irrespective of the above BoM which shall be finalised between MSP and IPA, MSP will also provide the separate rate charges for each of the proposed client side infrastructure (includes hardware, system software, licenses etc.). The MSP shall provide these rate charges in commercial bid as per format provided in Vol 1 of this RFP Annexure 9	Annexure 9 is missing. Kindly provide the same.	Refer to Annexures 7 - Bill of Material
657	Volume 2	233	4.12	Track 10: Civil Work at port location;	1. Please confirm that site preparation work needs to be done for the following, also specify the room dimensions : <u>At Port Location</u> -Port Server room at 6 locations -Port IT helpdesk at 6 locations -Port Command control centre at 6 locations -Port Service centre at 6 locations -Port training room at 6 locations  <u>Central Location IPA Delhi</u> -NOC/SOC -IT Helpdesk -Training centre	Refer to Corrigendum within revised Bill of Material for details
658	Volume 1	52	6.1	Costs associated with establishment of dispatch centres at port.	MSP understands that no civil, electrical work is required at Dispatch Centre. Please confirm.	Required. Refer to Corrgendum
659	Volume 2	208	6	Shifting of premises:	Please provide an indicative count of office shifting year wise.	As per RFP
660	Volume 2	180	9	MSP shall carry the basic civil works like design, supply, install and set-up of basic infrastructure like electrical, civil, lightning system, fire prevention etc. Civil work to set -up following requirements at port shall be accomplished by MSP:	MSP understands that the electrical cabling is limited to specified room only. Please confirm.	Understanding is correct for this clause

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
661	Volume 1	56 61	6.2	CCI Primary Data Centre 4% (24 equal pay-outs during Phase I) CCI Disaster Recovery Centre 4%  Man-Power Deployment for Project Implementation as per tender 80% 20% (20 equal pay-outs during phase III)	The percentage distribution of payment do not add up to 100%. For Example 4* 24=96% . Request to clarify the same for both DC,DR.	Refer to Corrigendum
662	Volume 1	115	10.3.7	Format for INF, CIH, PSR, NWI, PSC, PIH, PCC, TRI, EUC, DIC (O&M including consumables)	Please provide the estimate of the last 6 month's consumable consumption. MSP understands that the consumables like Toner,Catridges,stationaries are not be provided except those consumables required for MSP team members deployed. Please confirm.	Understanding is correct for Toner / catridges.  Bidder to make necessary assumption based on past experience
663	Volume 1	58; 61	6.2; Note	"Payment will be done to ISP by IPA on actuals (24 pay-outs during Phase III)."  "Payment for bandwidth would be directly made by IPA or its nominated agencies / partners to the connectivity service provider as per the tripartite agreement to be signed by the parties involved after award of contract to the successful bidder. If the payment exceeds the quoted amount, the same will be recovered from quarterly payment being made to the MSP."	These 2 statements contradicts. Please remove the bandwidth procurement from MSP's scope. However,MSP would be responsible for monitoring and managing the bandwidth provider.	Tender condition shall prevail
664	Volume 3	359	10.1	SLA Parameters during Phase III: Operations and Maintenance Period Breach - Metric <4 Hrs	It seems it is typo error. Please confirm if Breach Metric should be > 4 Hours.	Refer to Corrigendum
665	Volume 3	359	10.1	SLA Parameters during Phase III: Operations and Maintenance Period Breach - Metric <4 Hrs	It seems it is typo error. Please confirm if Breach Metric should be > 8 Hours.	Refer to Corrigendum
666	Volume 3	359	10.1	SLA Parameters during Phase III: Operations and Maintenance Period Breach - Metric <3 days	It seems it is typo error. Please confirm if Breach Metric should be > 3 Days.	Refer to Corrigendum
667	General	General	General	Ticket History	Please provide the ticket dump for last 6 months.	Data not available as this is will be a new system
668	ANNEXURE_TRS_Infrastructure		1.2 NMS for Wired and Wireless	Network Management Software and Service Modules Solution shall be from the same network hardware OEM	Request IPA to delete this clause. This will enable wider options for NMS.	Tender condition shall prevail
669	Volume 2	166	2.3.2	3 Access layer Access layer should cover all port building/floor & user connectivity with required redundancy.	Please elaborate on redundancy (Path/port/power supply)	Path and Power
670	General	General	General	Central office connectivity	Please provide details of Central office connectivity and bandwidth required	Refer to Bill of Material and updates in corrigendum and Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
671	Volume 2	162	2.3.1	CSP should be empanelled under MeitY’s “Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)”	Will it be considered, If not empanelled yet, and in the process of getting empanelled in subsequent assessment. Existing customer references can be furnished.	No. Tender condition shall prevail
672	Volume 2	162	2.3.1	Meet any security requirements published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP by MeitY as a mandatory standard	Will it be considered, If not empanelled yet, and in the process of getting empanelled in subsequent assessment.	No. Tender condition shall prevail
673	Volume 2	162	2.3.1	Perform an Image backup of Customer VM Image information or support the ability to take an existing running instance or a copy of an instance and import / export the instance into a MeitY approved image format.	Will it be considered, If not empanelled yet, and in the process of getting empanelled in subsequent assessment.	No. Tender condition shall prevail
674	Volume 2	162	2.3.1	CSP should manage CSP provisioned infrastructure including VMs as per the ITIL or equivalent industry standards. -Comply with technology refresh requirements as mandated by CERT-IN and MeitY -Software within the CSP’s scope will never be more than two versions behind unless deferred or rejected by MeitY / Purchaser / Purchaser’s authorized agency	Will it be considered, If not empanelled yet, and in the process of getting empanelled in subsequent assessment.	No. Tender condition shall prevail
675	Volume 1	50	6.1	The tender envisages FIVE major ports, however, it includes of 6 specific installations with Kolkata Port Trust split at Kolkata and Haldia. There are also certain locations such as Vadinar in case of Kandla which are part of scope of this tender.	Please elaborate on the scope of Vadinar.	Vadinar is a satellite location. System is expected to be used there. No need for separate port on-premise solution
676	ANNEXURE_ExistingSystemDetails	22	9,10	Annexure H: Software Details	Please clarify licenses count is for "Oracle Database 9i 9.2.1.0", "Application Server OAS 4.0" or "Window Server 2000".	Available details are provided in Annexure - Existing system details and Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
677	ANNEXURE_ExistingSystemDetails	21,22	8.2.2	Annexure H: Software Details	Please provide the software licenses details for "MS Office" & "Windows" OS for Kandla port if any	Available details are provided in Annexure - Existing system details and Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
678	General	General	General	General	LAN cabling is required for new infrastructure. Please confirm.	Yes
679	Annexure_TRS_Infrastructure_rack_server	Rack Server	25	Software Red Hat Linux Version 9 with Samba Server (Windows Server 2012 would be procured by NPCI – support for installation to be provided by the bidder).	Clarification Needed - RHEL latest version available is 7.3.	RHEL Version is 7.3 or better

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
680	Annexure_TRS_Infrastructure_san switch	SAN Switch	1	Minimum 16 Active ports (each with minimum port speed 4Gb) within same switch upgradeable to 32 ports with minimum 2 no of additional 10GBPS FC ports	Any Specific requirement of 2 x 10 GB FC Ports? Also FC Ports comes in the speed of 8 GBPS and 16 GBPS. 10 GB is for Ethernet/iSCSI	Refer to Corrigendum
681	Volume 2	160	2.3	DC/DR (On Cloud) & On Premise BCP)	If the deployment architecture of Primary and DR sites ensures appropriate availability and SLA of critical instances, does IPA need to provision on premise BCP for individual ports? If yes, what components of EBS need to be provisioned for on premise deployment? Can we have a mapping of port specific requirements? This will have significant implication on ERP & other software license, infrastructure and managed service effort	Port specific decision for on-premise BCP. Updated details provided in Corrigendum.  Refer to corrigendum for description on description of each location
682	Volume 2	185	4.2.1	Detailed AS-IS study of port taking as a reference the BPR process report which is available for each port and documenting business processes including process maps to cover all functions, processes, workflows up to activity/ task level	Request IPA to share sample BPR Process Report during the bid preparation phase to evaluate the level of details articulated in the report. This is to assess the quantum of effort required to document the business processes/ maps and additional requirement capture effort necessary.	This shall be shared with successful bidder
683	Volume 2	181	4.2.1	Detailed AS-IS study of port taking as a reference the BPR process report which is available for each port and documenting business processes including process maps to cover all functions, processes, workflows up to activity/ task level	Has the BPR study exercise been accepted and signed-off by the 5 ports under consideration? Does the bidder need to consider effort for additional BPR exercise at port level?	BPR is being finalized. Effort for software requirements specifications may be considered by the bidder for each port.
684	Volume 2	185	4.2.1	Review the AS-IS processes and design the TO-BE processes that are based on business requirements, and ERP enabled Best Practices/ Processes.	Does the vendor need to study the As-Is processes at the individual ports in addition to the BPR Process report or the same can be considered as a baseline for To-Be processes?	Clause is self explanatory
685	ANNEXURE_ExistingSystemDetails	44	8.4.2	Annexure T: Software Details	Mumbai port software details have 55 custom developed software. Inventory of other 4 ports do not mention similar portfolio. Please provide complete custom developed software portfolio for other ports.	Available details are provided in Annexure - Existing system details
686	ANNEXURE_ExistingSystemDetails	44	8.4.2	Annexure T: Software Details	Is there any plan to rationalize the software portfolio? Other than the retained applications (Access Control, CCTV, Navigation, Control Systems, GIS, Hydrograph) what is the plan related to the other existing applications at port level? Will all of them be retired?	As per RFP
687	ANNEXURE_ExistingSystemDetails	General	General	General	Bidders need to do a due diligence of applications & systems portfolio, infrastructure backbone to assess the integration capability. Request IPA to provision reasonable time(2-3 days per port) for bidder to visit each port to perform a due diligence.	Refer IPA website for Port Visit Schedule

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
688	Volume 2	197	4.3.1	MSP is expected to design and determine the requirements for various cloud services components as required for the proposed solution which shall be hosted in a Cloud environment in a Data Centre.	Cloud service generally indicate charge-back and on-demand usage mechanism based on usage. Is IPA envisaging such a pay per use financial model based on the service consumption? If not, then it essentially indicates dedicated hosting service for IPA.	Charge-back & on-demand usage mechanism will be used
689	Volume 2	197	4.3.1	MSP is expected to design and determine the requirements for various cloud services components as required for the proposed solution which shall be hosted in a Cloud environment in a Data Centre.	Does the scope of work include cloud enablement of existing retained applications? If the retained applications remain at local port site, integration with centrally deployed applications will increase latency and degrade performance.	Cloud enablement of existing applications is not under scope of MSP. Bidder to suggest appropriate solution to meet requirements of the RFP
690	Volume 2	197	4.3.1	MSP is expected to design and determine the requirements for various cloud services components as required for the proposed solution which shall be hosted in a Cloud environment in a Data Centre.	Is there any regulatory requirement to setup a dedicated/ private datacentre to host EBS?	Solution to be hosted on private cloud as defined in Meity empanellment
691	Annexure _FRS_CORE	17	EBS.POS.83.	The system should allow defining time-based and user-based tariff structure which will be applicable at different time or user as per system configuration. At a time two or more tariff structures may be applicable to various port services	Please share the service catalogue. Has IPA finalized the subscription structure and tariff/ metering model?	Refer to Annexure - Functional Requirements Specifications
692	Annexure _FRS_CORE	54	39. Electricity supply	EBS.POS.820. System should feed all the details required for generating the invoice and should be easily integrated with other accounting systems and can calculate a wide variety of tariffs and fees such as electricity charges.	Please clarify if IPA expects the system to have forms to enter tariffs (Electricity charges or similar entries) and passed to accounting systems or more functionalities are required. How are these electricity charges generated currently? Please elaborate.	Mostly manual, through system in few ports
693	Annexure _FRS_CORE	General		General	The following POS components need more elaboration on functional requirements: Applications, Signal Station Operation, Craft Station Operation, Crew Station Operation, Navigational Assistance, Sledge/ Waste Oil Clearance, Passenger Terminal Operation, Railway Operation.  Request IPA to illustrate the requirement for such components to help the bidder estimate the build/ integrate effort.	Port visits were planned for obtaining clarity from individual ports.  Please refer to Functional Requirements for details on these functions
694	ANNEXURE_BOM	1	Summary BOM	Port Specific Infrastructure as opted by port	How will the bidder assess the requirement and estimate the effort/ cost at individual ports on - Infrastructure - Application Services - Manpower (e.g. Bidder may consider requirements for 5 ports while the individual ports may not have provision or requirement. Bidder will need adequate time to conduct due diligence of individual port requirements to estimate the exact scope of work.)	Bidder may visit individual ports after taking permission from each of the ports

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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695	ANNEXURE_FRS_Other Systems	Payment Gateway	Payment Gateway	General	System will have the capability to integrate with any standard payment gateway. IPA will decide on the payment gateway and directly enter into license/ agreement with them. Please confirm the understanding.	As per RFP
696	ANNEXURE_FRS_Other Systems	SMS Solution	SMS Solution	General	System will have the capability to integrate with any SMS service of telecom service provide. IPA will decide on the SMS Service provider and directly enter into license/ agreement with them. Please confirm the understanding.	As per RFP
697	Annexure FRS Core	6	EBS.POS.40.	It is stated "The portal shall integrate seamlessly with PCS portal to provide one-view access to end user".	Will TO-BE portal be integrated with new applications - POS, ERP and Auxiliary applications and one existing port application- PCS?	MSP to design solution as per architectural principles and requirements defined in RFP
698	Volume 2	128	1.2 Current system landscape	Every day, over 5 Lakh EDI messages are exchanged through the PCS system.	What are types of the EDI messages supported by existing PCS across ports e.g. EDIFACT?	Refer to IPA website for details on PCS
699	Volume 2	128	1.3 Future landscape	Port-EBS is expected to tightly integrate with Port community system (PCS) current version and PCS2.0 as it becomes operational	What are the new features of PCS2.0? Does it expose API/Services for easy integration with other applications and future applications?	Requirements are currently being framed. These will be shared with the successful bidder
700	Volume 2	129	1.3 Future landscape	In addition port workflows expect integration with third party external applications including those of port customers (Vessel Agents, CHA, Importers/Exporters), partners (Stevedores, etc.), Railways (FOIS), P&I website, other government websites such as DGS, e-GRASS, etc.	What is the business purpose of DGS, e-GRASS? Is it expected that third party users will be part of workflow stakeholders?	DGS: <a href="http://www.dgshipping.gov.in/">http://www.dgshipping.gov.in/</a> eGRAS: Government Receipt Accounting System
701	Volume 2	129	1.3 Future landscape	There are certain systems such as Aadhaar-based attendance system, access control system at gates, VTMS, hydrographic survey systems and others, which will be retained by ports	What is the business purpose of hydrographic survey systems and VTMS?	Hydrographic survey systems: Help in capturing details which affect maritime navigation, marine construction, dredging, etc.  VTMS: Vessel Traffic Management System for navigational assistance
702	Volume 2	146	2.2.4 Integration layer	Future Systems - IOT	What kind of functionality would be implemented in IOT?	Final list needs to be prepared by MSP during understanding of requirement
703	Volume 2	147	2.2.4 Integration layer	External Database - Llyods, I H S, P&I, IPA	What are business purposes for the databases? Are the databases expected to provide web services?	Lloyds and IHS are ship registry, P&I: P&I Club is a mutual insurance association
704	Volume 2	141	2.2 Application Landscape	Applications landscape - Call Centre	Can we assume that CRM is used in ports and will invoke the necessary APIs out of EBS?	CRM is not used in ports
705	Volume 2	156	2.2.6.4 Gateways	Gateways	What are the Payment Gateways which will be integrated with port systems?	Refer to Corrigendum details of bank integration are mentioned. Major e-payment modes are to be enabled with port systems.
706	Annexure BOM.pdf	2	7.1.1	Central Infrastructure - ERP	Will there be only one Global ERP instance covering 5 ports?	MSP to design solution as per architectural principles and requirements defined in RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
707	Annexure BOM.pdf	2	7.1.1	Central Infrastructure - GIS	Is GIS implementation at ports in scope of the RFP?	Integration with existing GIS and reporting on GIS platform. Refer to Volume II - Scope of work for details
708	Annexure BOM.pdf	2	7.1.1	Central Infrastructure	The following functional modules are missing in BOM but present in main RFP document. - Legal - Pension - Provident Fund - Investments - E-forms - Grievance management - Incident management - Utilities & Maintenance (UTLM)  Please confirm that these are required as part of RFP.	Refer to Corrigendum
709	Volume 2	228	4.10 Track 8: Data Migration	MSP will be required to carry out migration of data, business rules, checks, etc. as required for functioning of the solution. Data migration including entry and validation of legacy data, and porting is the responsibility of the MSP.	Is business rules and Checks migration applicable for POS? Can business rules and Checks be extracted as files from AS-IS applications running in ports?	Successful bidder to suggest after going through the existing application at each port
710	Volume 2	235	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live	MSP to upgrade the system if any latest version of software is available either nationally or internationally within 45 days of launch in India or 12 months from launch internationally or as agreed with IPA	Can we assume that upgradation of software would be applicable during development cycle only - prior to System testing phase.	For the entire duration of the contract
711	Volume 2	139	7. Data migration, scanning and digitization	Migration: this would include migration of port legacy data onto the cloud environment for the applications under POS, ERP and auxiliary modules	Can we assume that any auxiliary application in the legacy form will retire in all ports and will be re-implemented. E.g. Canteen Management, Provident Fund, Pension etc. in Mumbai port	All functionalities developed for a port EBS instance shall be retired as per port business decision
712	Annexure Existing system Details	49	Message Hub	SFTP messages from / to PCS EDI Interface software: Parsers to read / generate XML to / from PCS	Can assume that existing Message Hub in Mumbai port will be replaced by TO-BE Integration layer?	Yes
713	Volume 2	175	2.6 IT Continuity Landscape	Data Synronization between Cloud and Port on premise site	What kind of business data do you mean here?	Business data critical to run port operations generated within Port EBS
714	Volume 2	181	3.2 Other key requirements	The solution should be sized and delivered for the load at the end of 5th year from the effective date of Contract.	Does it mean the total duration of Implementation and Warranty Support is 5 years?	Refer to Corrigendum
715	Volume 2	157	2.2.6.7 Mobility manager	Mobility Manager	Will it be limited to the functionality of POS only? Please clarify the areas of operation that will be covered.	Functionality for Port EBS shall be covered
716	Volume 1	29	Prequalification Criteria SN 10.	The proposed ERP product should have been successfully implemented in at least 5 large ports (each of them catering to at least 50 MMT per annum or 1 M TEU container traffic) over the last TEN years as on last date of bid submission.	The Port capacity is more pertinent for the POS, rather than ERP application, which will be a back office application for the ports. We will request that the criterion of at least 50 MMTPA or 1 M TEU be dropped from the ERP PQC.	Tender condition shall prevail

Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
717	Volume 1	28	Prequalification Criteria SN 7.	Project Experience ERP	<p>May pls be modified as:</p> <p>The Bidder must have System Integrator experience of successful Go-Live / completed project during the last TEN years (as on the last date of bid submission) in one project having ERP and related IT services implementation of project value of INR <b>25 crores</b> and above</p> <p>Or</p> <p>The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last TEN years (as on the last date of bid submission) in two projects having ERP and related IT services implementations, each of project value of <b>Rs 13 crores</b> and above</p> <p>Or</p> <p>The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last TEN years (as on the last date of bid submission) in three projects having ERP and related IT services implementations , each of project value of <b>Rs 10 crores</b> and above</p>	Tender condition shall prevail
718	Volume 1	37	Technical Evaluation B.3 : Functional leads ERP	Marking criteria	<p>Experience in end to end implementation of HR Module of the proposed ERP Product.:</p> <p><b>Criteria may please be modified to as finding people with 5 implementations is infeasible :</b></p> <ul style="list-style-type: none"> <li>o <b>&gt;= 2 Projects</b>- 50% Marks</li> <li>o <b>&gt;=1 Projects</b>- 30% Marks</li> <li>o <b>&lt;1 Projects</b>- 0 marks</li> </ul>	Tender condition shall prevail
719	ANNEXURE_existing System Details	80	8.6 Volumetric Details	Volumetric Details	Can the volumetric details of Kolkata and Chennai Ports be shared also please ?	Refer to Corrigendum
720	ANNEXURE_existing System Details	80	8.6 Volumetric Details	We notice that department wise personnel numbers have been listed.	Can it be assumed that the data provided can be interpreted as number of users, based on the function / department listed ?	Understanding should be in line with the RFP provisions
721	ANNEXURE_existing System Details	80	8.6 Volumetric Details		What is the total number of employees Port wise and the number of pensioners also, port wise.	Refer to Corrigendum
722	ANNEXURE_BOM	2	7.1.1 Central Infrastructure	ERP Users 1800	The number of ERP users has been listed as 1800. Can we assume that Self Service HR users will also be limited to 1800 across all ports.	Refer to Corrigendum for updates. These are minimum indicative figures excluding Self-service and payroll users. Bidder is expected to estimate licenses required on the basis of user count provided in the RFP depending on the solution being proposed.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
723	ANNEXURE_FRS_CORE	85	Banking and Cash Functions	Online integration with Public and Pvt sector banks.	How many different banks ( public and pt. Sector) do the ports have that need to be integrated with ERP system ?	Refer to Corrigendum
724	ANNEXURE_FRS_CORE	89	EBS.FIN.599	Delegation of authority	In how many business functions / department is Delegation of authority used ? On an average , How many workflows / business rules are there in Delegation of authority document ?	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
725	ANNEXURE_FRS_CORE	101	EBS.HR.103	Administer Payroll	Will the payroll be run centrally for all five ports or at the individual port locations.	Payroll shall run separately for each port through centrally hosted EBS
726	ANNEXURE_FRS_CORE	127	EBS.PROC.31	Procurement of goods & Services	What is the approx. number / types of DOP approval workflows for procurement of goods / services ?	As per standard government procurement guidelines
727	ANNEXURE_FRS_CORE	134	EBS.PR.105	Project monitoring & execution	Ability to share information related to Project charter, drawing etc. between dept. We assume this will be done offline meaning over email etc. Please confirm or share your expectation if different from assumption.	This may be done over email OR Port specific service desk software OR DMS/e-Office
728	ANNEXURE_FRS_CORE	134	EBS.PR.106	Project monitoring & execution	Ability to track correspondence between departments. We assume this will be done offline viz. over mail etc. Please confirm or share your expectation if different from assumption.	This may be done over email OR Port specific service desk software OR DMS/e-Office
729	ANNEXURE_FRS_CORE	135	EBS.PR.149 to 162	Project monitoring & execution	These FRS are related to manufacturing / fabrication of ships. Which of the 6 ports engage in shipbuilding activities and what is the number of users ( designers & shop personnel) involved in such activities ?	Bidders are encouraged to visit port website for more details with respect to ports
730	ANNEXURE_FRS_CORE	142	EBS.STR.45	Material requisition	Ability to process indent ( workflow) according to CSL DOP. What is the full form of CSL and how many different types of workflows are used for material requisition as per DOP.	Refer to corrigendum for revisions in FRS Detailed process flow shall be provided with the successful bidder
731	ANNEXURE_FRS_CORE	146	EBS.STR.160	Material receipt	Ability to record weighbridge data with load after unloading at stores: how many different types ( weigh bridges software is used across the various ports. Kindly specify weighbridge vendor names , if available.	Refer to port website for details
732	ANNEXURE_FRS_CORE	53	EBS.POS.790	Fire services	Kindly describe the processes for fire services in detail	Detailed processes shall be shared with the selected bidder
733	ANNEXURE_BOM	2	7.1.1 Central Infrastructure	Sizing inputs.	Out of 1800 users, what is the expected concurrency % ?	These are minimum indicative figures excluding Self-service and payroll users. Bidder is expected to estimate licenses required on the basis of user count depending on the solution being proposed.
734	ANNEXURE_BOM	2	7.1.1 Central Infrastructure	Sizing inputs.	What is the expected user growth in % Year on Year for the next 7 years	Refer to Corrigendum
735	ANNEXURE_BOM	2	7.1.1 Central Infrastructure	Sizing inputs.	What is the expected data growth in % Year on Year for the next 7 years	Refer to response for Query # 734

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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736	ANNEXURE – FRS - CORE	5	2. Online Portal	2. Online Portal	Is IPA looking for a COTS product like Oracle WebCenter Portal/similar or an open source product/technology like Life ray, JEE, Angular JS for developing its online portal application?	MSP to design solution as per architectural principles and requirements defined in RFP
737	ANNEXURE – FRS - CORE	5	2. Online Portal	2. Online Portal	What is the expected total number of users of the online portal? Also what would be the concurrent number of users?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
738	ANNEXURE – FRS - CORE	5	2. Online Portal	2. Online Portal	What are the internal applications and 3rd party products, which must be integrated with the new portal?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
739	ANNEXURE – FRS - CORE	5	2. Online Portal	2. Online Portal	What search facility is currently available? Should the search functionality span across various sources like databases, portals, file servers and email?	Across Port EBS
740	ANNEXURE – FRS - CORE	5	2. Online Portal	2. Online Portal	What is PCS portal? Can you please expand the line "The portal shall integrate seamlessly with PCS portal" -- meaning what data/information from PCS portal would be presented through the new portal?	Refer to Corrigendum for details on PCS. Detailed process flow shall be made available to successful bidder during implementation
741	ANNEXURE – FRS - CORE	5	2. Online Portal	2. Online Portal	Will be portal be accessed by wireless devices? If yes, which functions will be available on the wireless device? Also could you please specify the devices (for example 5 inch smartphone, 10 inch tablet) on which the new portal is likely to be accessed by the users?	Yes. Portal will be accessed by wireless devices. Functionality as defined in Annexure - FRS. Devices expected are smart phones and tablets
742	ANNEXURE – FRS - CORE	154	10) Electronic Office Work (EOW)	10) Electronic Office Work (EOW)	What kind of Content Management server is currently being used? If none is being used currently, is one planned for future use? Are you looking at a COTS product like Oracle WebCenter Content or any other open source products?	Refer to Existing system details and Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
743	ANNEXURE – FRS - CORE	154	10) Electronic Office Work (EOW)	10) Electronic Office Work (EOW)	What is the approval process for new content into the system? For example, author and editor revisions or some other workflow.	Refer to Annexure - Functional Requirements Specifications. Detailed process flow shall be provided with the successful bidder
744	ANNEXURE – BOM		Pg 3 of 11	Table CCI.Central Compute Infrastructure	What is the purpose of these servers e.g. Production or non Production and for which applications ?	MSP to design solution as per architectural principles and requirements defined in RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
745	ANNEXURE – BOM		Pg 3 of 11	Table CCI.Central Compute Infrastructure	What is the rationale behind the server counts mentioned ?	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
746	Volume 1, 3, Sub-Contracting	13 / 314	2.3 (iii) / 25 (3)	Bidder Liability for acts of sub-contractor	Bidder would like to submit and clarify that Bidder shall not be responsible for liabilities (including liability for acts of sub-contractor) caused by actions or inactions of IPA.	Tender condition shall prevail
747	Volume 1, Right to vary Scope of Contract	14	2.7 (i) (ii)	Any claims by the bidder for adjustment must be asserted within 30 days from the date of bidder's receipt of IPA's change order.	Any request for change will needed be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. A 30 days timeline may not work for all changes proposed by IPA and the Bidder requests 30 days to be replaced with "reasonable time period"	Tender condition shall prevail
748	Volume 1, Commercial Bid Evaluation	43	4.7(ii)	Prices quoted indicating total price for all the deliverables and services must be fixed and final and should remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever.	Bidder will monitor the cost components related to this assignment. At each milestone and at the time of periodic reviews, in case of variances against its budget for reasons not attributable to Bidder like delays in inputs/approvals by the IPA, non-availability of facilities at the IPA, increase in the scope of the agreed Change-Requirements or increase in the IPA's Implementation support requirements etc., Bidder will bring this to the attention of IPA. All such cost increases will be discussed and mutually agreed upon. Bidder will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in the proposal.	Tender condition shall prevail
749	Volume 1, EMD	67	8.4	PQ Form 4 - Proforma for EMD	Bidder would like to add the following bank clause as last para in the EMD format: THIS IS A STANDARD CLAUSE THAT IS INCORPORATED BY ALL BANKS. "Notwithstanding anything contained herein: - Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only. - This bank guarantee shall be valid up to <Insert Expiry Date> - It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date> failing which our liability under the guarantee will automatically cease.	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
750	Volume 1, Performance Bank Guarantee	99	9.2	Sample Form 2 - Performance Bank Guarantee	<p>Bidder would like to add the following clause in the Sample Form 2: THIS IS A STANDARD CLAUSE THAT IS INCORPORATED BY ALL BANKS.</p> <p>"This Bank Guarantee issued by _____ Bank, on behalf of MSP in favour of IPA is in respect of a new Contract dated _____.</p> <p>As communicated by MSP on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to MSP, in respect of pervious contracts between MSP and IPA</p> <p>As communicated by MSP on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between MSP and IPA."</p>	Refer to Corrigendum
751	Volume 2, Ownership and License	144	2.2.1.3 (a)	Ownership and license	<p>1. Bidder would like to submit that IPA shall have ownership to only such bespoke software, POS &amp; ERP solutions created specifically and exclusively for IPA and not all. 2. Bidder requests deletion of the entire second line in 2.2.1.3(a) as it is not feasible for procuring everything in the name of IPA and restricting the software usage.</p>	Tender condition shall prevail
752	Volume 2, Cloud enabled DC Operations and Administration	245	17 (a)	Uptime requirement of 99.5%	<p>Bidder requests IPA to take into account the time lost due to any of the following reasons while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to IPA such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Supplier's consent and/ or failure to maintain the site as required by MSP; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by IPA; (MSP may also request IPA for a shutdown for maintenance purpose, which request will not be denied unreasonably by IPA); (g) Time taken for booting the system (h) Time lost due to unavailability of links.</p>	Tender condition shall prevail
753	Volume 2, 3, Solicitation of Employees	278 / 313 / 329	6.3.5 (a) / 25(b) / 5.3	Solicitation of Employees	<p>Bidder would like to submit that there is an inconsistency in positions, with respect to Solicitation of Employees clause, between the RFP and the related agreements. Bidder would like to submit that IPA will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising therefrom.</p>	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
754	Volume 3, Representation and Warranty of Bidder	289	6(1)(h)	Entire Section	While Bidder is in principle acceptable to the representation and warranties specified, it would like to qualify few warranties by adding qualifiers like "to its best knowledge"	Tender condition shall prevail
755	Volume 3, Invoicing and Settlement	296	13(2)(c )	Payment terms of 60 days	Bidder would like to submit that all invoices and bills raised by Bidder will become due for payment within thirty (30) days of presentation. All payments are to be made by demand draft/cheque favouring TATA CONSULTANCY SERVICES LIMITED. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by BUYER and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.	Tender condition shall prevail
756	Volume 3, Taxes	298	13(3)(a&b)	Payment of taxes	1. Bidder would like to submit that all fees payable to Bidder are exclusive of any sales, use, value added tax, service taxes or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, IPA shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from IPA. Each party is responsible for its own income taxes, corporate taxes and franchise taxes. 2. Bidder would like to further submit that it shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Bidder.	Tender condition shall prevail
757	Volume 3, Acceptance of Deliverables and Testing	303	14	Deemed Acceptance	Bidder would like to clarify that a deliverable shall be treated as accepted by IPA if IPA starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).	Tender condition shall prevail
758	Volume 3, Termination and Suspension	302	15(b)	Termination for convenience	Bidder would like the section to provide for mutual termination for convenience rights by giving the other party not less than ninety (90) days written notice of termination	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
759	Volume 3, Indemnification and Limitation of Liability	304	16	Entire Section	<p>1. Bidder requests IPA to make the indemnity provision mutual and warrant that that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties.</p> <p>2. Bidder further requests considering revising the liability cap to not exceed the total amount paid to Bidder by the BUYER in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).</p> <p>3. Bidder would like to clarify that the proposed cap specified in point 2 above shall not apply to any liability for damages arising from (a) wilful misconduct or (b) indemnification against third party claims for infringement.</p>	Tender condition shall prevail
760	Volume 3, Confidentiality	308 / 342	18 / Annexure G	Confidentiality	<p>1. Bidder requests the confidentiality obligations in Section 18 to be made mutual and right reference to sections are made.</p> <p>2. Bidder further requests Annexure G template be made exhaustive to define each party's rights, obligations, remedies and exclusions.</p>	Tender condition shall prevail
761	Volume 3, Intellectual Property Rights	309	20	Entire Section	<p>Bidder would like to clarify that all intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and the IPA shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of IPA the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. Similarly all the Intellectual Property Rights (IPR) in the 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/ Bidder's licensor and IPA shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p>	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
762	Volume 3, Warranty	310	21	Entire Section	Bidder requests IPA to define the terms "System", " Goods" referred to in the Section 21. Bidder would like to submit and clarify that Bidder shall warrant that the Deliverables shall meet the requirements as specified in the detailed Specifications of the relevant Deliverable. Upon receipt of notification from IPA of any defect in the Deliverable arising due to the reasons solely and entirely attributable to Bidder under this warranty, Bidder shall remove the 'defect' in the Deliverable. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the BUYER. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications.	Refer to corrigendum for definitions.  Tender condition shall prevail
763	Volume 3, Assignment	314	25(4)	Entire Section	Neither Party shall be entitled to assign or transfer all or any of its rights, benefits and obligations under this proposal without the prior written consent of the other Party	Tender condition shall prevail
764	Volume 3, Definitions	319	27	Entire Section	Bidder requests for definition of the terms "System", "Goods", "Data", and "Bespoke Software". Bidder would like to retain its rights to modify the definition of "Deliverables", "Software", "Services" and other relevant definitions around services based on the verbiage proposed by IPA.	Refer to Corrigendum
765	Volume 3, Employees	328	5.2	Transfer of contract of employment	Bidder would request deletion of this entire section as it has invested a lot on engaging its employees and solicitation of any form would affect its interests in entirety.	Tender condition shall prevail
766	Volume 3, Audit Access and Reporting	332	Schedule 4	Audit	Bidder requests auditor's compliance to Bidder's reasonable security when conducting audit and the audits to be conducted at IPA's cost.	Tender condition shall prevail
767	Volume 3, Terms of Payments and Penalties	347	10.1 (a)	Penalty	Bidder requests IPA to consider revising the maximum penalty to be levied to 5% of Quarterly Pay-out and in no event the overall punitive penalty shall exceed 1% of the total contract value. Bidder would like to further submit that it shall not be liable for any penalties if the performance or delay issues is caused by actions or inactions of IPA or attributable to IPA.	Tender condition shall prevail
768	Volume 1, 2.1-General	11	2	The tenure of the contract of the successful bidders shall be for a term of Implementation Period plus 5 years of Operations & Maintenance phase (“the Term”). IPA reserves the right to extend the contract by 2 years on the same terms & conditions and on the contract prices decided pursuant to this tender for each cluster	Bidder requests that the contract prices for the extended period of 2 years may be mutually discussed and then decided for each cluster.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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769	Volume 1, 2.7 Right to Vary Scope of Contract	14		IPA may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services or scope of the Contract as specified.	Bidder requests that in case of changes in scope and quantities / specifications to be supplied, the costs of the same should be mutually discussed and decided based on the then prevailing market conditions and prices in the market.	Tender condition shall prevail
770	Volume 1, 4.7 Commercial Bid Evaluation	43	iii	The bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. IPA reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.	Bidder requests that the bid be submitted <b>exclusive of taxes</b> in view of the impending changes in the Indirect Tax regime in India and introduction of GST in India. Taxes, cess, levies etc. should be payable by IPA on actuals as per the applicable laws and regulations at the time of invoicing.	Tender condition shall prevail
771	Volume 1, 4.7 Commercial Bid Evaluation	44	Xv	All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates through the validity of the bid and contract. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable. Any other charges as applicable shall be borne by the Bidder.	Bidder requests that any changes in taxes/levies, including any additional taxes/levies due to change in tax rates etc. during the course of the project, will have to be reimbursed to the Bidder on actuals. All additional taxes and levies have to be borne by IPA.	Refer to Corrigendum
772	Volume 1, 4.8.4 Performance Bank Guarantee	46	iii	An amount equivalent of 10 % of total contract value shall be payable by the bidder. All charges whatsoever such as commission, etc. with respect to the Performance Bank guarantee shall be borne by the bidder.	Bidder requests that the PBG be capped at 5% of the Contract Value.	Tender condition shall prevail
773	Volume 1, 4.8.4 Performance Bank Guarantee	46	iii	An amount equivalent of 10 % of total contract value shall be payable by the bidder. All charges whatsoever such as commission, etc. with respect to the Performance Bank guarantee shall be borne by the bidder.	Bidder requests that the PBG be allowed to be furnished every year for the value of the contract to be executed in that year(residual value of contract)	Tender condition shall prevail
774	Volume 1, 6 Payment Terms	50	Note	Ports are expecting significant reduction in the number of employees due to retirement in the coming years. Due this the requirements for software licenses and related infrastructure shall have to be reduced accordingly. In such scenario, certain software licenses / infrastructure shall be surrendered and payments related to these will be readjusted accordingly. The bidder is expected to keep a note of the same.	- Bidder requests that data relating to the yearly reduction in the number of employees, as envisaged by IPA over the project duration, be shared with the bidders. - Bidder requests that return of licenses / infrastructure is not acceptable as the assets would be transferred to IPA/ports and therefore no reduction in MSP's payments should be made by IPA due to retirement of employees.	Refer to Corrigendum
775	Volume 1, 6 Payment Terms	50	Note	Cafeteria model envisages that a particular port may opt for additional components during the contract period. Unit rates of these components are being discovered as part of the price bid. The bidder will be expected to provide these components at the discovered unit rate as per the price bid.	Bidder requests that there should be a timeline mentioned within which additional quantities can be requested by IPA at the discovered unit rate. This is because the prices are expected to change significantly over the project execution period.	Refer to Corrigendum
776	Volume 1, 6 Payment Terms	50	Note	Bidder must factor in a ±15% in the minimum indicative quantity for port-specific infrastructure as indicated in the Volume II of this tender	Does the statement mean that the price quoted by the MSP should be able to absorb the additional cost of up to +15% variance in quantity? Pls confirm. Similarly if there is a -15% variance, then that money would be gained by the MSP? Pls confirm.	Refer to corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
777	Volume 1, 6.2 Payment terms for a port	54		Payment terms	Bidder proposes a mobilisation advance of 10% of the Contract value at the start of the project.	Refer to Corrigendum
778	Volume 1, 6.2 Payment terms for a port	54		Payment terms	Bidder proposes that for supply items, payment be made of 100% of the money against delivery of all kinds of supply items such as licenses, storage infrastructure etc.	Refer to Corrigendum
779	Volume 1, 6.2 Payment terms for a port	54		Payment terms	The Payment terms stated in the RFP are very complex and difficult to understand. Bidder requests that the Payment terms should be simplified and shared in a simpler and more structured manner which is easier to comprehend. Bidder also requests that a separate session should be organised by IPA to explain the Payment terms to all the bidders so that there is no confusion.	Refer to Corrigendum
780	Volume 1, 6.2 Payment terms for a port	55		Payment terms - APP3	Bidder requests that 100% of the payment for Installation/ Configuration/ Customization/ Development (Including Data Migration/ Interfacing) should be made to the Bidder by the end of Phase I (T+15).	Refer to Corrigendum
781	Volume 1, 6.2 Payment terms for a port	56		Payment terms - INF 1 - Procurement of Required compute and Storage Infrastructure (including end user computing and Port Specific Server Room Infrastructure)	100% payment to be made on Delivery of procured items	Refer to Corrigendum
782	Volume 1, 6.2 Payment terms for a port	57		NWI.1 - Procurement of Required Networking Infrastructure	100% payment to be made on Delivery of procured items	Refer to Corrigendum
783	Volume 1, 6.2 Payment terms for a port	57		NWI.3 - Set-up of Network Infrastructure and Readiness for network availability	Bidder requests that 100% of the payment for Set-up of Network Infrastructure and Readiness for network availability should be made to the Bidder by the end of Phase I (T+15).	Refer to Corrigendum
784	Volume 1,, 6.2 Payment terms for a port	58		CIH PSR NWI PSC PIH PCC TRI EUC DIC- Operations Centre (Implementation Cost)	100% payment to be made by end of Phase I - (T+15)	Refer to Corrigendum
785	Volume 1, 6.2 Payment terms for a port	58		MAS.1 - Man-Power Deployment for Project Implementation as per tender	100% payment to be made by end of Phase II - (T+18)	Refer to Corrigendum
786	Volume 1,, 7.1 Bidder / Managed Service Provider	62	iv	Insure the entire hardware against the infrastructure deployed at various locations for the entire duration of the contract against vandalism, theft, fire and lightening.	Bidder requests that since delivery of hardware at customer location will result in transfer of ownership to IPA, therefore all subsequent Insurance should be taken by IPA.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
787	Volume 3, 13) FINANCIAL MATTERS Invoicing and Settlement	296	c)	Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to subject to deduction of applicable liquidated damages and/or service credits/debits.	Bidder requests that payments should be made by IPA within 30 calendar days from the receipt of invoice.	Tender condition shall prevail
788	Volume 3, 13) FINANCIAL MATTERS Invoicing and Settlement	296	b)	The Managed Service Provider shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the charge relating to such Service is (i) authorized or (ii) incurred, whichever is later.	Bidder requests that this clause should be deleted as the MSP's right to raise invoices for a rightful charge should not be time barred or restricted by IPA.	Refer to Corrigendum
789	Volume 3, 21) WARRANTY	310	21 g	If the MSP fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within a reasonable time period, IPA may, following notice to the MSP, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by IPA in connection with such work shall be paid to IPA by the MSP or may be deducted by the IPA from any amount due to the MSP.	Bidder requests that the such contract to a third party should not be given unilaterally by IPA but should be discussed with the MSP so that the scope, costs and charges can be discussed and agreed upon. The MSP should have complete visibility of the charges and the scope of work being executed by the third party and consent of the MSP should be taken.	Tender condition shall prevail
790	Volume 3, 14) ACCEPTANCE OF DELIVERABLES AND TESTING	299	14 (a) i	The Managed Service Provider may submit interim drafts of written Deliverables (e.g., system designs and documentation) to IPA for review. IPA agrees to review each interim draft within a reasonable period of time after receiving it from the Managed Service Provider.	Bidder requests that "reasonable period of time" may kindly be quantified in number of hours and/or days as this will help to manage the project timelines better.	Tender condition shall prevail
791	Volume 3, 21) WARRANTY	310	21 (d)	Component Period Hardware Till the end of Agreement COTS Software 6 Months post completion of the agreement Bespoke Software 6 months post completion of the agreement	- Bidder requests that Hardware warranty will be given as per the OEM's warranty policy for the period as specified by the OEM. - Bidder requests that regarding COTS software, the warranty would be provided as per the OEM's Warranty policy for the period as specified by the OEM. - Bidder requests that regarding the Bespoke Software, warranty will be provided till the END of the Agreement.	Tender condition shall prevail
792	Volume 3, 21) WARRANTY	311	21 (i)	Items substituted for defective parts of the System during the Warranty Period shall be covered by the Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater.	Bidder requests that the words 'whichever is greater' be replaced with 'whichever is lesser'.	Tender condition shall prevail
793	Volume 3, 22) LIQUIDATED DAMAGES	311	(a)	Time is the essence of the Agreement and the delivery dates are binding on the MSP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the MSP, in meeting the deliverables, IPA shall be entitled at its option to recover from the MSP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract value.	Bidder requests that the cumulative amount of liquidated damages be capped to 5% of the total contract value.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
794	Volume 3, 2. TRANSFER OF ASSETS	327	2.3 (ii)	All risk in and title to the Assets to be transferred / to be purchased by IPA pursuant to this Article shall be transferred to IPA, on the last day of the exit management period.	Bidder proposes transfer of ownership of assets to IPA/Ports immediately upon delivery at customer site.	Refer to Corrigendum
795	Volume 3, 10.1. Details of SLA Penalty Mechanism and Calculations	347		Details of SLA Penalty Mechanism and Calculations	Bidder understands that the total penalty that can be levied by IPA for this contract - including SLA non compliance, any liquidated damages etc. will be up to a maximum of 10% of the total contract value. Please confirm whether the understanding is correct.	Refer to Volume III Liquidity damages and SLA penalty Mechanism and Calculations
796	Volume 3, 10.1. Details of SLA Penalty Mechanism and Calculations	349	Parameter 2	Penalty of Rs. 5,00,000 per substitution of resources whose CVs have been provided along with the technical bid	Bidder proposes that such penalty should not be levied if the MSP provides a CV of equal or better quality and qualification.	Tender condition shall prevail
797	Volume 1, 3.4.3 Deviations and Exclusions	22		Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the tender. No Deviations and Exclusions to the tender are allowed. In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Dean, IPA shall be applicable.	Bidder requests that there are several clauses in the RFP that are not acceptable and deviations should be allowed while submitting the response to the RFP. Also - it is requested if a separate session can be organised by IPA to discuss all the deviations that the Bidders may have.	Tender condition shall prevail
798	4.8 Track 6: Operationalize port specific Service Centre, Call Centre and IT Helpdesk	222	4.8.2 Establishment of IT Helpdesk	MSP is expected to set up, operationalized and maintain Central IT Helpdesk and Port Level IT Helpdesk for all ports. IT Helpdesk would provide services for resolution of issues, problems pertaining to EBS system application, hardware, Network, End user computing devices etc.	MSP is required to setup a helpdesk for that we will need to know the end users of that system as well as the load expected to decide (seating capacity, number of support staff,etc)	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
799	4.9 Track 7: Training and capacity building	233		b. Average age at each of the ports is above 50 years, considering this MSP is expected to design a robust change management – training and capacity building program for the ports c. MSP will be expected to conduct a large number of trainings for the various types of users to enable easier adoption to the new systems	In order to compute sizing requirement of training Infrastructure, we would need the number of users required to be trained (for determining size of computer lab) and whether it has to be setup at a centralized location/ online or hybrid.	Training to be given via Port Training infrastructure Training will have to be carried out as per change management plan as mutually agreed with ports Refer to Corrigendum for number of users

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
800	4.3 Track 3A: Infrastructure setup for Data Centre, BCP/DR and Port On premise site	195	4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	a. The MSP shall be responsible for procurement, supply and installation of entire ICT infrastructure required for setting up and operations of the envisaged solution. The ICT infrastructure includes data centre, disaster recover, near data centre, networking infrastructure, client side computing devices including desktops, thin clients, printers, scanners, handheld devices, related system software, other software and any other related IT infra required for running and operating the envisaged solution. The IT infra procurement will be planned considering the below factors: i. Minimum impact to business operations continuity ii. Maximum availability of services to users iii. Near zero data loss	In order to provide entire ICT infrastructure, necessary hardware and determining the specifications, we wish to know What is the peak load to be expected? And year on year increase expected, number of users expected.	Transaction details are provided in Existing system details. Refer to corrigendum for further details
801	Generic Query	NA	NA	Testing of Application	Requesting you to kindly consider only industry standard tool or tool available in Gartner leader's quadrant to test application quality and performance as well as test management tools is also recommended to be used for traceability, visibility and collaboration.	Tender condition shall prevail
802	Generic Query	NA	NA	Testing of Application Performance Testing	1) Kindly share the expected number of concurrent users & Peak users . 2) As user can communicate to this portal via different ways ie internet, Mobile then network will play a critical role as we know that we encounter packet loss and jitter across various network which effects application performance. We should also consider network virtualization solution to be used so we test application with real network conditions. This is a very important requirement for all projects.  Not Clearly mention in RFP and MSP also cant suggest the same. Hence Confirmation required from IPA end. Kindly Confirm.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
803	Generic Query	NA	NA	Testing of Application	Automation tool should be used to test web as well as Mobile apps faster on different devices working on different network conditions and screen sizes. Manual process is huge time consuming. Not Clearly mention in RFP and MSP also cant suggest the same. Hence Confirmation required from IPA end. Kindly Confirm	Bidder is expected to propose appropriate solution that meets requirements of the project
804	Generic Query	NA	NA	Testing of Application	The testing of the portal should include testing on 2G, 3G and 4G mobile internet speeds  Please confirm if understanding is correct.	As per RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
805	Generic Query	NA	NA	Enterprise Management Solution	Requesting you to kindly add a clause in corrigendum that All Enterprise Management Software Modules should be from same OEM vendor." This is required to have seamless integration between all EMS/ NMS tools.	Tender condition shall prevail
806	ANNEXURE_ExistingSystemDetails	44	8.4.2	Annexure T: Software Details	Is there any plan to rationalize the software portfolio? Other than the retained applications (Access Control, CCTV, Navigation, Control Systems, GIS, Hydrograph) what is the plan related to the other existing applications at port level? Will all of them be retired?	Refer to response for Query # 686
807	8.16.2 Tech Form 8.2 – Checklist for Additional Marks in Technical Criteria, Final_RFP	85		GARTNER- Classified as leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid. FORRESTER- Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid IDC- Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	During the technical evaluation, a vendor would be getting extra marks if the product proposed by him is present in the top two quadrants of Gartner i.e. Leaders and Challengers. Similarly, top two categories in the Forrester Wave (i.e. Leaders and Strong Performers) should also be included in this additional marks criteria. Therefore, we request you to modify this point as:  FORRESTER- Classified as leaders/Strong Performers as per latest Forrester’s wave in the last one year as on day of submission of bid.  Please confirm.	Refer to Corrigendum
808	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	RFP talks about various types of users that are expected to access the system. Please also clarify the total number of corresponding to each category who will be accessing the POS, ERP, e-Office and Auxiliary Solutions.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
809	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	Please specify the concurrency level of users who will be accessing the POS, ERP, e-Office and Auxiliary Solutions.	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
810	2.1 Functional Landscape, Final_RFP	131	1. User group	This component refers to the various types of users that are expected to access the system.	There would be an On Premise Back up Site that would be set up at each port. In order to size the hardware for this site at each port, please provide the number of users accessing the POS, ERP, e-Office and Auxiliary Solutions and their concurrency at each port.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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811	2.2 Application Landscape, Final_RFP	156	2.2.6.3 Workflow and business rules engine	The business rules engine should enable the provisioning of an easily configurable layer for the systems which enables the business users (super / administrative users) to make changes to the business rules governing port operations as per government mandate.	<p>As per mentioned in the RFP document, IPA needs the capability of Inbuilt configurable rules engine as part of Workflow Solution. So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> <li>1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.</li> <li>2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.</li> <li>3) Solution should have the capability to deploy rules as the web service.</li> <li>4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”.</li> <li>5) Audit logging of changes/modifications done in the rules.</li> </ol> <p>Please confirm.</p>	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
812	4.10 Track 8: Data Migration, Final_RFP	228	1. Requirement Analysis for Migration	MSP will be required to carry out migration of data, business rules, checks, etc. as required for functioning of the solution. Data migration including entry and validation of legacy data, and porting is the responsibility of the MSP. MSP needs to migrate complete legacy records available in electronic format. Data shall be migrated from the current application and media to the new application prior to the ‘go-live’ of the respective location.	Please provide the volume and format of data to be migrated.	Refer to RFP Annexure - Existing system details and updates in Corrigendum Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
813	4.10 Track 8: Data Migration, Final_RFP	231	6. Scanning, Indexing and Storing of Port Documents	<p>MSP should ensure the following quality checks in the document:</p> <ul style="list-style-type: none"> <li>• The Image should not be too dark / too light.</li> <li>• The Image should not have been captured under improper lighting.</li> <li>• The Image should not have been cropped from any side.</li> <li>• The orientation of the image should be right.</li> </ul>	<p>As digitization is one of the requirement of the project so our understanding is that the proposed solution for digitization/ scanning should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. so that the quality of digitized data is ensured.</p> <p>Please confirm our understanding.</p>	Refer to Corrigendum
814	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live, Final_RFP	239	9. Compliance to Standards and Certifications	Workflow-WFMC/BPM Standard	<p>With this our understanding is that Workflow Management System should be compliant to various industry level BPM Standards like WFMC, BPMN and BPEL.</p> <p>Please confirm.</p>	As per RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
815	10) Electronic Office Work (EOW), Annexure_FRS_Core	155	EBS.EOW.41.	The s/w should support direct import of electronic documents of commonly available office suites like MS office, Open office, star office, PDF, single static images (e.g. JPEG, GIF, TIFF), documents produced by text editors; emails and attachments; audio and video files;- CAD files;- XML and HTML documents etc.	Please confirm if the Star Office Suite is installed and used by the Port users or is it a generic requirement.	Refer to RFP Annexure - Existing system details
816	10) Electronic Office Work (EOW), Annexure_FRS_Core	159	EBS.EOW.105.	The system should provide connector to common office suite (MS Office, Open Office, Liber Office) tools so that users can directly access repository from office suite menu options.	Please confirm if the Liber Office Suite is installed and used by the Port users or is it a generic requirement.	Refer to RFP Annexure - Existing system details
817	Document Management System, Annexure_FRS_OtherSystems		Point no 14	The proposed system should have centralized repository and allow users to drag and drop content into the repository. The common integrated repository should be able to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc.	The FRS for Other Systems already has a separate specifications for Portal. Web Content Management would be part handled at Portal only. However, management of documents, digital content, images, records, etc. would be done by Document Management System.  Please confirm.	MSP to design solution as per architectural principles and requirements defined in RFP
818	Payment terms	50	6.1	Payment terms (Surrender of Software Licenses due to retirement of officials) (Clause no. 6.1 pg. no. 50 'Notes') – Surrender of software licenses is not possible once the supply is done. OEMs do not buy-back sold licenses. This is a show stopper for us. Kindly remove this clause.		Refer to Corrigendum
819		31	4.5	Pre-qualification of Port operation Solution (PoS) (clause no. 4.5 pg. no. 31 of vol-I) is asked to be Leader as per Gartner/Forrester/IDC reports, which is restrictive in nature and seems to be favouring to couple of OEMs only.		Tender condition shall prevail
820				We request you to kindly allow only sub-contracting with PoS solution vendors and no consortium to ensure single point liability with SI.		Tender condition shall prevail
821	Payment terms	40	4.6	Pre-qualification of ERP and Infrastructure components (clause no. 4.6 pg no. 40 of vol-I) are to be Leader as per Gartner/Forrester/IDC reports, which is restrictive in nature and seems to be favouring to couple of OEMs only.		Tender condition shall prevail
822				Functional Requirement Specifications of 'Identity Access Management' seems to be influenced by another RFP of Indian Bureau of Mines, Nagpur (recently concluded).		No clarification required
823				Functional Requirement Specifications of 'Enterprise Management System' seems to be influenced by another RFP of Indian Bureau of Mines, Nagpur (recently concluded).		No clarification required

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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824				Functional Requirement Specifications of 'Document Management System' seems to be influenced by another RFP of Indian Bureau of Mines, Nagpur (recently concluded). Even the terminologies like "IBM/MTS users" (Indian Bureau of Mines/ Mines Tenement System – pt no. 23) are used in IPA RFP which are not relevant to your case.		No clarification required
825				Functional Requirement Specifications of 'Workflow' seems to be influenced by another RFP of Indian Bureau of Mines, Nagpur (recently concluded). Even the terminologies like "IBM/MTS users" (Indian Bureau of Mines/ Mines Tenement System – pt no. 5) are used in IPA RFP which are not relevant to your case.		No clarification required
826	Vol 2	5.1	Item 1 / A: Project Implementation Timelines	Wave 1: T + 6 months: Implementation of port operations modules	Considering diverse locations, unique requirements customisations for different ports, the time of 6 months is insufficient. We request to increase to 12 months. We will also assume that the process defined during kick-off will be signed-off within 15 days from submission and same won't change till go-live.	Tender condition shall prevail Assumption not valid
827	Vol 1	Page 30	Pre-qualification criteria for Port Operations Solution (POS) Provider	Integration capabilities: At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions. These include: · Classified under leaders or challengers quadrant as per latest Gartner's report in the last one year as on day of submission of bid OR .....	Request to clarify, whether this requirement is for ERP or POS or the citation mentioned. We would like to mention that such reference may not be available for many, if not for any POS solution or credentials. Request to change as below: "Integration capabilities: At least 5 projects where POS solution has been integrated with any ERP solutions."	Refer to Corrigendum
828	Vol 1	Page 30	Pre-qualification criteria for Port Operations Solution (POS) Provider	The POS solution should have been successfully implemented in at least 5 ports / terminals covering following over the last TEN years as on last date of bid submission. a. Marine Operations b. Cargo Operations involving different types of cargo Break-bulk OR Bulk OR Cargo OR Liquid	Considering the complexity of operation between container and bulk terminals, criteria does not have to be limited to bulk OR break-bulk OR Cargo OR Liquid. Request to change the criteria as below: "The POS solution should have been successfully implemented in at least 5 ports / terminals covering all or part of following over the last TEN years as on last date of bid submission. a. Marine Operations b. container operation c. Cargo Operations involving different types of cargo Break-bulk OR Bulk OR Cargo OR Liquid"	Refer to Corrigendum
829	Vol 2 - Track 8: Data Migration	230	4.10 pt # 5	5. Migration of Existing Scanned Data:	Request to provide approx. scanned volume for migration with file format TIFF/PDF.	Refer to RFP Annexure - Existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
830	Vol 2 - Track 8: Data Migration	231	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	(1) Please specify approx. percentage of documents in loose sheets & in hard bind book state from total volume.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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831	Vol 2 - Track 8: Data Migration	231	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	(2) In case documents are in hard bind book state then are we allowed to unbind for the purpose of ADF scanning.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
832	Vol 2 - Track 8: Data Migration	231	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	(3) What is average pages per file/record for scanning.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
833	Vol 2 - Track 8: Data Migration	231	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	(4) Please specify approx. percentage of physical document condition like torn or fragile or mutilated state.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
834	Vol 2 - Track 8: Data Migration	231	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	(5) Kindly provide approx. metadata entry fields per file/record along with average characters per field for archival/retrieval from DMS server. Also specify language of metadata entry if other than English.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
835	Vol 2 - Track 8: Data Migration	231	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	(6) On which page of the file/record, metadata entry information will be available like first page or specific page or any page.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
836	Vol 2 - Track 8: Data Migration	231	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents - The space and furniture (table, chairs, etc.)	(1) What are other required infrastructures provided by IPA to carry out digitization activity like Electricity wiring, LAN, Connectivity (for document uploading), Air conditioned environment and facility management services like drinking water, cleaning of premises, washroom etc.	Main wiring, drinking water, cleaning of premises, washrooms shall be provided by ports.  Internal room wiring, LAN, connectivity, etc is expected to be setup by MSP as per requirements of the project
837	Vol 2 - Track 8: Data Migration	231	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents - d. Page size of the physical file can vary across departments.	(1) Please specify approx. percentage of each document size from total volume like A4/A3/A2/A1/A0 etc.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
838	Vol 2 - Track 8: Data Migration	232	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents - k. Two copies of the scanned data (and metadata) shall be provided in DVD. One copy should be provided to the department / office where scanning is performed. Another copy should be used by the vendor to upload the scanned files (and metadata file) in the centralized storage.	(1) Does it mean digitized data will only be uploaded into DMS server through DVD and connectivity for uploading will not be provided by IPA.	Connectivity to be provided by bidder. Bidder is expected to propose appropriate solution that meets requirements of the project

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
839	Vol 2 - Track 8: Data Migration	232	4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents - k. Two copies of the scanned data (and metadata) shall be provided in DVD. One copy should be provided to the department / office where scanning is performed. Another copy should be used by the vendor to upload the scanned files (and metadata file) in the centralized storage.	(2) As mentioned in tender there are 6 locations where scanning/digitization activity will be carried out, so please specify that digitized data will be uploaded into Centralized DMS Server.	Digitized data to be updated into port-specific instance of EBS
840	Vol 2 - 5 Project Implementation timelines	253	5	5.2 Project milestone plan  #8. Data Migration - T + 2 months	As per our understanding, already scanned data migration and physical document scanning/digitization will be completed in 2 Months. Please clarify our understanding.	Refer to Implementation timelines pt. 8, 18 & 25
841	Annexure_BOM	1	7	7.1 Summary of BOM	As per our understanding document digitization will be carried out from six ports in India i.e. Mumbai, Kolkata, Haldia, Kandia, Paradip and Chennai. Please clarify our understanding.	Refer to Bill of Material and updates in corrigendum
842	IPS		11	The IPS should detect intrusion attempts like unauthorized access attempts, pre-attack probes, suspicious activity, DoS, DDoS, vulnerability exploitation, brute force, hybrids, and zero-day attacks.	Customer is already looking for a dedicated DDOS solution, then why the same is needed on IPS.	MSP is expected to propose a complete solution to deliver the technical and functional requirements.
843	IPS		13	The IPS should support Active/Passive and Active/Active for the appliance for High Availability to ensure no session drops.	Appliance should support active/ passive or active-active deployment for HA.	Refer to corrigendum for revised security requirements
844	Anti-APT		1	As a security best practice, the APT, Firewall and IPS solutions must be from a different OEMs.	Point Requested to be removed as any vendor who can promote 99% efficacy should be allowed to bid all products if he has them so as to have cohesions among solutions rather than silos.	Refer to corrigendum for revised security requirements
845	Anti-APT		3	The proposed solution should perform dynamic real-time analysis of advanced malware on the appliance itself to confirm true zero-day and targeted attacks. No information should be sent to third party systems or cloud infrastructure system for analysis and detection of Malware.	The proposed solution should perform dynamic real-time analysis of advanced malware to confirm true zero-day and targeted attacks. No information should be sent or cloud infrastructure system for analysis and detection of Malware. using dedicated Sandbox can provide protection against Sandbox aware malware. Which is not there if it is being running on the same appliance.	Refer to corrigendum for revised security requirements
846	Anti-APT		11	The proposed solution should be able to send both summary notifications and detailed per-event notifications utilizing the protocols (SMTP, SNMP, or HTTP POST) and standard formats (e.g. JSON and XML).	Need to remove JSON, XML is supported.  JSON is not supported	Refer to corrigendum for revised security requirements
847	Anti-APT		15	The proposed (file malware protection) solution should have the ability to be deployed in the following modes; on-demand scanning and continuous scanning.	Remove on-demand scanning Malware file scanning should always be continuous scanning. As in case of on-demand some files coming over non-standard or not defined ports will be bypassed	Refer to corrigendum for revised security requirements
848	Anti-APT		16	The proposed solution should be able to support both Selective file scanning and off box scanning of hard drive for advanced malware threats.	What do you mean by off-box hard-drive scanning if it is scanning of files at end point. Then AMP at EP is required	Off box scanning means to scan an external hard drive or USB for zero day threats on demand for malware analysis within proposed solution.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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849	Anti-APT		17	The solution must be able to perform a pre-assessment scan of the file server offering information about the files hosted on the server.	What level of file information is required/what file information is required from initial scan	Refer to corrigendum for revised security requirements. File Share scanning solution before scanning file share, should be able to give pre-assessment about files resident on File Shares such as no. of files , type of files present on File Shares etc. so that administrators can take informed decisions before configuring scans
850	Anti-APT		18	The proposed solution should have the ability to scan and analyse emails to identify malicious attachments or URLs in real-time and quarantine emails with malicious attachments or URLs locally.	URL analysis in mail is not a Anti-APT capability. As embedded URL don't carry any file information. They are used to either redirect to a web-page or phishing domain Point more APT for ESA	Refer to corrigendum for revised security requirements
851	Anti-APT		19	The proposed solution should be able to scan servers that support CIFS and NFS protocol for sharing and transferring files.	Scanning of the server requires agent running on End Point. Thus kindly share the OS version and count of such machines. Network AMP can only look into files in transit.	Refer to corrigendum for revised security requirements
852	Anti-APT		20	The proposed solution should provide ability to create a quarantine share and move malicious files to that share as well as the ability to create a good share and the ability to move clean files to that share.	Please elaborate on the quarantine share/good share, Is it being referred to a repository of file or just a list of file name or md5/sha value list	Administrators should be able to define a custom quarantine share and map it to APT solution where bad files can be moved post analysis. Similarly capability should be there to move good files post scanning to a Clean Share for segregation of malicious vs non malicious files.
853	Anti-APT		22	The proposed solution should be able to analyse saved email (.eml) files by parsing and analysing them for malicious attachments, and quarantines them if any of the attached files are found to be malicious.	The proposed solution should be able to analyse saved email (.eml) files by analysing them basis behavioural indicators and quarantines them if found to be malicious. Since file would be stored at End Point. Thus it can only be analysed using the behavioural indicators. Requires AMP EP.	Refer to corrigendum for revised security requirements
854	Anti-APT		28	The solution should be able to identify malware present in network file shares and web objects (EXE, DLL, PDF, Microsoft Office Documents) Java (.jar and class files), embedded objects such as JavaScript, Flash, images etc. , compressed (zip) and encrypted (SSL) content.	Remove JavaScript  JavaScript is not supported on network AMP	Refer to corrigendum for revised security requirements
855	Anti-APT		32	The solution should support both inline and out of the band mode.	Remove the line as it is repeat of point 12	Refer to corrigendum for revised security requirements
856	Anti-APT		38	The solution should be able to conduct forensic analysis on historical data.	Please specify what historical data is being spoken about.	Refer to corrigendum for revised security requirements. APT solution should provide forensic artefacts post dynamic analysis of malware such as storing malicious malware object, MD5, detailed analysis reports to look for operating system changes and behavioural activities of malware object.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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857	Anti-APT		39	Dashboard should have the feature to report Malware type, file type, CVE ID, Severity level, time of attack, source and target IPs, IP protocol, Attacked ports, Source hosts etc.	CVE ID to be removed. As CVE ID is for vulnerabilities, and malware may not be a vulnerability but a software code or a threat (exhibiting only behaviour indicators)	Refer to corrigendum for revised security requirements
858	Anti-APT		4	The proposed solution should automatically detect and confirm multistage zero day malware and targeted attacks without prior knowledge of the malware.	Kindly elaborate on the definition of multistage zero day malware.	Refer to corrigendum for revised security requirements
859	Anti-APT		7	The proposed solution should have the ability to analyse, detect and block malware in common file formats including but not limited to executables, JAVA, PDF, MS Office documents, common multimedia contents such as JPEG, QuickTime, MP3 and ZIP/RAR/7ZIP/TNEF archives, 3gp, asf, chm, com, dll, doc, docx, exe, gif, hip, htm, ico, jar, jpeg, jpg, mov, mps, mp4, pdf, png, ppsx, ppt, pptx, qt, rm, rtf, swf, tiff, url, vbs, vcf, xls, xlsx, bat, cmd, js, wsf, xml, flv, wav, avi, mpg, midi, vcs, lnk, csv, rm, Hanword (HWP, HWT) to prevent advanced Malware and Zero-day attacks.	The proposed solution should have the ability to analyze, detect and block malware in common file formats including but not limited to executables, JAVA, PDF, MS Office documents, common multimedia contents.  Most of the file formats mentioned like Jpeg, 3gp, asf etc. are not supported at network AMP	Refer to corrigendum for revised security requirements
860				What is the Security Factored for or at the DNS layer for the out Bound Connections ? IF not what that is not being considered and how do you protect out bound connections after it leaves the Perimeter. It will also help in situations where data is traveling directly from Mobile Device to Cloud.	As per Gartner 25% of Corporate Data will travel directly from Mobile Devices to Cloud by the year 2018.	No clarification required
861				Why is Network Behaviour Anomaly Detection Not being Considered as a part of Security Infrastructure ? It will actually help reduce the time to detection of one of the compromised machines at any location.	How do you find out if one of the machine at any of the location starts broadcasting ?? I am sure without including Identity and Anomaly Detection solution you cannot reduce the time to detect as it will be done manually.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
862				Why is Identity and Secure Access and Unified Policy enforcement solution not included ? Identity and Policy Enforcement Engine along with Network Behaviour Anomaly detection should be provided to automate the discovery of rogue or compromised machines and corrective action taken on the fly .	How do you find out if one of the machine at any of the location starts broadcasting ?? I am sure without including Identity and Anomaly Detection solution you cannot reduce the time to detect as it will be done manually.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
863	Annexure_TRS_Infrastructure	NA	Router	Router should also support the following considerations	Router should have some compute resources to support network virtualization in future. Router should have snort based IPS functionalities Router should support native ODNs OEM should be a leader in Gardner ,magic quad.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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864	Annexure_TRS_Infrastructure		Core Switch	Shall have up to 1.2 Tbps switching capacity and the chassis should support to upgrade up to 3.5 Tbps switching capacity in feature. Shall have Min 800 Million pps performance for both IPv4 and IPv6	As per the general calculations, the Mpps value and throughput in Gbps does not coincide, should revise as per correct readings  As per the throughput requirement which is at MAX 3.5 tbps if we use a standard formula of having a packet of about 84 bytes considering all the overhead the Mpps rating for 3.5 tps should be $3.5 \times 10^{12} / 84 / 8 = 520$ Mpps which is way below the 800 Mpps mentioned, so either get the Mpps number reduced or the switching capacity increased.	Refer to Corrigendum
865	Annexure_TRS_Infrastructure			Suggestion	Call home feature should be there	Tender condition shall prevail RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
866	Annexure_TRS_Infrastructure		Distribution Switch	Shall have minimum 480 Gbps of switching capacity and Shall have up to 274 Mpps of switching throughput	As per the general calculations, the Mpps value and throughput in Gbps does not coincide, should revise as per correct readings  As per the throughput requirement which is at MAX 480 Gbps if we use a standard formula of having a packet of about 84 bytes considering all the overhead the Mpps rating for 480 Gbps should be $480 \times 10^9 / 84 / 8 = 71$ Mpps which is way below the 800 Mpps mentioned, so either get the Mpps number reduced or the switching capacity increased	Refer to Corrigendum
867	Annexure_TRS_Infrastructure		Access Switch(All Port requirements)	Shall have the capability to extend the control plane across multiple active switches making it a virtual switching fabric (or equivalent), enabling interconnected switches to perform as single Layer-2 switch and Layer-3 router	Vender specific , should be changed to switches being able to stack so as to operate as one unit	Refer to Corrigendum
868	Annexure_TRS_Infrastructure		Access Switch(All Port requirements)	Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) and and SP+WRR	The terms used are non - generic , should be out in cohesion with WTD and SRR.	Refer to Corrigendum
869	Annexure_TRS_Infrastructure		Wireless Controller	Shall support functionality to cluster (or equivalent) up to multiple controller modules and create a single virtual controller to provide an active-active high-availability infrastructure supporting up to 500 Access Points or Equivalent Wireless Controller Appliance support 500 Access Points in HA	request to Modify this point, oem specific, should be changed to the point where the controller can support up to 500 access point in HA.	Refer to Corrigendum
870	Annexure_TRS_Infrastructure		Wireless Controller	Shall support unlimited simultaneous users	the Statement is very Vague, as every hardware would have some limits	Refer to Corrigendum
871	Annexure_TRS_Infrastructure		Wireless Controller	Shall support per-user QoS and security services which follow users as they roam	should be changed as per the following now days In agile and fast IT environment, generally apps are prioritized as per the dynamic requirement, it can't be only user specific, request to change to dynamic QOS on infrastructure, deployed as and when required from a single console, on wired wireless and WAN side	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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872	Annexure_TRS_Infrastructure		Wireless Controller	Shall support virtual teaming of controllers to provide high availability, license pooling and management ease	OEM specific attribute, In HA generally it is 1+1 or n+1 and sometimes they might be on different location which is difficult in virtual environment.	Refer to Corrigendum
873	Annexure_TRS_Infrastructure		Wireless AP	Radio operation modes - Client access, Local mesh, Packet capture	This is a controller specific feature , and should be under controller not AP	Refer to Corrigendum
874	Annexure_TRS_Infrastructure		Wireless AP	Shall support dual-radio IEEE 802.11 b/g/n and 802.11a/n access point	This standard is very old and predates the current standard by about 5 years, should be changed to support 802.11ac Wave 2 which would be future proof for at least 5-7 years	Tender condition shall prevail
875	Annexure_TRS_Infrastructure		Wireless AP	Maximum Power rating of 12.95 W	This is cause it is suggesting a lower standard , and now as the standard has moved to 802.11ac wave 2 and provides higher performance, it requires higher power	Refer to Corrigendum
876	Annexure_TRS_Infrastructure		Wireless AP	Operating temperature - 0°C to 50°C	these ap's are indoor ap which generally operate b/w 0-40 ,and 50 indoor is too high.	Tender condition shall prevail
877	Annexure_TRS_Infrastructure		NMS	Centralized and Distributed deployment capability	Add plug and play deployments of devices including routers for all branches	Tender condition shall prevail
878			SAN Switch	Minimum 16 Active ports (each with minimum port speed 4Gb) within same switch upgradeable to 32 ports with minimum 2 no of additional 10GBPS FC ports.	Port speed 4Gb is very less as per latest technology it should be 16GB/8GB FC.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
879	Rack Server		Memory	512 GB PC3 ECC DDR4 RAM using 8GB DDR3 scalable to 1TB	DDR3 is older technology DIMMS now DDR4 DIMMS are latest technology. And also in order to get specified memory we have to go for higher dimms 32GB or 64Gb.	Refer to Corrigendum
880	Rack Server		Ethernet	Min. 4 network Port	Here we need the bandwidth required on ports 1gb/10gb.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
881	Rack Server		Bus Slots	Minimum of 2 PCI expansions/Mezzanine expansions. Bus slots should support for Dual/Quad Gigabit, Dual 10Gbps and Dual port 4x QDR Infinite band options for increased bandwidth and additional network port requirements.	The requirement of 4xQDR InfiniBand can be fulfilled by Cisco VIC 1387 Dual Port 40Gb QSFP.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
882			Diagnostics	Pre Failure Notification for all active and important components like processors, Memory, Hard drives, etc. and automatic calls logging.	Yes For Blade servers, in case of blade server all these features can be achieved with call home feature but for rack servers there is no call home feature only smart Net feature is there.	Tender condition shall prevail. If all rack servers are from a single vendor, solution for pre-failure notification will be available
883			Warranty	3 years warranty. Pre failure warranty on CPU, Memory & Hard disks with 6 Hrs. response and resolution.	we can give 24x7x4 support for 3 years but ask is for 6 hrs response and resolution. This is very vendor specific, resolution might depend on number of reasons, so asking for 6 hrs deadline for resolution is not justified.	Refer to Corrigendum
884	Scope of Work	177		New Clause to be added: The OEM should provide the specific Planning, Designing (OEM Low Level Design, Implementation planning, Device & network Configuration etc.) expertise to make sure that their supplied technology & products work as per the design objectives	Remarks/Justification: This is a critical & complex project for Customer. It is therefore suggested that OEM own technical resources are deployed for this project.	No Change. Bidder may propose appropriate solution that meets requirements of the project

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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885	Scope of Work	177		Responsibilities of the OEM 1.The OEM shall deploy resources in the project that are resident citizens of the Republic of India. 2. Each OEM to assign their dedicated project manager as a SPOC during implementation phase		No Change. Bidder may propose appropriate solution that meets requirements of the project
886	Responsibilities of the OEM	122		OEM support expertise and accountability for centralized issue management. Provide Resolution among OEM own and technology partner products in OEM covered multivendor solutions. Includes OEM product support and solution-level support in a single service.	Customer would be benefited as This services are directly from OEM which assesses customer issue and determines the right course of action: immediate resolution or engaging one or more product support teams.. OEM stays with your customer until their issue is resolved.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
887	Responsibilities of the OEM	122		i. OEM resource to provide Operational support for incident management ii. OEM ownership and monitoring of all open service requests to help ensure progression iii. Escalation support iv. OEM resource to track Return merchandise authorization (RMA) monitoring and escalation	Customer would get a OEM resource for Incident management & RMA management, this will help technical team focused on operational activities.	MSP to design solution as per architectural principles and requirements defined in RFP
888	Pre- qualification criteria	29	10	The proposed ERP product should have been successfully implemented in at least 5 large ports (each of them catering to at least 50 MMT per annum or 1 M TEU container traffic) over the last TEN years as on last date of bid submission	For ERP qualification, the clause should evaluate ERP based on the customer base and large implementation. Our suggestion would be - The proposed ERP solution should have been implemented in at least 5 government/ PSU customer. a)Out of 5 at least one should be a large port in India. b) out of 5 at least 3 should have more than 1000 users of at least 4 modules The Documents required to be submitted will be reference letter from customer or completion certificate	Tender condition shall prevail
889			Bid Reference # IPA/ICTD/ERP/2016 Annexure_TRS_Security - HIPS , Additional query	Suggestion " Solution should provide the recommendation about the rules based on the vulnerability exist on the machine and also provide the details about what all rules should be disabled based on the current vulnerability status"	Request you to add the point as it will reduce the manual task of administrator and will increase the system performance	Refer to corrigendum for revised security requirements
890			Bid Reference # IPA/ICTD/ERP/2016 Annexure_TRS_Security - Anti-APT , point 1	As a security best practice, the APT, Firewall and IPS solutions must be from a different OEMs.	Request you to please modify the same to :-As a security best practice, the Anti-APT solution should be capable of sharing local threat intelligence with the Firewall and IPS vendors; regardless of IPS and Firewall being from same of different OEM.	Refer to corrigendum for revised security requirements
891			Bid Reference # IPA/ICTD/ERP/2016 Annexure_TRS_Security - Anti-APT , point 6	The proposed solution should analyse advanced malware against a cross-matrix of different operating systems (windows XP, Windows 7 32-bit and Windows 7 64-bit) and various versions of pre-defined applications.	Request you to modify the point as “The solution must be able to detect and report malware against cross-Matrix of different operating systems (like: Windows XP, Windows 7, Windows 8/8.1, Windows 10, Windows Server 2003/2003 R2, Windows Server 2008/2008 R2) (with multiple service pack levels) supporting both x64 and x86 architectures . Solution should support custom sandboxing image as per customer’s computing environment.	Refer to corrigendum for revised security requirements
892			Bid Reference # IPA/ICTD/ERP/2016 Annexure_TRS_Security - Anti-APT , additional query	Suggestion " The proposed solution should be able to detect (lateral moments) movement of the attacker without the need of installing agents on endpoint/server machines"	Request you to please incorporate this point as it is very critical to know that which all machines are infected with in the network so that action can be tacked based on the details.	Refer to corrigendum for revised security requirements

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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893			Bid Reference # IPA/ICTD/ERP/2016 Annexure_TRS_Security - Anti-APT , additional query	suggestion " Please specify the number of files or number of virtual sandbox like Solution should be able to analysis 25000 or 30000 files per day /solution should have at least 50 sandbox "	it is help the oems to size the appliance and also help to get the desired results because without this information it can create a delay in file analysis and can effect the machines running in the environment	Refer to corrigendum for revised security requirements
894			Bid Reference # IPA/ICTD/ERP/2016 Annexure_TRS_Security - Anti-virus , additional query	Suggestion " The antivirus solution should have the machine learning and EDR Features "	As machines learning and EDR technology is the advance detection technology and it is there with the top AV vendors and it is recommended in multiple reports. So request you to incorporate the point in the specification	Refer to corrigendum for revised security requirements
895				Users	Kindly specify the number of users for document management and workflow?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
896				Gartner MQ	Kindly specify if the document management system need to be in Gartner's magic Quadrant	Refer to corrigendum
897				Availability	Kindly specify the availability requirement?	As per RFP
898				Information Rights Management	Purposed Solution should include Information right management (IRM) module to ensure granular level security on documents . IRM will ensure lock on documents wherever it goes and hence extra security when documents goes outside org.	No change. Bidder is expected to propose appropriate solution that meets requirements of the project
899				Virtual documents	The interface shall provide support for the creation, editing and management of virtual or compound documents (VD). The system shall provide the features to link any type/ format of documents while providing capabilities to automatically update the version of the linked document whenever the original is updated	No change. Bidder is expected to propose appropriate solution that meets requirements of the project
900				Scanning Solution	Is it required to convert physical paper document to electronic documents as part of the scope of the RFP	Yes. Refer to Volume II - Scope of Work of this RFP
901				Scanning Solution	Please specify the number of documents per month, in case there is a need for digitization	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
902				Migration Services	Are there any migration services that is required as part of the current scope	Refer to Volume II - Scope of Work

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

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903				Auto classification of Scanned Documents	Do you require Auto Classification of scanned documents - not only on basis of barcode, or anchors but also pattern recognition and Intelligent Document Recognition. This reduces the manual intervention in capture process by automatically classifying scan documents. Hence efficiency and productivity increases with reduced errors.	Refer to Requirements specification in Volume II
904				Storage Optimization	Storage Optimization – Do you require a policy/archiving engine that can execute storage placement and migration policies to optimize storage, while reducing the content storage cost to the business and maintain accessibility and compliance needs as its value changes over time. This will reduce costs of storage infrastructure by balancing content across devices based on accessibility, retention, and compliance requirements.	Bidder is expected to propose appropriate solution that meets requirements of the project
905				Authoring	Do you require Solution to provides template based authoring for documents in the repository.	Refer to Requirements specification in Volume II
906				Caching Server	Does the architecture required to support Caching server or Federated architecture? Caching Server: Solution has the capability to cache latest files locally and redundant files on central server	Refer to Volume II - Scope of Work Refer to Volume II - Scope of Work
907				Microsoft exchange is used for the emailing application and share point for the Intranet application.	Do you require Outlook users can save email items and their associated attachments into the repository from MS Outlook interface . And DMS folders should be visible from within the Outlook interface.	RFP provides requirements related to the EBS solution. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
908	Annexure_TRS_Infrastructure, SAN Storage		Point # 1	Dual active-active storage Controllers and SAN raid array in an end-to-end 8 GBPS architecture.	These are old configuration requirements and needs to change to latest for acquiring latest technology from leading vendors and it should be unified array supporting various application workloads in data-centre like repository for digitization of old records, home directories and enterprise share directories which are efficiently catered by NAS protocols, so requesting to change the clause as, "Dual active-active storage Controllers and Unified array supporting FC, iSCSI, CIFS and NFS protocols with architecture supporting latest SAS 3.0 Backend and 16 Gbps front-end connectivity".	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.

**Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"**

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909	Annexure_TRS_Infrastructure, SAN Storage		Point # 3	The storage array shall be configured with at least 1 GB cache of total cache mirrored across with dedicated interface / paths communication between two storage controllers and should be scalable to 8GB.	The cache requirements are very less considering modern application needing very high performance. Therefore requesting to ask 48 GB cache for storage system as , " The storage array shall be configured with at least 48 GB cache of total cache mirrored across with dedicated interface / paths communication between two storage controllers."	Refer to Corrigendum
910	Annexure_TRS_Infrastructure, SAN Storage		Point # 9	Storage should support hardware based RAID with RAID level 0, 1, 5	Raid level 0 is never used in production environment, so modern arrays do not offer raid level 0 but require raid levels like 10 and 6. Therefore, requesting to change the clause as , " Storage should support hardware based RAID with raid level 5,6 and 10."	Refer to Corrigendum
911	Annexure_TRS_Infrastructure, SAN Storage		Point # 10	Storage must be offered with Global Hot Spare Disk drive at least 1 Disk Drive per 12 Disk configured rounded off to next number for both FC and SATA/FATA Drives.	Again the specs points to older technology from disk type perspective and number of Global Hot spares are also very high compared to industry standard (1 per 30 disks), therefore requesting to change the clause as , " Storage must be offered with Global Hot Spare Disk drive at least 1 Disk Drive per 30 Disk configured rounded off to next number for both SAS 3.0 and NL-SAS Drives. "	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
912	Annexure_TRS_Infrastructure, SAN Storage		Point # 12	The system array should support synchronous and asynchronous replication.	Requesting to ask the license for replication as well and change the clause as , "The system array should support synchronous and asynchronous replication. The license if any must be configured"	Refer to Corrigendum
913	Annexure_TRS_Infrastructure, SAN Storage		New	NA	For any organization specially government data security is of utmost importance and same is offered by having encryption enabled at hardware level. Therefore, requesting to add the point, " The storage system should offer Data-at-rest-Encryption. Any license, software or hardware must be provided for same."	No change. Bidder is expected to propose appropriate solution that meets requirements of the project
914	Annexure_TRS_Infrastructure, Backup		Point # 2 & 4, Backup Device type	The proposed backup target should be based on LTO6 technology with 8Gb/s FC Interface. Minimum 1 x LTO6 Device shall be configured. Minimum 20 * Barcoded LTO6 media and minimum 2 * Cleaning media shall be supplied	As there is already requirement of tape library, requesting to change the requirement to modern backup solution i.e. Disk based backup appliance supporting technologies like de-duplication & encryption for efficient and faster backup solution. In view of this requesting to change the clause as , " The proposed backup target should be purpose built disk based appliance solution supporting LTO technology and features like de-duplication, compression, encryption and tape-out with min usable capacity of 30 TB with 8 Gb/s FC & GbE interfaces. It should support in creating multiple of Virtual Tape libraries and virtual type drives for efficient and faster backups to reduce the backup window." Kindly confirm that The proposed disk based backup appliance should Support Deduplication and able to emulate LTO5/LTO6 tape drives with 8 Gb/s FC interface.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
915	Annexure_TRS_Infrastructure, Backup			Minimum 20 * Barcoded LTO6 media and minimum 2 * Cleaning media shall be supplied	Kindly confirm if the Proposed purpose built disk based backup appliance should support 100 emulated tape drives and 500 tape media.	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
916	Annexure_TRS_Infrastructure, Backup		New		Requesting to add the eligibility criteria to ensure proven backup software solution is being offered and Kindly confirm if , "The offered OEM backup software solution must be in latest Gartner's Leader Quadrant."	No change. Bidder is expected to propose appropriate solution that meets requirements of the project
917	Annexure_TRS_Infrastructure, Backup		New		Requesting to add the eligibility criteria to ensure proven backup appliance solution is being offered and Kindly confirm if , "The offered OEM backup appliance solution must be in latest Gartner's Leader Quadrant for Deduplication Backup Target Appliances."	No change. Bidder is expected to propose appropriate solution that meets requirements of the project
918	Annexure_TRS_Infrastructure, Backup		Point#6	Compatible Backup software solution as per the servers' specifications and proposed SAN Storage with capacity based license for 5TB	Kindly confirm if the Compatible Backup software solution as per the servers' specifications and proposed SAN Storage should be proposed with capacity based license for 5TB.	Refer to Corrigendum
919	Vol-1 , 4.5	Page 30	POS Solution (Criteria # 1):	The bidder should have an average annual turnover of at least INR 50 Crores or USD 7.5 Million in last 3 financial years (FY 2013-14, 2014-15 and 2015-16).	We request for Criteria to be reduced to: The bidder should have an average annual turnover of at least <b>INR 20 Crores</b> in last 3 financial years (FY 2013-14, 2014-15 and 2015-16).	Tender condition shall prevail
920	Vol-1 , 4.5	Page 30	POS Solution (Criteria # 2):	The POS solution should have been successfully implemented in at least 5 ports / terminals covering following over the last TEN years as on last date of bid submission. a. Marine Operations b. Cargo Operations involving different types of cargo Break-bulk OR Bulk OR Cargo OR Liquid	We request for Criteria to be reduced to: The POS solution should have been successfully implemented in at least <b>2 ports</b> / terminals covering following over the last TEN years as on last date of bid submission. a. Marine Operations b. Cargo Operations involving different types of cargo Break-bulk OR Bulk OR Cargo OR Liquid	Tender condition shall prevail
921	Vol-1 , 4.5	Page 30	Manpower Capability (Criteria # 3)	The bidder should have a team of at least 60 Port Operation Solution consultants on its payroll having experience in implementing the POS solution	We request to delete this clause from Pre-Qualification and should be ensured during implementation.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
922	Vol-1 , 4.5	Page 31	Integration Capabilities (Criteria # 4)	At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions. These include: · Classified under leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid OR · Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid OR · Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	We request for Criteria to be reduced: At least <b>1 projects</b> where POS solution has been integrated with one of the industry leading ERP solutions. These include: · Classified under leaders or challengers quadrant as per latest Gartner’s report in the last one year as on day of submission of bid OR · Classified as leaders as per latest Forrester’s wave in the last one year as on day of submission of bid OR · Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	Refer to corrigendum
923	Vol-2 , 1.4	Page 129	Conceptual view of the proposed Port-Enterprise Business System:	Common application platform with different port - specific instances	All Port specific instances will have common work flow or different workflow?	Workflow shall be Port specific
924	Vol-2, 1.2	Page 127	Current system landscape	Retained systems: These are systems/ applications which have been recently developed or are being developed at the port. Under this project, these are expected to be retained. The new system coming in needs to integrate seamlessly for two-way data exchange	The retained system will be hosted in respective ports or in Cloud?	Not to be considered under MSP scope
925	Vol-2 ,Annexure BOM - 7.1.1	Page-2	Central Infrastructure (Point no.1)	Port operations - 6 instances	How is the Licensing of POS is done? Number of users are not mentioned	Clause is self explanatory
926	Vol-1 ,1.2 Current system landscape	Page-127	Retained systems	These are systems/ applications which have been recently developed or are being developed at the port. Under this project, these are expected to be retained. The new system coming in needs to integrate seamlessly for two-way data exchange.	Proposed new system will be deployed in cloud whereas the retained systems will be hosted in local servers. This may at times result in performance issues or even downtime if some critical locally hosted application is dependent on cloud based application.	No clarification required
927	Prequalification Criteria	29 of 367	SN 10.	The proposed ERP product should have been successfully implemented in at least 5 large ports (each of them catering to at least 50 MMT per annum or 1 M TEU container traffic) over the last TEN years as on last date of bid submission.	The Port capacity is more pertinent for the POS, rather than ERP application, which will be a back office application for the ports. We will request that the criterion of at least 50 MMTPA or 1 M TEU be dropped from the ERP PQC.	Refer to response for Query # 716

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
928	Prequalification Criteria	28 of 367	SN 7.	Project Experience ERP	<p>May pls be modified as:</p> <p>The Bidder must have System Integrator experience of successful Go-Live / completed project during the last TEN years (as on the last date of bid submission) in one project having ERP and related IT services implementation of project value of INR <b>25 crores</b> and above</p> <p>Or</p> <p>The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last TEN years (as on the last date of bid submission) in two projects having ERP and related IT services implementations, each of project value of <b>Rs 13 crores</b> and above</p> <p>Or</p> <p>The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last TEN years (as on the last date of bid submission) in three projects having ERP and related IT services implementations , each of project value of <b>Rs 10 crores</b> and above</p>	Tender condition shall prevail
929	Technical evaluation	37 of 367	B.3 : Functional leads ERP	Marking criteria	<p>Experience in end to end implementation of HR Module of the proposed ERP Product.:</p> <p>Criteria May please be modified to as finding people with 5 implementations is infeasible :</p> <ul style="list-style-type: none"> <li>o <u>&gt;= 2 Projects</u>- 50% Marks</li> <li>o <u>&gt;=1 Projects</u>- 30% Marks</li> <li>o <u>&lt;1 Projects</u>- 0 marks</li> </ul>	Tender condition shall prevail
930	ANNEXURE_existing System Details.pdf	80 of 104	8.6 Volumetric Details		Can the volumetric details of Kolkata and Chennai Ports be shared also please ?	Refer to Corrigendum
931	ANNEXURE_existing System Details.pdf	80 of 104	8.6 Volumetric Details	We notice that department wise personnel numbers have been listed.	Can it be assumed that the data provided can be interpreted as number of users, based on the function / department listed ?	Refer to response for Query # 720
932	ANNEXURE_existing System Details.pdf	80 of 104	8.6 Volumetric Details		What is the total number of employees Port wise and the number of pensioners also, port wise.	Refer to Corrigendum
933	ANNEXURE_BOM.pdf	2 of 11	7.1.1 Central Infrastructure	ERP Users 1800	The number of ERP users has been listed as 1800. Can we assume that Self Service HR users will also be limited to 1800 across all ports.	Refer to response for Query # 722
934	ANNEXURE_FRS_CORE .pdf	85 of 176	Banking and Cash Functions	Online integration with Public and Pvt sector banks.	How many different banks ( public and pt. Sector) do the ports have that need to be integrated with ERP system ?	Refer to response for Query # 723

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
935	ANNEXURE_FRS_CORE.pdf	89 of 176	EBS.FIN.599	Delegation of authority	In how many business functions / department is Delegation of authority used ? On an average , How many workflows / business rules are there in Delegation of authority document ?	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
936	ANNEXURE_FRS_CORE.pdf	101 of 176	EBS.HR.103	Administer Payroll	Will the payroll be run centrally for all five ports or at the individual port locations.	Refer to response for Query # 725
937	ANNEXURE_FRS_CORE.pdf	127 of 176	EBS.PROC.31	Procurement of goods & Services	What is the approx. number / types of DOP approval workflows for procurement of goods / services ?	As per standard government procurement guidelines
938	ANNEXURE_FRS_CORE.pdf	134 of 176	EBS.PR.105	Project monitoring & execution	Ability to share information related to Project charter, drawing etc. between dept. We assume this will be done offline meaning over email etc. Please confirm or share your expectation if different from assumption.	This may be done over email OR Port specific service desk software OR DMS/e-Office
939	ANNEXURE_FRS_CORE.pdf	134 of 176	EBS.PR.106	Project monitoring & execution	Ability to track correspondence between departments. We assume this will be done offline viz. over mail etc. Please confirm or share your expectation if different from assumption.	Offline - could be over email or over port's helpdesk (separate from the IT helpdesk software) or e-office functionality
940	ANNEXURE_FRS_CORE.pdf	135-6 of 176	EBS.PR.149 to 162	Project monitoring & execution	These FRS are related to manufacturing / fabrication of ships. Which of the 6 ports engage in shipbuilding activities and what is the number of users ( designers & shop personnel) involved in such activities ?	Bidders are encouraged to visit port website for more details with respect to ports
941	ANNEXURE_FRS_CORE.pdf	142 of 176	EBS.STR.45	Material requisition	Ability to process indent ( workflow) according to CSL DOP. What is the full form of CSL and how many different types of workflows are used for material requisition as per DOP.	Refer to response for Query # 730
942	ANNEXURE_FRS_CORE.pdf	146 of 176	EBS.STR.160	Material receipt	Ability to record weighbridge data with load after unloading at stores: how many different types ( weigh bridges software is used across the various ports. Kindly specify weighbridge vendor names , if available.	Refer to response for Query # 731
943	ANNEXURE_FRS_CORE.pdf	53 of 176	EBS.POS.790	Fire services	Kindly describe the processes for fire services in detail	Refer to response for Query # 732
944			Generic	Sizing	Out of 1800 users, what is the expected concurrency % ?	This is minimum indicative figure. MSP is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
945			Generic	Sizing	What is the expected user growth in % Year on Year for the next 7 years	Refer to Corrigendum
946			Generic	Sizing	What is the expected data growth in % Year on Year for the next 7 years	Refer to response for Query # 945
947	ANNEXURE – FRS - CORE	Pg 5 of 176		2. Online Portal	Is IPA looking for a COTS product like Oracle WebCenter Portal or an open source product/technology like Life ray, JEE, Angular JS for developing its online portal application?	MSP to design solution as per architectural principles and requirements defined in RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
948	ANNEXURE – FRS - CORE	Pg 5 of 176		2. Online Portal	What is the expected total number of users of the online portal? Also what would be the concurrent number of users?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
949	ANNEXURE – FRS - CORE	Pg 5 of 176		2. Online Portal	What are the internal applications and 3rd party products, which must be integrated with the new portal?	Refer to response for Query # 738
950	ANNEXURE – FRS - CORE	Pg 5 of 176		2. Online Portal	What search facility is currently available? Should the search functionality span across various sources like databases, portals, file servers and email?	Refer to response for Query # 739
951	ANNEXURE – FRS - CORE	Pg 5 of 176		2. Online Portal	What is PCS portal? Can you please expand the line "The portal shall integrate seamlessly with PCS portal" -- meaning what data/information from PCS portal would be presented through the new portal?	Refer to response for Query # 740
952	ANNEXURE – FRS - CORE	Pg 5 of 176		2. Online Portal	Will be portal be accessed by wireless devices? If yes, which functions will be available on the wireless device? Also could you please specify the devices (for example 5 inch smartphone, 10 inch tablet) on which the new portal is likely to be accessed by the users?	Refer to response for Query # 741
953	ANNEXURE – FRS - CORE	Pg 154 of 176		10) Electronic Office Work (EOW)	What kind of Content Management server is currently being used? If none is being used currently, is one planned for future use? Are you looking at a COTS product like Oracle WebCenter Content or any other open source products?	Refer to response for Query # 742
954	ANNEXURE – FRS - CORE	Pg 154 of 176		10) Electronic Office Work (EOW)	What is the approval process for new content into the system? For example, author and editor revisions or some other workflow.	Refer to response for Query # 743
955	ANNEXURE – BOM	Pg 3 of 11		Table CCI.Central Compute Infrastructure	What is the purpose of these servers e.g. Production or non Production and for which applications ?	MSP to design solution as per architectural principles and requirements defined in RFP
956	ANNEXURE – BOM	Pg 3 of 11		Table CCI.Central Compute Infrastructure	What is the rationale behind the server counts mentioned ?	RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
957	ANNEXURE – FRS - CORE			Generic - BI	Please specify the technology stack - Is it OBIEE for reports and dashboards, ODI/Informatica for ETL & Hyperion Cloud/PBCS for Budgeting, Oracle database?	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
958	ANNEXURE – FRS - CORE			Generic - BI	Please specify the security requirements for OBIEE reporting with respect to the type of users.	MSP to design solution as per architectural principles and requirements defined in RFP
959	ANNEXURE – FRS - CORE				Please confirm if newly implemented EBS system as part of this engagement will be the single source of truth for all BI reporting requirements.	Yes, for the data maintained by Port EBS
960	ANNEXURE – FRS - CORE	Pg 16 of 176	EBS.POS.62	4. Control Dashboards	Please specify the approx. number of reports that may be required with respect to the dashboard requirement for satisfying the functional landscape.	MSP to prepare final list at the time of requirement gathering
961	ANNEXURE – FRS - CORE	Pg 16 of 176	EBS.POS.66	Dashboards should seamlessly integrate with operations.	Please elaborate on this as the dashboard/reports will be built to support the operations. Which are the modules / operational applications that will be used as sources for the BI dashboards ?	MSP to prepare final list at the time of requirement gathering
962	ANNEXURE – FRS - CORE	Pg 16 of 176	EBS.POS.67	Dashboards given should have option to take user feedback or initiate grievance against entries being displayed in the reports. Each such transaction should be captured through a unique number within the system and should be traceable	In what grain of data the feedback or grievance should be enabled? Would there be any reporting requirement on top of the feedback or grievance data? Please note that if this feature needs to be implemented in the lowest grain (i.e. transaction data) then solution can be implemented but same could be severe performance issue to show the transactional reports. It is suggested that such grievances be registered offline in an email. Please confirm if such a workaround is acceptable.	Refer to Annexure - Functional Requirements Specifications. Detailed process flow shall be provided with the successful bidder
963	ANNEXURE – FRS - CORE	Pg 17 of 176	EBS.POS.70	Provide a mobile interface for delivering designated reports and dashboards to mobile devices of authorised users.	Do we need to configure any custom built mobile app/in-house mobile app OR tool specific mobile application needs to be configured?	Refer to Annexure - Functional Requirements Specifications
964	ANNEXURE – FRS - CORE	Pg 90 of 176	EBS.FIN.633	Preparation of Budget	What is the approximate volume of custom budget availability controls?	Refer to Annexure - Functional Requirements Specifications
965	ANNEXURE – FRS - CORE	Pg 91 of 176	EBS.FIN.636	Preparation of Budget	While tracking expenditure what is number of levels ( hierarchy for collaboration during budget preparation ) to be considered?	Refer to Annexure - Functional Requirements Specifications
966	ANNEXURE – FRS - CORE	Pg 92 of 176	EBS.FIN.667	Budget Monitoring & Reporting	What is the hierarchy of approval (workflow of approval process) to be maintained for online approval mechanism?	Refer to Annexure - Functional Requirements Specifications. Detailed process flow shall be provided with the successful bidder
967	ANNEXURE – FRS - CORE	Pg 92 of 176	EBS.FIN.667	Budget Monitoring & Reporting	What are the different roles that should be part of the system?	Refer to Annexure - Functional Requirements Specifications. Detailed process flow shall be provided with the successful bidder
968	ANNEXURE – FRS - CORE	Pg 92 of 176	EBS.FIN.669	Budget Monitoring & Reporting	Consolidation of budgets of various departments, regions, branches will be specific for each port and their won't be any requirement of cross port functionality. Please confirm.	Understanding is correct. Cross port functionality may be required in case of KoPT
969	ANNEXURE – FRS - CORE	Pg 92 of 176	EBS.FIN.670	Budget Monitoring & Reporting	What will be the approximate period of intervals for providing budget vis-à-vis actual comparison other than on-line? Is it Quarterly, monthly etc. ?	Refer to Annexure - Functional Requirements Specifications. Detailed process flow shall be provided with the successful bidder

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
970	I	7		Rs. 2,50,00,000 (Rupee Two Crores Fifty Lakhs only), in the form of Bank Guarantee issued by a Indian Nationalized / Scheduled Bank and drawn in favour of Indian Ports Association, payable at New Delhi valid for 12 months from the date of submission of bid	It is recommended to accept EMD with validity same as bid validity ie 180 days from last date of submission	Tender condition shall prevail
971	I	34	4.6	Certified by the Statutory Auditor	It is recommended to accept CA certificate in lieu of SA certificate	Tender condition shall prevail
972	III	296	13 Invoicing and Settlement c)	Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Managed Service Provider as per the penalty criteria specified in the SLA.	It is recommended to pay the invoices raised by TCS within 30 days of receipt of invoices, failing which interest @ 2% per month shall be charged.	Tender condition shall prevail
973	III	302	15	Termination for Convenience	It is recommended to delete this clause	Tender condition shall prevail
974	III	306	16 e)	The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause 16.3 shall not be applicable to the indemnification obligations set out in Clause 16 and breach of Clause 12.4 and 19.	Liability of TCS should not exceed 10% of contract value under this clause.	Tender condition shall prevail
975	III	312	24	INSURANCE COVER	Insurance cover will be provided only till delivery	Not accepted. Tender condition shall prevail
976					There is no clause for transfer of ownership for H/W & S/W to customer.  It is recommended that ownership of H/W, S/W and equipment's shall be transferred to customer upon delivery.	Ownership of H/W, S/W and equipment's shall be transferred on Go-Live
977					Please confirm Is there any requirement to supply bandwidth under the scope of this tender ?  If yes, it is recommended to exclude bandwidth from the scope as TCS can't sell the same.	Refer to Payment terms on Pg. 61 of Volume I
978	Cloud (Primary and DR site) and Port On-Premise site	161	2.3.1	CSP should be empanelled under MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"	We request the removal of this clause. TCS has been providing Cloud Services to our select clients which includes prestigious Gov organisations too. We request that evaluation should be on whether a Cloud Service provider meets the technical requirements specified & the SLA requirements.	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
979	Vol 1	2.2.2	Consortium of Firms	Lead Bidder shall be responsible and liable for the successful completion of the entire project. Please note that the consortium together will be jointly and severally liable for all the deliverables .	<p>We request to kindly consider change of the clause as follows. In the existing clause entire liability falls equally upon all consortium members irrespective of the individual scope of work which practically may not be feasible.</p> <p>Alternative 1 1. We suggest, that there should be no mention of Joint and Several Liability in the Consortium Agreement, and that each consortium member should be liable for its respective scope of work.</p> <p>Alternative 2- 2. We also suggest, that the Lead Consortium member be responsible towards the entire project, however, the responsibility shall be restricted towards project management ,and the liability/penalty shall be limited to breaches in performing the responsibility of project management in relation to the other consortium members. However, this is also conditioned to there being no mention of Joint and Several liability in the RFP.</p>	Refer to Corrigendum
980	Vol 1	2.2.2	Consortium of Firms	i. Any of the Lead Bidders cannot be a Consortium Member with another bidder in a separate bid or a sole bidder in separate bid.	Does this imply other consortium member besides lead bidder can be part of another consortium. Pls clarify. We suggest to restrict consortium members to be allowed to participate in only one consortium, in our experience this is the standard practice followed in Govt. RFP's.	Tender condition shall prevail

Response to Pre-bid queries for Request for Proposal (RFP) for "Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports"

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
981	2.3.1 Cloud (Primary and DR site) and Port On-Premise site	161	Overall Cloud Requirements	o CSP should be empanelled under MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"	<p>It is requested to modify this clause to allow wider participation of CSPs and lead to competitive bidding and eventually benefit the IPA through competitive prices, better service offerings and value.</p> <p>Provisional empanelment was carried out based on the self-certification by the CSP indicating compliance against the specified Pre-Qualification Criteria and Technical Requirements (General, Services, Operational, Management Reporting,...) mentioned in the RFP. The current RFP lists out the minimum technical capabilities / requirements for the cloud services based on the requirements given under the Provisional Empanelment RFP. Any CSP that complies and meets the technical requirements may be allowed to participate in the RFP.</p> <p>Suggested Clause: CSPs should be either empanelled under MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)" OR meet the pre-qualification criteria (Reference: Pre-Qualification Criteria used in Provisional Empanelment RFP) *. In addition, CSP should submit the compliance statement against the cloud service requirements provided under Section 2.3.1 (Overall Cloud Requirements, Cloud Service Requirements, Cloud Operational Requirements, and Cloud Management Reporting Requirements).</p> <p><i>(Some of the Pre-Qualification criteria mentioned in the Empanelment RFP (e.g., Data Centre Facility being in India, ISO 27001,..) are already included as requirements within the IPA RFP and may be excluded)</i></p>	Tender condition shall prevail
982	Vol 1				In view of the complex scope and consortium partners to be finalised which would depend largely on the clarifications to our bid queries, we request to kindly extend the bid submission date by atleast 6 weeks.	Refer to Corrigendum
983	2.3.1 Cloud (Primary and DR site) and Port On-Premise site	164		The MSP / CSP is fully responsible for tech refreshes, patch management and other operations of infrastructure with regards to the cloud environment (DC and DR).	Pls clarify the Refresh, Should we consider that after 36 months of Tech Refresh is mandatory for all IT Landscape (INFRA)	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
984	2.2.1.3 Ownership and license	144		The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide <b>upgrades</b> , patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of purchaser.	Pls Clarify the Term "UPGRADE", as this statement is open ended in terms of Software like ERP.	As per industry standard

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
985	22) LIQUIDATED DAMAGES	311		Implementation till Go-live IPA shall be entitled at its option to recover from the MSP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract value.	Change to 10% cap to be on Implementation phase payments rather than on TCV.	Tender condition shall prevail
986	SLA Parameters during Phase III: Operations and Maintenance Period	359		1. Resolution for Critical incident 2. Resolution for medium level incident 3. Resolution for Low level incident	These should be mentioned as AVERAGE time taken for resolution, otherwise low performance or breach score applicable even if one ticket is breached.	Tender condition shall prevail
987	SLA Parameters during Phase III: Operations and Maintenance Period	359		"Inbound Calls Response time* Response time for the calls received at the call centre (i.e. the time taken to answer a call landing at the help desk excluding the IVRS time)."	These should be mentioned as AVERAGE response time, otherwise low performance or breach score applicable even if one call is breached.	Tender condition shall prevail
988	SLA Parameters during Phase III: Operations and Maintenance Period	353		Time for providing response to the request received <=5 seconds 2 < 5 seconds and > =7 seconds 1 < 7 seconds -1	It should be > 5 and <= 7 seconds.. and Breach it is stating <7 Seconds, This seem type error (in our perspective) in many SLA calculation/clauses	Refer to Corrigendum
989	Annexure BOM 7.1.1 Central Infrastructure	2		General	Please share the following volumetric details for each port: 1. Expected concurrent External Port Users 2. concurrent Internal Port Users ( ERP users has been mentioned as 1800) 3. total and concurrent Users of BI-EDW	Refer to solution details, FRS and Existing system details within RFP and updates in corrigendum. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
990	Final RFP	228		Data Migration	1. How many different type of sources which need to be migrated to new platform? What is the expected volume of Data? 2. In case data quality issues in legacy system , IPA will manage those records manually. Please confirm	Available details are provided in Annexure - Existing system details  Data quality issues in legacy systems will have to be resolved mutually
991	10.2.11	121	Format for CCI (Primary Site and Disaster Recovery Site)	Virtual Machines - Type 1 Virtual Machines - Type 2 Virtual Machines - Type 3 Virtual Machines - Type 4	Kindly share the configuration of each type of VMs required i.e. vCPU, RAM, OS, HDD along with the qty and roles of the Type of the server i.e. Web server, App server, DB server etc.	Bidder is propose type of VMs as required for the proposed solution with justification for the same.
992	10.2.11	121	Format for CCI (Primary Site and Disaster Recovery Site)	SAN Storage	Kindly share the existing total Data size along with estimated daily incremental data and YoY growth n the same	Existing data size has been shared within Existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
993	2.2.1.3	144	Ownership and license	Ownership and license	Please specify who will retain the ownership of the h/w & s/w at the port locations and software at the CSP.	Ownership of H/W, S/W and equipment shall be transferred on Go-Live to IPA / ports as defined in the RFP

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
994	2.3	160	DC/DR (On Cloud) & On Premise BCP)	a. Infrastructure provisioning at DC & DR (On Cloud) and On premise BCP for critical Applications	Kindly Share the details of the servers i.e. Role (web,app,DB),Environment (Prod,dev,staging etc. ) which will be needed at DR site	Refer to Corrigendum revised BoM Bidder is expected to propose appropriate solution that meets requirements of the project
995	2.3.4	168	WAN & Internet Connectivity	1) Each Port to cloud (DC/DR) should be connected to the MPLS backbone on an Optical Fibre Channel (OFC) based last mile connectivity from two different service providers. 2) Each Port to cloud (DC/DR) should be connected to the Internet backbone on an Optical Fibre Channel (OFC) based last mile connectivity from two different service providers. 3) The MSP should size the bandwidth requirements to take care of backup/ replication traffic between DC&DR for the hosted applications.	Kindly confirm Client need to have OFC only at Backbone level i.e. connectivity link deployed at MUX will be OFC and Ethernet connectivity from MUX to the respective Network device.	Tender condition shall prevail
996	2.4.1	171	Overall requirement	5. Security Audits and Reviews	Kindly specify who will borne the charges of the third party audits involved in the project, If its under bidder's scope kindly specify where bidder can add the commercial for the same	Third party audit cost shall be borne by the bidder  Refer to section 10.3 for commercial formats
997	2.4.1	171	Overall requirement	a. Infrastructure and Application Access should be protected via Two Factor Authentication such that the MPLS should be a private and dedicated network only providing connection between required and identified entities. The Network layer must have in depth packet inspection and intelligence in blocking attacks. There should also be a provision for DDOS Free Bandwidth as a part of its solution.	Kindly share the total number of domains along with the total number of users which would be accessing via Two Factor Authentication	MSP to design solution as per architectural principles and requirements defined in RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
998	2.5	173	2.5 Operational Landscape	IT helpdesk with remote NOC/SOC -Shall manage grievances related to internal users of the system. IT helpdesk shall be placed at IPA office with remote NOC/SOC to maintain network and security operations for Port-EBS	Kindly share the number of IT helpdesk Agents will be required by the bidder	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
999	2.5	173	2.5 Operational Landscape	Port IT Helpdesk	Kindly share the number of IT helpdesk Agents will be required by the bidder	Refer to Bill of Material and updates in corrigendum
1000	4.3.1	195	Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	ICT infrastructure deployed should be dedicated for the project and MSP shall not be used for any other purpose.	Kindly confirm does client want to host its infrastructure on private cloud/virtual private cloud .	Virtual Private Cloud as per Meity empanellment RFP conditions
1001	4.3.1				kindly confirm does client wants Dedicated or shared SAN Storage,SAN switch, Backup solution, switches,routers,firewalls etc. at DC and DR ? If yes kindly share the below mentioned details :-	As per MeITY empanelment RFP conditions

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1002	4.3.1				kindly Specify the configuration required for the San Storage,SAN switch, Networking components, firewalls etc. In case client want bidder to size the same kindly hare the below mentioned details	As per MeiTY empanelment RFP conditions
1003	4.3.1		4.3.1 Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	S. The hosting shall include the following: i. All compute infrastructure like web servers, application servers, database servers, etc. ii. Software Licenses (Database, Application, etc.) iii. SAN storage / software with SAN switch iv. Backup Solution (including servers and software) v. Networking components like high availability switches, routers, firewalls, etc. vi. Load Balancing components vii. Any other components as per solution requirements	1) No of concurrent users along with total VPN users	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
1004	4.3.1				2) No. of total users	Refer to Corrigendum
1005	4.3.1				3) Existing total Data size	Refer "Annexure - BOM " and "Annexure - Existing system details". Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
1006	4.3.1				4) Daily data generation	Refer "Annexure - BOM " and "Annexure - Existing system details". Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
1007	4.3.1				5) YoY growth expected in terms of users and data etc.	Refer to Corrigendum
1008	4.3.2	200	4.3.2 Port On-premise site	Port On-premise site	Kindly confirm does client also intends to move its existing infrastructure at port site on Virtualize/Cloud environment i.e. does client wants to configure on site virtualization/cloud environment ? If yes kindly share the below mentioned details:-	Retained applications are not part of scope of the oncoming MSP
1009	4.3.2				1) Is IPA using any virtualization technology, If yes kindly share the which technology i.e. VMware, Hyper V etc. along with the physical server to virtual server mapping of the same.	Refer to RFP Annexure - Existing system details and updates in Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1010	4.10	227	Track 8: Data Migration	a. MSP will be required to carry out migration of data, business rules, checks, etc. as required for functioning of the solution. Data migration including entry and validation of legacy data, and porting is the responsibility of the MSP. MSP needs to migrate complete legacy records available in electronic format. Data shall be migrated from the current application and media to the new application prior to the 'go-live' of the respective location.	Kindly specify the total data size to be migrated to Cloud environment along with the details of the server,Application,DB etc. need to be migrated	Refer to RFP Annexure - Existing system details and updates in Corrigendum
1011	4.10				Is there any Mail migration involved in the project, If yes kindly share the below mentioned details;-	Mail migration not involved
1012	4.10				1) which is the Existing Mail solution and Does client intends to migrate the existing mail solution from existing vendor to new vendor for <b>example</b> Zimbra to Exchange or Exchange to Zimbra	Mail migration not involved
1013	4.10				2) Total Mail users along with mail box size	Mail migration not involved
1014	4.10				Is there any Virtual to Virtual migration involved in project if yes kindly share the existing virtual technology used and details of the existing VMs	Refer to RFP Annexure - Existing system details
1015	4.10	231	Track 8: Data Migration	Scanning, Indexing and Storing of Port Documents	Kindly specify the target format for the data which would be digitized	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
1016	4.10	231	Track 8: Data Migration	5. Migration of Existing Scanned Data:	Kindly share the total data size of scanned images	Refer to RFP Annexure - Existing system details
1017	4.13	244	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live	15. Backup / Restore	Kindly Specify the Backup policy along with the retention period.	Backup policy will have to be agreed with each port at the time of implementation
1018	4.13	245	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live	e. Mock drills and plan updates shall be carried out once/twice in a year and report submitted to the Port.	Kindly specify the precise no. of DR drill required per year as it have commercial impact	To be conducted twice a year
1019	7.1.1	3	Volume 2- Central Infrastructure	MAS. Application Support – Manpower	Kindly confirm does client want the mentioned resources in this section for entire contract period	As per RFP
1020	7.1.1	3	Volume 2- Central Infrastructure	Central IT Helpdesk 1 Location(s)	Kindly confirm the location of the Central IT helpdesk need to be established	Central IT helpdesk would be at IPA office, Delhi
1021	7.1.1	3	Volume 2- Central Infrastructure	CCI. Central Compute Infrastructure	Kindly share the configuration of the VMs provided in this section along with OS,DB etc. need to be configure on the respective VMs mentioned in this section	Bidder is expected to propose appropriate solution that meets requirements of the project
1022	7.1.1	3	Volume 2- Central Infrastructure	Replication Software - Qt-8	Kindly confirm the quantity of replication software required, Kindly elaborate How this quantity has been derived ?	Refer to revised bill of material as per corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1023	7.1.2	3	Volume 2-Port-specific Infrastructure	PSR. Port Server Room (6 Locations)	Kindly confirm the Quantity mentioned in this table is for per port location or its for across all locations? If its for total location, kindly elaborated how these items have been distributed across all the port ?	Refer to revised bill of material as per corrigendum
1024	7.1.2	3	Volume 2-Port-specific Infrastructure	Authentication server (VMs) ,Logging serveries Server, Network Monitoring Server etc.	Kindly confirm the mentioned servers are VMs or Physical servers ? If these are VMs are these VMs will be configured on the rack servers Qty- 6 mentioned in the same table Sr.no 1 ?	Virtual Machines. Refer to revised bill of material as per corrigendum
1025	7.1.2	5	Volume 2-Port-specific Infrastructure	PSR. Port Server Room (6 Locations) OS -Qty 8 DB- Qty 1	Kindly share the make,version,edition for the OS and DB software required for the project also elaborate how the qty of the same has been evaluated.	Refer to revised bill of material as per corrigendum
1026	7.1.2	5	Volume 2-Port-specific Infrastructure	28) Hypervisor-Qty 1	Kindly Elaborate how the qty of this item has been evaluated ?	Refer to revised bill of material as per corrigendum
1027	7.1.2	8	Volume 2-Port-specific Infrastructure	PSC. Port Service Centre (6 Locations)	Kindly confirm the Quantity mentioned in this table is for per port location or its for across all locations? If its for total location, kindly elaborated how these items have been distributed across all the port w.r.t Qty?	Refer to revised bill of material as per corrigendum
1028	7.1.2	8	Volume 2-Port-specific Infrastructure	PIH. Port-specific IT helpdesk (6 Locations)	Kindly confirm the Quantity mentioned in this table is for per port location or its for across all locations? If its for total location, kindly elaborated how these items have been distributed across all the port w.r.t Qty ?	Refer to revised bill of material as per corrigendum
1029	7.1.2	9	Volume 2-Port-specific Infrastructure	PCC. Port Command Centre (6 Locations)	Kindly confirm the Quantity mentioned in this table is for per port location or its for across all locations? If its for total location, kindly elaborated how these items have been distributed across all the port w.r.t Qty ?	Refer to revised bill of material as per corrigendum
1030	7.1.2	10	Volume 2-Port-specific Infrastructure	Dispatch centres (6 Locations)	Kindly confirm the Quantity mentioned in this table is for per port location or its for across all locations? If its for total location, kindly elaborated how these items have been distributed across all the port w.r.t Qty ?	Refer to revised bill of material as per corrigendum
1031	ANNEXURE_TRS_SECURITY FIREWALL	279	6	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	ASICs are never proprietary in nature. They are additional processors in Firewalls along with Central CPU to accelerate the performance. Request you to please delete the proprietary word.	Refer to corrigendum for revised security requirements
1032	ANNEXURE_TRS_SECURITY FIREWALL	279	14	Firewall should provide application inspection for DNS, FTP, HTTP, SMTP,ESMTP, LDAP, VXLAN, MGCP, RTSP, SIP, SCCP, SQLNET, TFTP, H.323, SNMP	Request to please remove VXLAN as this is specific to one OEM and debars other leading Security OEMs to participate	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1033	ANNEXURE_TRS_SECURITY FIREWALL	279	35	Proposed solution should be VPNC compliant for interoperability	Request to please include ICASA along with VPNC as VPNC compliance is only available with few OEMS however ICASA certification is available with all reputed Security OEMs	Refer to Corrigendum
1034	ANNEXURE_TRS_SECURITY FIREWALL	279	40	Firewall should support IPv4 & IPv6 static routing, RIP, OSPF v2 & v3, PBR, VXLAN for PBR, PBR for IPv6 BGP and BGPv6	Request to please remove VXLAN as this is specific to one OEM and debars other Security OEMs to participate	Refer to corrigendum for revised security requirements
1035	ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	2	The Web application firewall should address Open Web Application Security Project (OWASP) Top Ten security vulnerabilities such as SQL Injection, Cross-Site Scripting (XSS), Broken Authentication and Session Management and those listed in NIST SP800-95 guidelines.	Request to please remove this clause as this functionality can be achieved by only backend w	Tender condition shall prevail
1036	ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	3	g) File upload violations.	It is suggested to include scanning for malicious content in Uploads along with File upload violations. Most of Web applications are encrypted and the Firewall / IPS in the network cannot inspect the traffic which is SSL. In order to check and drop any malicious content which is being uploaded to web server it will save the web server from being infected	Tender condition shall prevail RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
1037	ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	13	Should inspect Simple Object Access Protocol (SOAP) and extensible Mark-up Language (XML), both document- and RPC-oriented models, in addition to HTTP (HTTP headers, form fields, and the HTTP body).	Request to please remove as this is not a functionality of web application firewall. Web Services (SOAP & XML) are used between B2B Services & are never exposed to End users without a front end Web Application. It is therefore requested to ask for XML firewall as these are functionality of XML firewall & not Web application firewall	Tender condition shall prevail
1038	ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	14	Inspect any protocol (proprietary or standardized) or data construct (proprietary or standardized) that is used to transmit data to or from a web application, when such protocols or data are not otherwise inspected at another point in the message flow.	Web Application Firewall is meant only to provide security to Web applications hence request to please modify the clause from any protocol to Web Socket protocol. Request to please revise the clause to "Inspect Web Socket protocol (proprietary or standardized) or data construct (proprietary or standardized) that is used to transmit data to or from a web application, when such protocols or data are not otherwise inspected at another point in the message flow."	Refer to Corrigendum
1039	ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	22	WAF should be able to restrict the number of files in a request.	Request to please remove this clause as this functionality can be achieved by only backend web server	Tender condition shall prevail
1040	ANNEXURE_TRS_SECURITY WEB APPLICATION FIREWALL	279	52	The Solution should allow commands like PING, trace route, telnet Wget, Nslookup from WAF for troubleshooting network related issues.	Ping & Trace route are two tools available in WAF solutions for checking the Server connectivity. Request to please remove telnet, Wget and Nslookup as these are used from System admin's machine for network connectivity and will not be used from the WAF solution	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1041	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	1.6	Shall support unlimited simultaneous users	Each hardware will have some limitations based on the traffic it has to handle or based on the hardware itself. Request to specify a number to do the sizing effectively	Refer to Corrigendum
1042	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	2.3	Shall support secure management interfaces, including SSH/SSL access to CLI/Web UI, IPSec encapsulated SNMP, and XML with digital certificates	Request to relax the clause to support a combination of secure access methods like SSH/SSL to CLI/GUI or IPSec encapsulated SNMP or XML with digital certificates	Refer to Corrigendum
1043	ANNEXURE-TRS - INFRASTRUCTURE ANTI APT	279	1	As a security best practice, the APT, Firewall and IPS solutions must be from a different OEMs.	Request you to please remove this clause. It is suggested to ask for NSS recommended solution which is the best security practice. This clause will debar leading Security OEMs who are recommended by NSS for their Breach Detection System solutions	Refer to corrigendum for revised security requirements
1044	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	2.8	Shall support distributed 802.1x authentication allowing controlled access points to directly authenticate users through an external RADIUS server without controller involvement	Authentication of RADIUS requests will be accepted by RADIUS server only via a trusted source which is the NAS CLIENT which is primarily the Wireless controller and not the AP. Requesting to modify this clause to "Shall support distributed 802.1x authentication allowing controlled access points to directly authenticate users through an external RADIUS server "	Refer to Corrigendum
1045	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	3.6	Shall support session tracking which compiles a log of user activity for security forensics	Request to specify the kind /type of logs needed to achieve this.	As per industry standard
1046	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS CONTROLLER	279	4.7	Shall support seamless integration with wired network, leveraging existing L2/L3 infrastructure resources, e.g., QoS, VLANs, NAC, MS Active Directory and RADIUS AAA	Request to specify the devices and the kind of integration to be done	As per RFP
1047	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.9	The access point shall be IEEE 802.3af PoE compliant and shall be provided with PoE injector of the same make for mentioned quantity	Request to include support for 802.3at PoE as well	Refer to Corrigendum
1048	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.1	Maximum Power rating of 12.95 W	Since 802.3at PoE is rated at 25.5 W of maximum power, request to include Maximum power rating of 25.5 W along with 12.95W	Refer to Corrigendum
1049	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	1.11	Both radios shall operate at full power and full performance on IEEE 802.3af PoE/Gigabit Ethernet	Request to include PoE +/- 802.3at PoE as it supports more power and hence more performance	Refer to Corrigendum
1050	ANNEXURE-TRS - INFRASTRUCTURE WIRELESS AP	279	3.1	Shall support both centrally controlled mode (configured and updated via wireless controller) and autonomous mode (without controller) which is software selectable	Request to relax the clause to support both centrally controller and Standalone or Cloud controlled modes	Tender condition shall prevail

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1051	8.2.1 - ANNEXURE-TRS - INFRASTRUCTURE LOAD BALANCER	279	13- Security Capabilities	Protect against OWASP Top 10 common attacks (SQL Inject, XSS, CSRF) DDoS prevention to throttle or drop traffic based on IP or client Outbound content inspection for Data Loss Prevention IP reputation pool to block or deny traffic arriving at a service from the following types of IP addresses a. Geo Pool – List of geographical regions. b. Anonymous Proxy – Proxies that hide the ID information of client computers. c. Satellite Provider - Satellite ISPs. Simplify PCI compliance and use strong security protocols Should have Attack definition updates.	Since DLP is asked as a separate solution, request you to please remove data loss prevention from the Load balancer solution Request to please provide more details on Satellite Provider - Satellite ISPs	Tender condition shall prevail
1052	ANNEXURE_TRS_Security DDOS Detection System	NA	Scale and Architecture - Sr No 3	The solution should cater monitoring aggregated xx Peering/Gateway Edge routers (scalable to xx) and 80 P/PE aggregation routers (scalable to 160).	Pls specify the xx value	Refer to Corrigendum
1053	ANNEXURE_TRS_Security DDOS Detection System	NA	Scale and Architecture - Sr No 13	Client requirement is xxxx flows per second from Day-1 and deployment should support yyyy FPS in future through license upgrade. There should be option to increase the number of Flows per second through license upgrade. Appropriate appliances or VM licenses should be included in the proposal to support the upgradeability.	Pls specify the number for the flows per second from Day 1 and future deployment	Refer to Corrigendum
1054	ANNEXURE_TRS_Security DDOS Detection System	NA	Performance-Sr No 2	DDoS mitigation system in form of two appliances each of xx Gbps each mitigation capacity needs to be provisioned at each of the two gateway locations.	Pls specify the DDOS mitigation system capacity per appliance	Refer to Corrigendum
1055	ANNEXURE_TRS_Security DDOS Detection System	NA	Performance-Sr No 3	System should be capable of supporting at least xx simultaneous on-going mitigations.	Pls specify the number for the simultaneous ongoing mitigation	Refer to Corrigendum
1056	ANNEXURE_TRS_Security DDOS Detection System	NA	Performance-Sr No 4	The system must support up to yyyyy interfaces configured as physical, logical or sub-interfaces	Pls specify the number for interface configured as physical, logical or sub-interface	Refer to Corrigendum
1057	ANNEXURE_TRS_Security DDOS Detection System	NA	Performance-Sr No 5	The appliance must support minimum xx Million packets per second.	Pls specify the number for the appliance support million per second	Refer to Corrigendum
1058	ANNEXURE_TRS_Security DDOS Detection System	NA	Performance-Sr No 6	DDOS mitigation system should also support xxxx Monitored entities	Pls specify the number for the support Monitored entities	Refer to Corrigendum
1059	ANNEXURE_TRS_Security DDOS Detection System	NA	Performance-Sr No 8	The system must be capable to support yyyyy GRE tunnels per appliance	Pls specify the number for the GRE tunnel per appliance	Refer to Corrigendum
1060	ANNEXURE_TRS_Security SIEM	NA	2	The solution should be able to handle a minimum of xx,yyy EPS / xxx devices.	Pls specify the number for the EPS	Refer to Corrigendum
1061	ANNEXURE_TRS_Security SIEM	NA	3	The solution should support the event throughput rate of minimum xx EPS (events per second) and should have capability to upgrade up to yy EPS.	Pls specify the xx and yy number	Refer to Corrigendum
1062	ANNEXURE_TRS_Security UTM	NA	2	The throughput should be minimum x.y Gbps	Pls specify the UTM throughput	Refer to Corrigendum

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1063	ANNEXURE_TRS_Security IPS	NA	2	The IPS should not induce Latency into the Network, and in any case latency should be less than XX microseconds.	Pls specify the Latency	Refer to Corrigendum
1064	Volume 3, 22	311	22. LIQUIDATED DAMAGES	Time is the essence of the Agreement and the delivery dates are binding on the MSP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the MSP, in meeting the deliverables, IPA shall be entitled at its option to recover from the MSP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract value	Time is the essence of the Agreement and the delivery dates are binding on the MSP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the MSP, in meeting the deliverables, IPA shall be entitled at its option to recover from the MSP as agreed, liquidated damages, 0.5% of the value of the delayed deliverable for each week of delay subject to max cap of 10% of the value of the delayed deliverable	Tender condition shall prevail
1065	ANNEXURE_TRS_Infrast ructure_Component: 48OFC	NA	2.3	Fiber Identification: Blue, Orange, Green, Brown, Slate, White, Red, Black, Yellow, Violet, Pink & Natural	Suggested "Blue, Orange, Green, Brown, Slate, White, Red, Black, Yellow, Violet, Rose & Aqua As per TIA standard"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1066	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		4.3	Outer Diameter of Loose Tube: 2.4 ± 0.15 mm		Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1067	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		4.4	Colour of Loose Tube: Blue, Orange, Green, Brown	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1068	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		4.5	No. of Fillers: 2	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1069	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		5.1	Sequence of Elements in Core: BL, OR, GR, BR, Loose Tubes, BK1, BK2 Fillers	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1070	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		5.3	Core Wrapping: Single Layer of Polyester Tape Applied Longitudinally	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1071	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		5.4	Aramid Ripcords: 02 (below ECCS tape)	As per IEC 60794-1 standard Products should follow standard requirements	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1072	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		7.3	Nominal Thickness: 1.6 mm (Nominal)	As per IEC 60794-1 standard Products should follow standard requirements	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1073	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		7.4	Overall Diameter: 12.5 ± 0.5 mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1074	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		8.3	Size (Nominal): 2.5 mm (Nominal)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1075	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		12	Impact Resistance: Height 0.5mtrs, Weight 5kg,	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1076	ANNEXURE_TRS_Infrast ructure_Component: 48OFC		15	Type of Packing: Drum Length	Suggested "2000 +/- 5% Meter To avoid wastage of cables"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1077	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		2.3	Fibber Identification: Blue, Orange, Green, Brown, Slate, White, Red, Black, Yellow, Violet, Pink & Natural	Suggested "Blue, Orange, Green, Brown, Slate, White, Red, Black, Yellow, Violet, Rose & Aqua As per TIA standard"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1078	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		4.3	Outer Diameter of Loose Tube: 2.4 ± 0.15 mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1079	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		4.4	Colour of Loose Tube: Blue, Orange, Green, Brown	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1080	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		4.5	No. of Fillers: 4	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1081	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		5.1	Sequence Of Elements In Core 24F: BL, OR, Loose Tubes, BK1, BK2, BK3, BK4 Fillers	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1082	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		5.3	Core Wrapping: Single Layer of Polyester Tape Applied Longitudinally	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1083	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		5.4	Aramid Ripcords: 02 (Below ECCS Tape)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1084	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		7.3	Nominal Thickness: 1.6 mm (Nominal)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1085	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		7.4	Overall Diameter: 12.5 ± 0.5 mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1086	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		8.3	Size (Nominal): 2.5 mm (Nominal)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1087	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		12	Impact Resistance: Height 0.5mtrs, Weight 5kg, 10 Nos.	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1088	ANNEXURE_TRS_Infrast ructure_Component 24 OFC		15	Type of Packing: Drum Length	Suggested "2000 +/- 5% Meter To avoid wastage of cables"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1089	ANNEXURE_TRS_Infrast ructure_Component_120 FC		2.3	Fibber Identification: Blue, Orange, Green, Brown, Slate, White, Red, Black, Yellow, Violet, Pink & Natural	Suggested "Blue, Orange, Green, Brown, Slate, White, Red, Black, Yellow, Violet, Rose & Aqua As per TIA standard"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1090	ANNEXURE_TRS_Infrast ructure_Component_120 FC		4.3	Outer Diameter of Loose Tube: 2.4 ± 0.15 Mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1091	ANNEXURE_TRS_Infrast ructure_Component_120 FC		4.4	Colour of Loose Tube: Blue, Orange, Green, Brown	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1092	ANNEXURE_TRS_Infrast ructure_Component_120 FC		4.5	No. of Fillers: 5	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1093	ANNEXURE_TRS_Infrast ructure_Component_120 FC		5.1	Sequence Of Elements In Core 24F: BL, Loose Tubes, BK1, BK2, BK3, BK4, BK5 Fillers	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1094	ANNEXURE_TRS_Infrast ructure_Component_12O FC		5.2	Core Filling: Thixotropic Jelly	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1095	ANNEXURE_TRS_Infrast ructure_Component_12O FC		5.3	Core Wrapping: Single Layer of Polyester Tape Applied Longitudinally	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1096	ANNEXURE_TRS_Infrast ructure_Component_12O FC		5.4	Aramid Ripcords: 02 (Below ECCS Tape)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1097	ANNEXURE_TRS_Infrast ructure_Component_12O FC		7.3	Nominal Thickness: 1.6 mm (Nominal)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1098	ANNEXURE_TRS_Infrast ructure_Component_12O FC		7.4	Overall Diameter: 12.5 ± 0.5 mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1099	ANNEXURE_TRS_Infrast ructure_Component_12O FC		8.3	Size (Nominal): 2.5 mm (Nominal)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1100	ANNEXURE_TRS_Infrast ructure_Component_12O FC		12	Impact Resistance: Height 0.5mtrs, Weight 5kg, 10 Nos.	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1101	ANNEXURE_TRS_Infrast ructure_Component_12O FC		15	Type of Packing: Drum Length	Suggested "2000 +/- 5% Meter To avoid wastage of cables"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1102	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		2.3	Fiber Identification: Blue, Orange, Green, Brown, Grey & White	Suggested "Blue, Orange, Green, Brown, Slate, White As per TIA standard"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1103	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		4.3	Outer Diameter of Loose Tube: 3 ± 0.15 mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1104	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		4.4	Colour of Loose Tube: White	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1105	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		4.8	Aramid Ripcords: 02 (Below ECCS Tape)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1106	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		5.2	Thickness: 0.15 ± 0.025 mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1107	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		6.3	Nominal Thickness: 2.3 mm (Nominal)	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1108	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		6.4	Overall Diameter: 9.5 ± 0.5 mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1109	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		8	Standard Length: 2.0 KMs + 10 %	Suggested "2000 +/- 5% Meter To avoid wastage of cables"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard
1110	ANNEXURE_TRS_Infrast ructure_Component_06 OFC		13	Kink Resistance: 10xD mm	Suggested "As per IEC 60794-1 standard Products should follow standard requirements"	Tender condition shall prevail. Fiber attributes as per mentioned ITU-T Standard

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1111	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		3	Shall be 4-pair Unshielded twisted pair with a cross filler/ isolator (+), meeting Category 6 tested to 600 MHz or more (4 connector test report from Intertek to be submitted with Bid).	Suggested "Belden cable Cat6 UTP cable meets and exceeds 250 Mhz. Cable is tested up to 550 Mhz. To provide better performance"	Tender condition shall prevail
1112	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		5	Shall provide the above performance up to 4 connections, for a distance of 100 meters. ETL(Intertek) report for 4 connections tested up to 600 MHz shall be submitted.	Suggested "Belden cable Cat6 UTP cable meets and exceeds 250 Mhz. Cable is tested up to 550 Mhz. To provide better performance"	Refer to Corrigendum
1113	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		10	Shall be certified by independent labs like ETL(Intertek) for compliance to ANSI/TIA-568C.2 for Cat 6 Channel and ISO/IEC 11801 for class E Channel(Report required).	Suggested "Belden cable Cat6 UTP cable meets and exceeds 250 Mhz. Cable is tested up to 550 Mhz. To provide better performance"	Refer to Corrigendum
1114	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	Specification for Cat6 IO, Patch Cords, Face Plates, Panels etc. what ever basic needs of connectivity are mission, For entire end to end connectivity accessories along with cables are also required.		Tender condition shall prevail
1115	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	OEM eligibility criteria was not mentioned		No clarification required
1116	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	Suggested OEM Eligibility Criteria		No clarification required
1117	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	Fibber Cable , Copper Cables and Accessories should be from single OEM only		No clarification required
1118	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	ISO 9001 and 14001 Certification should be available		Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
1119	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	OEM should be at least 10 years old in India		Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
1120	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	All products should come with 25 years performance warranty		Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
1121	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	OEM should be a part of EIA/TIA and TR standard committee.		Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
1122	ANNEXURE_TRS_Infrast ructure_Component_UTP cable		New	All products should be RoHS Complied.		Tender condition shall prevail. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.

**Response to Pre-bid queries for Request for Proposal (RFP) for “Selection of Managed Service Provider for Implementation of Enterprise Business System in Five Major Indian Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1123	ANNEXURE_TRS_Infrast ructure_Component_Fiber LIU		3	Shall have all accessories including coupler plates pre-loaded with duplex LC couplers (OS2), pigtails for terminating fibbers on the FOPP	Suggested "Belden fibber connector can be re-terminated min. 5 times"	Tender condition shall prevail
1124	Configuration			System should allow for configurable scoring of incident severity based on the following: a. Expose amount of data? b. Senders or recipients c. Network protocol d. existing exposed records/documents e. Directory service attribute f. Network Source and Destination	We don't do scoring however we put High/Medium/Low severity to incidents. It should be re phrased as :System should allow for rating incident severity as High/Medium/Low. Please remove the sub clauses.	Tender condition shall prevail
1125	Cloud Data Security Requirement			Defining and implementing data security in the life cycle of the customer data	Please clarify, what you mean by cloud	As per industry standard
1126	Cloud Data Security Requirement			Securely isolating the customer's data (e.g. virtual storage areas, tagging, etc.)	Please clarify, what you mean by cloud	As per industry standard
1127	Cloud Data Security Requirement			Regular data backups, with customers being able to audit their basic parameters (scope, save intervals, save times and storage duration)	Please clarify, what you mean by cloud	As per industry standard
1128	Cloud Data Security Requirement			Data must be fully and reliably deleted at the customer's request.	Please clarify, what you mean by cloud	As per industry standard
1129	Cloud Security Specifications for Monitoring and Security Incident Management			24/7 extensive monitoring of the cloud services and prompt responses to attacks and security incidents	Please clarify, what you mean by cloud	As per industry standard
1130	Cloud Security Specifications for Monitoring and Security Incident Management			Recording and analysing data sources (e.g. system status, failed authentication attempts, etc.)	Please clarify, what you mean by cloud	As per industry standard
1131	Cloud Security Specifications for Monitoring and Security Incident Management			24/7 contactable security incident handling and troubleshooting team with the authority to act	Please clarify, what you mean by cloud	As per industry standard
1132	Cloud Security Specifications for Monitoring and Security Incident Management			Obligations to notify the customer about security incidents or provide information about security incidents potentially affecting the customer	Please clarify, what you mean by cloud	As per industry standard
1133	Cloud Security Specifications for Monitoring and Security Incident Management			Provision of relevant log data in a suitable form	Please clarify, what you mean by cloud	As per industry standard
1134	Cloud Security Specifications for Monitoring and Security Incident Management			Logging and monitoring of administrator activities	Please clarify, what you mean by cloud	As per industry standard