

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/2017

Dated: 29 July 2017



Indian



Ports



Association

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1	Vol 2	131	Clause 2.1 Functional Landscape 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 where department wise details of users has been provided for each port. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
2	Vol 2	131	Clause 2.1 Functional Landscape 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 where department wise details of users has been provided for each port. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
3	Vol 2	161	2.2 Application Landscape 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.	No change. RFP specifies minimum requirements, MSP may provide better/higher configuration under proposed solution to meet the RFP requirement.
4	Vol 2	236	4.10 Track 8: Data Migration 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 Vol 2 Section 4.10 Track 8 : Data migration. Bidder is expected to make necessary assumptions with respect to volume 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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5	Vol 2	238	4.10 Track 8: Data Migration 6. Scanning, Indexing and Storing of Port Documents	MSP should ensure the following quality checks in the document: <ul style="list-style-type: none"> • The Image should not be too dark / too light. • The Image should not have been captured under improper lighting. • The Image should not have been cropped from any side. • The orientation of the image should be right. 	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 Vol 2 Clause 4.10 (6-i) : "Solution should take care of automatic correction of parameters such as 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"
6	Vol 2	246	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live 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.	There are many standards that are indicated throughout the RFP as well as summarized in Vol 2 Clause 4.13 (9-c). However, the list is just for reference and is not to be treated as exhaustive.
7	Vol2_ Annexure_FRS_Core	155	10) Electronic Office Work (EOW), 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 for details on existing systems / software currently used at ports.
8	Vol2_ Annexure_FRS_Core	159	10) Electronic Office Work (EOW), 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 for details on existing systems / software currently used at ports.
9	Vol 2_Annexure_FRS_OtherSystems	NA	Document Management System, 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.	As per RFP. MSP to design solution as per architectural principles and requirements defined in RFP
10	Vol 2	237	Track 8: Data Migration 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
11	Vol 2	238	Track 8: Data Migration 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

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12	Vol 2	238	Track 8: Data Migration_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
13	Vol 2	238	Track 8: Data Migration_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
14	Vol 2	238	Track 8: Data Migration_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
15	Vol 2	238	Track 8: Data Migration_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
16	Vol 2	238	Track 8: Data Migration_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
17	Vol 2	238	Track 8: Data Migration_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 as available to port staff shall be provided by ports. Internal room wiring, LAN, connectivity, etc is expected to be setup by MSP as per requirements of the project
18	Vol 2	238	Track 8: Data Migration_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
19	Vol 2	238	Track 8: Data Migration_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.	Bidder is free to use any existing connectivity at port. However, Bidder is expected to factor connectivity requirements within the proposed solution

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20	Vol 2	238	Track 8: Data Migration_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
21	Vol 2	259	5 Project Implementation timelines	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 Vol 2 Clause 5.2 Implementation timelines- Point 8, 18 & 25
22	Vol 2 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.	As per RFP Annexure - Vol 2 BoM, The DNS to be provided for ports as per the mentioned minimum indicative document
23	Vol 2 Annexure_TRS_Security	Point 18	Web Application Firewall	The Web application firewall should allow signatures to be modified or added by the administrator.	Suggested Clause:- The Web application firewall should allow signatures / Policies to be modified or added by the administrator.	No change. Tender condition shall prevail
24	Vol 2 Annexure_TRS_Security	Point 35	Web Application Firewall	The following report formats are deemed of relevance: Word, RTF, HTML, PDF, XML, etc.	Suggested Clause:- The following report formats are deemed of relevance: HTML, PDF, XML, etc.	No change. Tender condition shall prevail
25	Vol 2 Annexure_TRS_Security	Point 37	Web Application Firewall	Access logs can periodically be uploaded to the logging server (e.g. via FTP, SFTP, WebDAV, or SCP).	Suggested Clause:- Access logs can periodically be uploaded to the logging server.	No change. Tender condition shall prevail
26	Vol 2 Annexure_TRS_Security	Point 38	Web Application Firewall	Web application firewall should provide notifications through Email, Syslog, SNMP Trap, Notification via HTTP(S) push etc.	Suggested Clause:- Web application firewall should provide notifications through Email, Syslog, SNMP Trap etc.	No change. Tender condition shall prevail
27	Vol 2 Annexure_TRS_Security	Point 44	Web Application Firewall	Should support clustered deployment of multiple WAFs sharing the same policy.	Suggested Clause:- Should support High Availability.	The bidder has the flexibility to propose a solution which best fits the requirements and meets the SLAs.
28	Vol 2 Annexure_TRS_Security	NA	DDoS	DDoS Mitigation solution specs are purely inclined towards ONE OEM. Most importantly, the technology asked in the Specs is relevant for the ISP scenario only! Attached the draft specs relevant for Enterprise Grade DDoS Mitigation solution for your perusal. Pls obliterate the existing RFP specs, and issue new specs.	Remove the existing specs and issue new technical specs for this item	No change. Tender condition shall prevail
29	Vol 2 Annexure_TRS_Security	Point 2	IPS	The monitoring interface of the IPS should operate at layer 2, thus requiring no IP address or network reconfiguration.	Suggested Clause:- IPS should be dedicated device (not part of UTM or Firewall Module). The monitoring interface of the IPS should operate at layer 2, thus requiring no IP address or network reconfiguration.	No change. Tender condition shall prevail

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30	Vol 1	30	4.5 Point 1- Pre-qualification criteria for Port Operations Solution (POS) Provider	Bidder shall have an average annual turnover of at least 15 Cr or USD 2.25 Million in last 3 financial years (FY 2016-17, 2015-16 and 2014-15).	We assume that the turnover of INR 15 crores (USD 2.25 Million) is that of a single legal entity.	Turnover of associates / subsidiaries can be considered as long as the same is for the proposed port operations solution. Certificate in this regards may be submitted from statutory auditor. Such associate / subsidiary company will have to fulfil the criteria laid down as per Companies Act 2013, to be eligible for consideration as associate / subsidiary.
31	Vol 1	31	4.5 Point 4	<ul style="list-style-type: none"> At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions as mentioned below and at least one project (from 5 projects) where POS has been integrated with the proposed ERP solution. 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 or strong performers 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 	Kindly amend the clause as: “Minimum of 5 projects involving POS solutions integrated with any leading global ERP solution.”	Refer to Corrigendum: At least 5 projects/ports where POS solution has been integrated with atleast one of the industry leading ERP solutions as mentioned below 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 or strong performers 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
32	Vol 1	30	4.5 Point 1- Pre-qualification criteria for Port Operations Solution (POS) Provider	Bidder shall have an average annual turnover of at least 15 Cr or USD 2.25 Million in last 3 financial years (FY 2016-17, 2015-16 and 2014-15).	Please clarify: If the turnover of INR 15 crores (USD 2.25 Million) shall be from one legal entity only.	Turnover of associates / subsidiaries can be considered as long as the same is for the proposed port operations solution. Certificate in this regards may be submitted from statutory auditor. Such associate / subsidiary company will have to fulfil the criteria laid down as per Companies Act 2013, to be eligible for consideration as associate / subsidiary.

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33	Vol 1	13	Inclusion of MSME in project delivery_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 Vendor is not included as MSME to supply.(restricted in clause 2.3) Since we have a proven product in Indian Ports and we are a OEM, we request you to give relaxation to MSME clause and include POS Vendor also in the list given in Clause 2.3 of page 13.	No change. Tender condition shall prevail
34	Vol 1	30	4.5 Point 1- Pre-qualification criteria for Port Operations Solution (POS) Provider	Bidder shall have an average annual turnover of at least 15 Cr or USD 2.25 Million in last 3 financial years (FY 2016-17, 2015-16 and 2014-15).	In the case of Consortium, the qualification criteria should be for all of the Consortium members together and not to the individual member. And in this tender, as 3 members are allowed in a Consortium and there is Financial Eligibility Criteria for the Lead Bidder of a Consortium, the clause to Port Operations Solution (POS) should be dropped (as POS Vendor is part of Consortium and not a Lead Bidder). We sincerely request you to drop this clause which allows more companies to participate, gets you better competition and better Technical and Financial proposals.	Turnover of associates / subsidiaries can be considered as long as the same is for the proposed port operations solution. Certificate in this regards may be submitted from statutory auditor. Such associate / subsidiary company will have to fulfil the criteria laid down as per Companies Act 2013, to be eligible for consideration as associate / subsidiary.
35	Vol 1	31	3_Manpower Capability	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.	No change. Tender condition shall prevail
36	Vol2_ Annexure_FRS_Core	3	EBS.POS1		Can you Please List the Names of Dept who need Mobile Application with number of Users in Each Departments.	Refer to Functional Requirements Specifications within RFP for details
37	Vol 1	11	Clause 2.2_Eligible Bidders	Bidder should be eligible to operate in conformity with the provisions of the laws in India and shall have a registered office within India.	Can a bidder participate under same organization with different entities ?	As per RFP clause 2.2. Eligible bidders and clause 4.5 Pre-qualification criteria
38	Vol 1	30	Pre-qualification criteria for Port Operations Solution (POS) Provider	Bidder shall have an average annual turnover of at least 15 Cr or USD 2.25 Million in last 3 financial years (FY 2016-17, 2015-16 and 2014-15).	Audited Financial will be generally ready by September. Hence can we submit unaudited /certified Financials.	Provisional statement certified by statutory auditor may be submitted.
39	Vol 1	30	4.5 Point 1- Pre-qualification criteria for Port Operations Solution (POS) Provider	Bidder shall have an average annual turnover of at least 15 Cr or USD 2.25 Million in last 3 financial years (FY 2016-17, 2015-16 and 2014-15).	In case of a Pos vendor, having multiple entites in more than one country, consolidated average of Indian entity and associate entities outside India will be considered for this criteria?	Turnover of associates / subsidiaries can be considered as long as the same is for the proposed port operations solution. Certificate in this regards may be submitted from statutory auditor. Such associate / subsidiary company will have to fulfil the criteria laid down as per Companies Act 2013, to be eligible for

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						consideration as associate / subsidiary.
40	Vol 1	18	3.3.3(vi)	<p>The EMD may be forfeited:</p> <ul style="list-style-type: none"> · Bidder fails to provide required information during the evaluation process or is found to be non-responsive. · 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. 	<p>This ground may be for rejection of bid not forfeiture of EMD. Please have this ground deleted.</p> <p>We also submit that the "fails to sign the Agreement in accordance with this tender" should be changed to "fails to sign mutually agreed Agreement". We hereby request that the contract should be signed on the basis of discussions and mutual agreement between the parties in consideration with the proposal submitted by the bidder.</p>	No change. Tender condition shall prevail
41	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.	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	No change. Tender condition shall prevail
42	Vol 1	46	4.8.3	<p>Performance Bank Guarantee</p> <p>(An amount equivalent of 10 % of total contract value shall be payable by the bidder for the total duration of the contract.)</p>	<p>We submit that the PBG should be changed to 10% of the annual contract value.</p> <p>We also submit that there should be a cure period of not less than 30 days to rectify the default committed by the Bidder, prior to invoking the Performance Bank Guarantee.</p>	No change. Tender condition shall prevail
43	Vol 2	148	2.2.1.3	<p>Ownership and License</p> <p>The ownership of all bespoke software developed, POS & ERP solutions customized or configured for the project would always be with the purchaser (IPA and respective ports). All licenses, source code etc. of any software developed for any COTS software obtained related to the project would be in the name of the purchaser and the same cannot be used anywhere without prior permission of purchaser.</p>	We submit that the ownership in the pre-existing IPR and any modifications thereto shall remain with the respective party. Purchaser should use the software provided in accordance with the terms of the applicable EULA.	As per RFP
44	Vol 3	296	NA	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 vol 2 of RFP)	Understanding is correct.

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45	Vol 3	296	Clause 3 - Term and Duration of the Agreement	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 subject to mutual agreement.	No change. Tender condition shall prevail
46	Vol 3	304	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. AS PER RFP for standards related to safety and security
47	Vol 3	306	Invoicing and Settlement	c) Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. d) Any exercise by IPA under this Clause shall not entitle the Managed Service Provider to delay or withhold provision of the Services.	Please revise the payment term to 30 days from the date of invoice. Please also include a provision stating that in the event MSP is not paid undisputed invoices even after the payment due date, the MSP should have the right to suspend the services and/or terminate the contract upon written notice to the Purchaser. Any amount not paid by the Purchaser when due will bear interest at the rate of 18% per annum. We submit that the provision on delayed payments should be included in the contract.	No change. Tender condition shall prevail
48	Vol 3	312	NA	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. After the expiry of such notice period, the Implementation Agency will have the option to terminate the Agreement.	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. After the expiry of such notice period, the Implementation Agency will have the option to terminate the Agreement."	No change. Tender condition shall prevail
49	Vol 3	312	15	Termination for Convenience	Please delete this right to terminate for convenience or apply only during run phase after go-live with due payment of early termination fees.	No change. Tender condition shall prevail

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50	Vol 3	314	15	<p>Suspension</p> <p>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 days.</p> <p>IPA may consider suitable compensation to the Managed Service Provider in event of suspension extending beyond a continuous period of 30 days.</p>	<p>We submit that in the event of any suspension by IPA, the MSP should be entitled to receive compensation for the period of such suspension. The amount of such compensation can be mutually agreed, which shall include costs of the resources deployed by MSA, the over-head charges and other expenses incurred by the MSP in maintenance of equipment's, tools and services.</p>	No change. Tender condition shall prevail
51	Vol 3	314	15	<p>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</p>	<p>Please revise this clause as :</p> <p>"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</p>	No change. Tender condition shall prevail
52	Vol 3	316	16 - Limitation of Liability	<p>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.</p> <p>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 - 'Safety and Security' and clause 18 - 'Confidentiality'.</p>	<p>We propose that the aggregate 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 and shall in no event exceed annual contract value under this Agreement.</p> <p>Please exclude IPA's obligation to pay charges for products and services rendered from the liability cap.</p> <p>Please allow a separate exclusive cap of TCV only for liability due to breach of clause 12 and 18 - Confidentiality.</p>	No change. Tender condition shall prevail
53	Vol 3	318	18 - Confidentiality	<p>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.</p>	<p>Please revise this clause as:</p> <p>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.</p>	No change. Tender condition shall prevail

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54	Vol 3	320	21 - Warranty	<p>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.</p> <p>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.</p>	<p>We submit that this provision should be modified as follows: "The MSP will pass-through OEM standard warranty (including warranty period which begins from the time of delivery) and post warranty period, MSP will factor in AMC/ATS to meet the SLAs post go-live."</p> <p>We also submit that the warranty period shall remain fixed. Hence, this provision should be deleted.</p>	No change. Tender condition shall prevail
55	Vol 3	321	22	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.	No change. Tender condition shall prevail
56	Vol 3	321	23	Escrow Agreement	We submit that the provision on escrow agreement should be deleted. It is hereby clarified that escrow arrangement is subject to approval by the relevant Licensor/OEM of the product. As a general practice since the Licensor/OEM do not agree for escrow, the requirement should be removed.	No change. Tender condition shall prevail
57	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	No change. Tender condition shall prevail
58	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.
59	Vol 1	43	4.7 (xv)	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	No change. Tender condition shall prevail
60	Vol 1	47	4.8.3 (v)	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, misconstruction or misstatement	Bidder suggests any such recoveries will be handled separately and not setting of against the bills / PBG due to bidder	No change. Tender condition shall prevail

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61	Vol 1	47	4.8.5	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	No change. Tender condition shall prevail
62	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, subsequent AMC/ATS/AMS shall be paid by IPA/Ports as per actuals (reduced quantity). The bidder is expected to keep a note of the same.	Bidder understand the point however since this would be change to the contracted quantities bidder suggest that any change post contract signature shall be through mutually agreed change request process. Also such AMC / ATS shall be effective from next renewal of such AMC/ATS as these would be annual payments and would not be possible to change in mid year.	No change. Tender condition shall prevail
63	Vol 1	54	6.2	Payment terms for a port: APP.1 : Licenses : 90% (3 equal pay-outs during Phase I) 1% x 20 Balance 10% of APP.1 at completion of Phase II (Stabilization and baseline)	Bidder seeks IPA to release balance payment towards APP.1License: upon delivery and installation against bank guarantee valid till implementation phase	No change. Tender condition shall prevail
64	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	No change. Tender condition shall prevail
65	Vol 1	55	6.2	APP.3: Installation/ Configuration/ Customization/ Development (Including Data Migration/ Interfacing) - 10% x 1 (1 pay-out during Phase I) -6% X 3 (3 equal pay-outs during Phase I) -9% X 3 (3 equal pay-outs during Phase I) -25% (1 pay-out at end of Phase II) And Advance Bank Guarantee shall be released - 20% (At the end of first quarter after base lining and stabilization)	Bidder request IPA to release payment towards mobilization at the start of the project equivalent to 25% of implementation fees Hence Bidder request the update to the payment terms for following element as: APP.3: Installation/ Configuration/ Customization/ Development (Including Data Migration/ Interfacing) - 25 % upon commencement of project - 10% x 1 (1 pay-out during Phase I) as per RFP payment milestone - 6% X 3 (3 equal pay-outs during Phase I) as per RFP payment milestone - 9% X 3 (3 equal pay-outs during Phase I) as per RFP payment milestone - 20% (1 pay-out at end of Phase II) Upon go-live as per RFP	No change. Tender condition shall prevail
66	Vol 1	56	6.2	INF 1. and EUC : Procurement of Required compute and Storage Infrastructure (including end user computing and Port Specific Server Room Infrastructure) 50% (3 equal pay-outs during Phase I) - Supply of equipment 40% (3 equal pay-outs during Phase I) - installation of equipment 10% Balance of INF.1 & EUC at go-live of respective waves	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? Bidder request the balance 10% to be released upon installation of hardware against bank guarantee	No change. Tender condition shall prevail

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67	Vol 1	56	6.2	INF 2. and EUC : 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	No change. Tender condition shall prevail
68	Vol 1	56	6.2	CCI.: Primary Data Centre CCI.:Disaster Recovery Center 4% (25 equal pay-outs on actuals)	Bidder understand this is opex model IPA expecting. Please clarify. Bidder further seeks the payment of these elements shall be made quarterly in advance from the data of consumption of such services (instead of go-live) on opex model.	No change. Tender condition shall prevail
69	Vol 1	57	6.2	NWI.1:Procurement of Required Networking Infrastructure: 40% (3 equal pay-outs during Phase I) - Supply of equipment 40% (3 equal pay-outs during Phase I) - installation of equipment 20% Balance of NWI.1 at completion of phase II	Bidder seeks IPA to consider following changes to NWI.1 payment: 50% (3 equal pay-outs during Phase I) - Supply of equipment 50% (3 equal pay-outs during Phase I) - installation of equipment	No change. Tender condition shall prevail
70	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	No change. Tender condition shall prevail
71	Vol 1	57	6.2	NWI.3. Set-up of Network Infrastructure and Readiness for network availability - 18% X3 (1 pay-out during Phase I) - 26% X 1 (3 equal pay-outs during Phase II) - 20% (At the end of first quarter after base lining and stabilization)	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	No change. Tender condition shall prevail
72	Vol 1	58	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	No change. Tender condition shall prevail
73	Vol 1	58- 60	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.	No change. Tender condition shall prevail
74	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 and MAS.1 - 10 % upon commencement of project - 80% upon acceptance of setup of each deliverables - 10% one month after acceptance of such set-up	No change. Tender condition shall prevail

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75	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 50% of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to 50% while making payments towards Implementation Cost. Any value quoted towards Implementation Costs over and above 50% 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.	No change. Tender condition shall prevail
76	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 towards other components 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.	No change. Tender condition shall prevail
77	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.	Incase 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.	No change. Tender condition shall prevail

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78	Vol 3	298	13. (c)	<p>Tax</p> <p>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. GST / 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.</p>	<p>Bidder request to remove any such 'ceiling amounts specified in Schedule VI'.</p> <p>The clause can be amended to be consistent with tender clause of Vol I.</p>	No change. Tender condition shall prevail
79	Vol 2	189	3.2 (x)	<p>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.</p>	<p>Bidder would like to clarify if IPA wants the ownership of assets upon delivery installation for assets proposed under this agreement?</p> <p>If infrastructure related assets ownership needs to be transferred at the end of contract term then can MSP mortgage same till period of contract?</p>	As per tender conditions
80	Vol 2	203	4.3.1 (e)	<p>The ownership of IT infrastructure procured within port premises shall get transferred to ports after “Acceptance and Go Live and Stabilization”</p>	<p>Can IPA clarify from commercials which are the elements that needs transfer of ownership at go-live instead of end of contract</p>	Clause is sufficient, no clarification required
81	Vol 3	302	15. a. (i)	<p>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.</p>	<p>Bidder request that only continuous failure on SLA shall be considered as material breach.</p>	No change. Tender condition shall prevail
82	Vol 3	313	15. e	<p>Effects of termination</p> <p>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.</p>	<p>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</p>	No change. Tender condition shall prevail

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83	Vol 3	313	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 incase of termination.	No change. Tender condition shall prevail
84	Vol 3	320	21	21) WARRANTY Component Period Hardware :Till the end of Agreement COTS Software : 1 year post completion of the agreement Bespoke Software : 1 year 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.	No change. Tender condition shall prevail
85	Vol 3	321	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.	No change. Tender condition shall prevail
86	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.	No change. Tender condition shall prevail
87	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	No change. Tender condition shall prevail
88	Vol 1	7	RFP Data Sheet Point 10	Last date and time (deadline) for receipt of proposals in response to tender notice: 08 August 2017 15:30 HRS	Given the magnitude of the tender, the required interactions with potential partners and the importance of this project for all parties involved, we request a substantial extension of the submission date to minimally 10 October 2017: Last date and time (deadline) for receipt of proposals in response to tender notice: 10 October 2017 15:30 HRS	No change. Tender condition shall prevail
89	Vol 1	12	2.2.2	v. 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 the scope of their activities. vi. 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.	Bullet points v. and vi. are contradictory. Please specify which one applies.	Clause vi. refers to consortium which includes all members including Lead Bidder and should be read along with clause v.

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90	Vol 1	31	4.5	Pre-qualification criteria for POS Provider: 4. Integration capabilities: "At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions as mentioned below and at least one project (from 5 projects) where POS has been integrated with the proposed ERP solution."	Please remove the criteria which states that "at least one project where POS has been integrated with the proposed ERP solution" since it should be sufficient to prove that the POS system can be interfaced to an ERP. Clearly this criteria potentially limits the possibility of "combining best of breed applications available", which is one of IPA's objectives as mentioned on page 133 (Volume 2, section 1.4)	Refer to Corrigendum: At least 5 projects/ports where POS solution has been integrated with at least one of the industry leading ERP solutions as mentioned below 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 or strong performers 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
91	Vol 1	33	4.6	2. Must have a minimum of five years' experience operating a maritime terminal operation or comparable experience.	Please define what is meant with "operating a maritime terminal operation" and how this is relevant to the current tender.	To be read as operating a maritime terminal operation from the point of POS solution operations
92	Vol 1	46	4.8.3 ii.	However, a new performance bank guarantee with an amount equivalent to 5% of the total contract value for the remaining duration of the contract shall be payable by bidder before return of the original bank guarantee.	Please clarify if the 5% applies to the "total contract value" (since the start of the project) or the "contract value of the remaining duration of the contract" (the value of the maintenance & support contract) and when this second PBG will be released.	5% of the total contract value. Second PBG will be released after the end of the contract as mentioned within the tender
93	Vol 1	64	7.1 xiv.	Deploy the required manpower to manage the operations.	Please define what is meant with "to manage the operations".	As contained in the detailed Scope of work within the RFP - Operations & Maintenance
94	Vol 2 Annexure_TRS_Inf rastructure	Router	1	The router should support IP routing, IP multicast, QoS, IP mobility, multiprotocol label switching (MPLS), VPNs and internal power supply.	Request to incorporate internal redundant hot swappable power supply ensuring higher network for easy maintenance. Requested changes "The router should support IP routing, IP multicast, QoS, IP mobility, multiprotocol label switching (MPLS), VPNs and internal redundant power supply."	No change. Tender condition shall prevail
95	Vol 2 Annexure_TRS_Inf rastructure	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.	Router or network devices Memory requirement is specific to OEM hardware and software architecture, request to allow OEM to propose the required memory to support asked Routing performance and feature support from Day-1 Requested Change "Router should have minimum 4 GB of of DRAM/RAM and required flash/compact flash size to hold multiple image, data, debugs etc."	No change. Tender condition shall prevail

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96	Vol 2 Annexure_TRS_Inf rastructure	Core Switch	1.5	Shall have up to 1.2 Tbps switching capacity and the chassis should support to upgrade upto 3.5 Tbps switching capacity in feature	Request to consier the required scalability performance from day-1 considering the required interface type request to consider "Shall have minimum 2.8 Tbps switching capacity"	No change. Tender condition shall prevail
97	Vol 2 Annexure_TRS_Inf rastructure	Core Switch	1.6	Shall have Min 800 Million pps performance for both IPv4 and IPv6 (Minimum packet size 64 byte)	Request to consider the required scalability performance from day-1 considering the required interface type request to consider "Shall have Min 1400 Million pps performance for both IPv4 and IPv6 (Minimum packet size 64 byte)"	Refer to Corrigendum: Shall have Min 750 Million pps performance for both IPv4 and IPv6 (Minimum packet size 64 byte)
98	Vol 2 Annexure_TRS_Inf rastructure	Core Switch	3.6	Bidirectional Forwarding Detection (BFD) for RIP, OSPF, BGP, IS-IS and VRRP	Request to remove the legacy IS-IS protocol	Refer to Corrigendum: Switch should support Bidirectional Forwarding Detection (BFD) for RIP, OSPF, BGP and VRRP
99	Vol 2 Annexure_TRS_Inf rastructure	Core Switch	New	Shall have the capability to extend the control plane across multiple active switches making it a virtual switching fabric, enabling interconnected switches to perform as single Layer-2 switch and Layer-3 switch	Request to incorporate Switch Chassis Virtualization feature to configure switch redundancy as logical single device, same feature asked in distribution switch. Request to incorporate "Shall have the capability to extend the control plane across multiple active switches making it a virtual switching fabric, enabling interconnected switches to perform as single Layer-2 switch and Layer-3 switch"	No change. Tender condition shall prevail
100	Vol 2 Annexure_TRS_Inf rastructure	Distribution Switch	1.5	Shall have minimum 480 Gbps of switching capacity	Understanding of the requirement of 120x1G and 24x10G Port, requesting to consider minimum (120+240+48)x2=720Gbps performance for wire speed switching capacity	No change. Tender condition shall prevail
101	Vol 2 Annexure_TRS_Inf rastructure	Distribution Switch	1.6	Shall have up to 274 Mpps of switching throughput (Minimum packet size 64 byte)	Understanding of the requirement of 120x1G and 24x10G Port, requesting to consider minimum (120+240)x1.488=535Mpps Switching Throughput.	No change. Tender condition shall prevail
102	Vol 2 Annexure_TRS_Inf rastructure	Access Switch 24 Port	3.1	Shall support up to 4,000 IEEE 802.1Q-based VLANs	1000 VLANs in Access Switch is sufficient for any standard LAN deployment. Request to consider "Shall support up to 4,000 IEEE 802.1Q-based VLAN Ids and 1000 VLANs"	No change. Tender condition shall prevail
103	Vol 2 Annexure_TRS_Inf rastructure	Access Switch 24 Port PoE	3.1	Shall support up to 4,000 IEEE 802.1Q-based VLANs	1000 VLANs in Access Switch is sufficient for any standard LAN deployment. Shall support up to 4,000 IEEE 802.1Q-based VLAN Ids and 1000 VLANs	No change. Tender condition shall prevail
104	Vol 2 Annexure_TRS_Inf rastructure	Access Switch 8 Port	1.1	The switch should have 8 X 10/100/1000 Base-Tx ports; all ports shall be 802.3af/at compliant PoE+ capable, with the switch support minimum of PoE power budget as per 802.3at/af standard	Should support minimum 240 watt of PoE+ power, considering average 30watt per port	No change. Tender condition shall prevail

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105	Vol 2 Annexure_TRS_Inf rastructure	Wireless Controller	1.1	The wireless controller shall have 2 RJ-45 auto-sensing 10/100/1000 ports ((IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX, IEEE 802.3ab Type 1000Base-T)	Ensuring higher WLAN network connectivity with LAN request to incorporate minimum 2x1/10G SFP+	No change. Tender condition shall prevail
106	Vol 2 Annexure_TRS_Inf rastructure	Wireless Controller	1.3	Shall be offered with minimum 100 IEEE 802.11a/b/g/n Access Points support for centralized management and control in HA from Day 1	Request to incorporate latest 802.11ac wlan technology, requested change "Shall be offered with minimum 100 IEEE 802.11a/b/g/n/ac Access Points support for centralized management and control in HA from Day 1"	No change. Tender condition shall prevail
107	Vol 2 Annexure_TRS_Inf rastructure	Wireless Controller	1.4	Supported 802.11a/b/g/n Access Point capacity shall be upgradeable to 200 Access Points without hardware change	Requested change "Supported 802.11a/b/g/n/ac Access Point capacity shall be upgradeable to 200 Access Points without hardware change"	No change. Tender condition shall prevail
108	Vol 2 Annexure_TRS_Inf rastructure	Wireless Controller	New	The wireless controller shall be from the same switch OEM for Unified wired and wireless management	Request to incorporate Wired, WLAN and NMS solution from same OEM to better integration, UNIFIED policy management, network management and control.	No change. Tender condition shall prevail
109	Vol 2 Annexure_TRS_Inf rastructure	Wireless AP	1.6	Integrated antennas for both IEEE radios, supporting two spatial streams and 3x3 MIMO with three spatial streams delivering data rates up to 450 Mbps per radio	Understanding the 3x3 MIMO with 3 spatial stream radio configuration request to consider 450Mbps in 2.5Ghz and 1.3Gbps in 5Ghz band with 802.11ac technology. Requested change "Integrated antennas for both IEEE radios, supporting two spatial streams and 3x3 MIMO with three spatial streams delivering data rates up to 450Mbps in 2.5Ghz and 1.3Gbps in 5Ghz band with 802.11ac technology"	No change. Tender condition shall prevail
110	Vol 1	31	4.5, 4	Integration Capabilities of POS solution	Is it mandatory for the POS vendor solution to show integration on one project (out of 5) with proposed ERP solution ? This may limit possible options for suggesting cost effective solutions with other global proven ERP solutions. Can this be reviewed?	Refer to Corrigendum: At least 5 projects/ports where POS solution has been integrated with atleast one of the industry leading ERP solutions as mentioned below 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 or strong performers 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

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111	Vol 2 Annexure_BOM	4	7.1.1	Note at end of table mentions Canteen Management will not be required for any of the ports	However Vol2_Annexure_FRS_CORE still has section for functional requirements of Canteen Management System - is this in scope of RFP or not - pls clarify	System for Canteen management will not be required for any of the ports. These will however have to be considered for integration with ERP and retained applications.
112	Vol2_Annexure_FRS_Core	6	NA	Online Portal Section in the FRS document	Is portal replacing Port community system or required to interface with the existing PCS?	Refer to Vol 2 clause 8.2.1 of RFP Port EBS will not be a replacement to PCS. The portal shall integrate seamlessly with PCS / PCS 2.0 portal to provide one-view access to end user
113	Vol2_Annexure_FRS_Core	6	NA	Online Portal Section in FRS document	We have come across 36 points in EBS.POS, which are related to "Portal" requirements (list of the points in next column). Does delivery of this 54 points mean that we have to build a separate "Portal" (in addition to the current PCS Portal)?	Solution should meet requirements as provided within the RFP. Also refer to SR # 112
114	Vol2_Annexure_FRS_Core	3-72	NA	Points in POS section pertaining to ERP	We have come across 403 points in EBS.POS (list in annexure in next column), which are related to ERP and recommended delivered through ERP. Can these points be moved from EBS.POS to EBS.ERP	Classification is functional not product specific. Bidder may provide an appropriate solution based on previous experience to meet functional requirements of the RFP.
115	Vol 2	167	2.3.1 Cloud (Primary and DR site)	Port user (non-mobile) : LAN for accessing business critical systems	Entire EBS Application [POS & ERP] will be hosted at cloud environment. Hence, kindly remove LAN for accessing business critical applications	No change. Tender condition shall prevail
116	Vol 2	152	2.2.4 Integration layer	Existing systems - GIS (existing for some ports)	Please provide scenarios of integrating with GIS application. Also, share the details of GIS technology available at each port.	Refer to functional requirement specifications included within RFP. Bidder may provide an appropriate solution based on previous experience to meet requirements specified within RFP
117	Vol 2	152	2.2.4 Integration layer	2.2.4 Integration layer	Please share below details from integration perspective 1. Technology of each systems to be integrated 2. Total no. of integration interfaces / touch points	Refer to functional requirement specifications included within RFP. Bidder may provide an appropriate solution based on previous experience to meet requirements specified within RFP
118	Vol 2	152	2.2.4 Integration layer	Future Systems - IOT - GIS - PCS (version 2.0)	We understand that integration with future systems is not part of scope of work. The Solution should have capability to integrate with IOT, GIS, PCS Version 2.0 systems. Please confirm	Yes for IoT, other systems are part of retained systems and are to be considered as part of scope of work while designing solution as per RFP requirements
119	Vol 2	155	2.2.4 Integration layer	The indicative list of entities, message, format and preferred interfacing option is presented below: IPA systems, External databases, Partner / Customer / Supplier system, Banks, Government systems, Existing and Future Port systems, Port Equipment, Location specific systems. Preferred Mode : API	Please share total no. of APIs to be developed as part of IPA	No clarification required. Maybe detailed at the time of requirement gathering

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
120	Vol 2	192	4.2 Track 2: Application design, development / customization and implementation	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	We understand that BPR has been already done for all ports and successful bidder is not required to do BPR process. Please confirm	IPA has engaged a consultant to carryout BPR of port processes. The reports shall be made available to the successful bidder at the time of implementation
121	Vol 2	196	3. Performance and load Testing:	MSP will be responsible for carrying out the performance and load testing of the developed application in a production like simulated environment arranged by MSP at its own cost	Please specify below details 1. Total number of concurrent users for performance testing 2. We understand that performance testing to be done only one during Go-Live. Please confirm 3. Please share total number of business scenarios for performance testing	For point 1 and point 3 - The 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. For point 2 - As per tender conditions, performance testing will have to be done in case of major changes in the system
122	Vol 2	198	4.2.9 ERP OEM Audit	The ERP implementation at IPA/ports needs to be audited / reviewed on continuous basis at critical milestones by the ERP OEM for ensuring proper, smooth and timely implementation as per the requirement of IPA/Port and ERP product standards. The cost involved this is to be borne by the MSP and included in their Price Bid	Please share the total number of Man days efforts to be factored from ERP OEM.	Scope of work of ERP OEM has been provided within the RFP Vol 2 clause 4. Bidder is expected to make necessary assumptions.
123	Vol 2	198	4.2.8 Pilot deployment	The MSP will do the pilot deployment of proposed solution in one or more ports as mutually agreed between the IPA and the MSP	We understand that pilot will be done at one port and then subsequent roll out would be carried out with necessary delta changes at each port. Please confirm	Pilots will have to be carried out for ALL port simultaneously for specific functions as mutually agreed between IPA/ports and MSP.
124	Vol2_Annexure_ExistingSystemDetails	5	8 ANNEXURES	8 ANNEXURES	Please share below details for all applications available at each port 1. Applications that would be subsumed in new proposed system and would get sunset 2. Applications that would retain and integrate with new proposed application 3. Applications that would RETAIN AS-IS standalone without any integration.	Any application having duplicate functionality which is being provided under Port EBS shall be subsumed. Remaining will have to be retained as-is
125	Vol2_Annexure_ExistingSystemDetails	80	8.6 Volumetric Details	8.6 Volumetric Details	Please specify below details 1. Total number of ERP users at each port and concurrency 2. Total number of Port operating system (POS) users at each port and concurrency 3. Total number of Hospital Management system at each port users and concurrency 4. Total number of Business Intelligence system users at each port and concurrency	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
126	Vol2_Annexure_ExistingSystemDetails	80	8.6 Volumetric Details	8.6 Volumetric Details	1. Please share total number of external users and concurrency 2. Please share total number of TPS for designing API Gateway.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
127	Vol 2	202	1. Applications Support and Maintenance	1. Applications Support and Maintenance	Please specify support service window for Port operation system	Support service is to be provided as per operational hours for ports i.e. 24/7. However, not all port areas are operational in the night shift. Bidders is expected to make necessary assumptions based on past experience of working with ports.
128	Vol 2	202	1. Applications Support and Maintenance:	1. Applications Support and Maintenance	ERP system : We understand that all users would be using ERP application during normal business hours and hence application support window would be 8 hours x 5 days. Please confirm	As per RFP conditions
129	Vol 3	359	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 <=3 seconds	Home page opening depends upon Bandwidth, Page size, network latency, processing time, etc. We would demonstrate home page opening in data center with a page size of 50 KB.	Not accepted. Tender condition shall prevail
130	Vol 3	359	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 Secs	We would demonstrate submission of electronic forms in data center with a page size of 100 KB.	Not accepted. Tender condition shall prevail
131	Vol 3	359	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 Secs	We would demonstrate uploading 2 MB file size in data center within stipulated time.	Not accepted. Tender condition shall prevail

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
132	Vol 2	133	1 About the project _1.4 Conceptual view of the proposed Port-Enterprise Business System	Port EBS is expected to be comprehensive business solution combining best of breed applications available. End objective of the exercise is to have a common application platform with different port-specific instances, hosted on a central system leveraging on common infrastructure. The solution envisages deployment model being proposed should consist of individual port-specific instances, physical or logical or virtual, which meet the following criteria: 1. Each port maintains its identity as a separate legal entity or business group 2. Access, Integrity and security of port's data is controlled 3. Port has autonomy around its business rules related to its processes 4. Port has autonomy around structuring its services and business model 5. Port may move out of the system without impacting other ports 6. Also, a new port may join in without impacting other ports	<p>Q1. In reference to PCS systems used by all the ports. Understand the ERP and POS system would used by all the ports in similar manner. Please confirm</p> <p>Q2. Please confirm the requirements gathering during the Business blueprinting would happen at one central location either Mumbai or Kolkata, with central core team comprising of comprising of all the ports designated members.</p> <p>Q3. The sign-offs for BBP, UAT and Go-live for all ports will happen centrally (Mumbai or Kolkata). Please confirm</p> <p>Q4. What would be the commonality business processes across the ports. Is it safe for SI's to assume business processes w.r.t Finance, Human Resources, Sales will be 80% same across all ports. For rest of the business process (Materials, Maintenance, Real estate, etc.) would have 60% same processes across all the ports. Please confirm</p> <p>Are these new ports (Paradip, Haldia, Kandla, etc.) follow the old ports (Mumbai, Kolkata, Chennai) established business processes. Kindly confirm and share the business process documents received as part of consulting engagement.</p>	<p>1: ERP and POS shall be used by participating ports in similar manner</p> <p>2. Bidder may propose approach for requirement gathering, however, requirements have to be signed off by all participating ports. Bidder is expected to suggest a solution which addresses individual port challenges which might require visit and discussion with port users at all locations</p> <p>3. Sign-off will take place individually by participating ports</p> <p>4. Majority of processes across ports w.r.t. Administration, HR, Procurement, etc. are similar with certain differences in port operational processes</p>
133	Vol 2	141	2 Solution Details 2.1 Functional Landscape	Canteen Management & Hospital Management	Is Canteen Management and Hospital Management are part of the scope. Please confirm	Refer to Bill of Material. Canteen management is not part of scope.
134	Vol 2	141	2 Solution Details 2.1 Functional Landscape	Users across each ports	Please share the accurate split of users for EBS/ERP, POS and other apps across each port. Also, share the year on year growth percentage of the users	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project. For detailed process / activity, Successful bidder shall carry out Requirement Gathering
135	Vol 2	153	2.2.4 Integration layer	Acquisition Systems - e-Procurement and eAuction	Please clarify the e-procurement & e-auction systems acquired is sufficient for all the requirements of ports or would you need the COTS products to provide their licensed SRM applications.	As per functional requirements specifications within the RFP

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
136	Vol 2	138	IPA_RFP_EBS 2.1 Functional Landscape_ 3. Applications >> ERP Standard Modules >> Materials Management >> a. Procurement	The procurement system will use the common e-Tendering system used by government agencies for their tendering needs and once the tender is awarded, in case of long term contract tenders, Contract/ Material management system will be used to track the contract till its closure.	Does this mean that IPA proposes a Functional Landscape wherein : - A) IPA expects to continue usage of existing e-Tendering system > including providing required tender data to existing e-Tendering system from proposed EBS > all necessary vendor/ contractor communication through existing e-Tendering system > create contract in proposed EBS post tender process is completed in existing e-Tendering system B) if A above is true, then do IPA expects any real time interface with this existing e-Tendering system. If yes, who will ensure necessary technical support from existing e-Tendering system end.	As per functional requirements specifications within the RFP
137	Vol2_ Annexure_FRS_Core	142	EBS.PROC.2 to EBS.PROC.49	Tendering FRS	Please refer documents 'IPA_RFP_EBS' and section 3 for "a. Procurement". The sections specifies that "IPA will use the common e-Tendering system used by government agencies for their tendering needs" ; whereas the FRS sections mentioned asks for a E-TENDERING APPLICATION. Please provide clarity if MSP is expected to provide NEW E-TENDERING APPLICATION complying to the referred FRS points or IPA will use existing e-Tendering system.	IPA will use common e-Tender system used by government agencies for their tendering needs as per their procurement policies. E-tendering application shall have to be provided as per FRS mentioned within RFP
138	Vol 1	50	IPA_RFP_EBS 6.1 Payment components Note	Ports are expecting significant reduction in the number of employees due to retirement in the coming years. Due to this, the requirements for software licenses and related infrastructure shall have to be reduced accordingly. In such scenario, subsequent AMC/ATS/AMS shall be paid by IPA/Ports as per actuals (reduced quantity). The bidder is expected to keep a note of the same.	As per OEM SAP policies, license ATS is based on the number of licenses procured (and not on number of licenses in use). Request you to eliminate this statement from RFP.	No change. Tender condition shall prevail
139	Vol 2	261	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 2 months. The closure includes completion of Phase II AT ALL PORT LOCATIONS.	Please clarify meaning of "rollout" here. - Does this mean EBS Rollout to other locations than PILOT. If yes then it is difficult to rollout in 2 months. As well then how to factor stabilization period of 2 months, will it be post such EBS Rollouts?. - We understand that Phase I is Go-Live including Pilots and Rollouts and Phase II is mere a Stabilization Period. Please clarify as Go-Live SLAs are applicable if timeline is extended.	Phase I includes Go-live including pilots and final applications. Phase II includes roll-out of any updates post baselining of software if applicable SLAs shall be applicable as per RFP conditions
140	Vol 2	259	5.1 Project implementation approach	Wave 1: T + 6 + 3 months	Please specify what are sub milestones at Wave 1: T + 6 months And Wave 1: T + 6 + 3 months	Refer to Project Implementation timelines for details

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
141	Vol 2	259	5.1 Project implementation approach	Wave 1: T + 6 + 3 months -> Self-service portal for port employees, Implementation of Finance module Wave 2: T + 15 months -> Implementation of establishment and administration modules Wave 3: T + 18 months -> Full scale integration and operations	Self service employee portal can not be go live without implementing ERP's Employee Administration Module -> can we propose Self Service Employee Portal in Wave 3 without attracting any SLAs?	No change. Tender condition shall prevail
142	Vol 2	152	2.2.4_Future Systems	Indicative systems / Mechanism. These can be divided as systems which are currently being implemented or in pipeline and second, system which are not yet known but would require appropriate interfaces. The second category can be handled on best effort basis. IOT, GIS , PCS 2.0	We would like to confirm that all these systems in the pipeline would 1) complied with open API specification standard 2) for PCS 2.0 would invoke same number of interfaces as PCS 1.0 on the Port EBS system. Please confirm.	As per RFP
143	Vol 2	155	2.2.4_The indicative list of entities, message, format and preferred interfacing option is presented below	IPA systems (like PCS) allows Intelligent electronic exchange with all stakeholders in structured electronic forms using Text / XML / UN EDIFACT message formats.	API is preferred option and hence kindly confirm on below points: 1) Most of EDIFACT messages which are present in PCS 1.0 will be either converted to XML message in PCS 2.0 and / or 2) As best of breed solution vendor can leverage existing message hub for flat file / UN EDIFACT message transformation	As per RFP
144	Vol 2	131	2.1 Functional Landscape,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.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
145	Vol 2	131	2.1 Functional Landscape,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.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
146	Vol 2	236	4.10 Track 8: Data Migration, Final_RFP 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.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
147	Vol 2	246	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live, Final_RFP 9. Compliance to	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.	Yes, the solution has to be compliant with industry standards wherever applicable. There are many standards that are indicated throughout the RFP as well as summarized in Vol 2 Clause 4.13 (9-c). However, the list is

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
			Standards and Certifications			just for reference and is not to be treated as exhaustive.
148	Vol2_ Annexure_FRS_Core	155	10) Electronic Office Work (EOW) 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
149	Vol2_ Annexure_FRS_Core	159	Electronic Office Work (EOW), 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 for details on existing systems / software currently used at ports.
150	Vol 2_ Annexure_FRS_ OtherSystems	NA	Document Management System, 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 part handled at Portal only. However, management of documents, digital content, images, records, etc. would be done by Document Management System. Please confirm.	As per RFP
151	Vol 2	237	Track 8: Data Migration_4.10 pt # 5	5. Migration of Existing Scanned Data:	Request to provide approx. scanned volume for migration with file format TIFF/PDF.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
152	Vol 2	238	Track 8: Data Migration_4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	Please specify approx. percentage of documents in loose sheets & in hard bind book state from total volume.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
153	Vol 2	238	Track 8: Data Migration_4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	In case documents are in hard bind book state then are we allowed to unbind for the purpose of ADF scanning.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
154	Vol 2	238	Track 8: Data Migration_4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	What is average pages per file/record for scanning.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
155	Vol 2	238	Track 8: Data Migration_4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	Please specify approx. percentage of physical document condition like torn or fragile or mutilated state.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
156	Vol 2	238	Track 8: Data Migration_4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	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.
157	Vol 2	238	Track 8: Data Migration_4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	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.
158	Vol 2	238	Track 8: Data Migration_4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents - d. Page size of the physical file can vary across departments.	Please specify approx. percentage of each document size from total volume like A4/A3/A2/A1/A0 etc.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
159	Vol 2	238	Track 8: Data Migration_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.	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
160	Vol 2	238	Track 8: Data Migration_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.	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
161	Vol 2	259	5 Project Implementation timelines	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 Vol 2 Clause 5.2 Implementation timelines- Point 8, 18 & 25
162	Vol 2 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.	The DNS has to be provided as per the mentioned minimum indicative document for ports mentioned in RFP Annexure - Vol 2 BoM
163	Vol 2	201	Section # 4.2.14 Operation and Maintenance --> Application Support 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.	Any Changes (minor/major) arising out of the implemented solution will be qualified as change requests. The Implementation of such efforts will be consumed from fixed capacity bucket of 3120 man days. Request IPA to normalize and reconsider change in the scope.	No change. Tender condition shall prevail

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
164	Vol 2	201	Section # 4.2.14 Operation and Maintenance --> Application Support 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.	Any Upgrades (Technical/Functional) requires subject matter subject for execution. Efforts for such time bound projects shall be approved by IPA. Implementation of such efforts will be consumed from fixed capacity bucket of 3120 man days. Request IPA to normalize and reconsider change in the scope.	No change. Tender condition shall prevail
165	Vol 2	201	Section # 4.2.14 Operation and Maintenance --> Application Support and Maintenance	Helpdesk Support	SI proposes centralized Hybrid support (Onsite at IPA location and shared support at SI delivery location) for ERP applications. Request IPA to normalize and reconsider the change in the scope	No change. Tender condition shall prevail
166	Vol 2	201	Section # 4.2.14 Operation and Maintenance --> Application Support and Maintenance	Helpdesk Support : 24x7	SI proposes support service window of 9x6 with interface monitoring and Severity 1 support with 24x7 coverage.	No change. Tender condition shall prevail
167	Vol 1	36	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) B. Resource Requirements	B.1 Project Manager (Full Time) • BE / B. Tech / MCA / M. Tech / MBA with at least 20 years' of Total work experience (Mandatory Conditions) Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 o >= 2 Projects – 30% Marks o < 2 – 0 Marks • Experience of implementing end to end Projects for scope as defined in the criteria A.2 o >= 2 Projects – 30% Marks o < 2 – 0 Marks • Experience of Projects dealing with Sea Port Sector o >= 2 Projects – 10% Marks o > 1 Project – 5% Marks	Please change this as: • BE / B. Tech / MCA / M. Tech / MBA with at least 20 15 years' of Total work experience (Mandatory Conditions) Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 o >= 2 Projects – 30% Marks o < 2 – 0 Marks • Experience of implementing end to end Projects for scope as defined in the criteria A.2 o >= 2 Projects – 30% Marks o < 2 – 0 Marks • Experience of Projects dealing with Sea Port/Shipyard/eGov. o >= 2 Projects – 10% Marks o > 1 Project – 5% Marks	No change. Tender condition shall prevail
168	Vol 1	36	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) B. Resource Requirements	B.3 Functional Leads- ERP expert for modules proposed • Experience of managing projects in PSU/ Government Bodies/ Autonomous Organizations (Under any Indian Government law) in India o >=3 Projects – 30% Marks o 1 to 2 Projects – 15% Marks o 0 Projects- 0 Mark	Please change this as: • Experience of managing projects in PSU/ Government Bodies/ Autonomous Organizations (Under any Government law) in India or abroad o >=2 Projects – 30% Marks o 1 Project – 15% Marks o 0 Projects - 0 Mark	No change. Tender condition shall prevail

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
169	Vol 1	36	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) B. Resource Requirements	B.4 Solution Architect with 12 years' work experience (nos. 1) • Experience: Number of PSU/ Government Bodies/ Autonomous Organizations (Under any Indian Government law) in India o > = 4 – 30% Marks o 1 to 3 – 20% marks o < 1 – 0 Marks • Certifications: TOGAF Documentary proof to be submitted. o Certified: 20% Marks o Not Certified: 0 Marks	Please change this as: • Experience: Number of PSU/ Government Bodies/ Autonomous Organizations/PLC (Under any Government law) in India or abroad o > = 3 – 30% Marks o 1 to 2 – 20% marks o < 1 – 0 Marks • Certifications: TOGAF or any industry leading certification Documentary proof to be submitted. o Certified: 20% Marks o Not Certified: 0 Marks	No change. Tender condition shall prevail
170	Vol 2	158	Clause 2.2.6.8		What and how many source systems needs to be considered for building the DWH	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
171	Vol 2	158	Clause 2.2.6.8		Since the analytical reporting system will need to be built Port wise, will it be fair to assume that the data across ports that needs to be pulled is same in format and in attributes?	Ports have different systems implemented, so data may be different in format and in attributes
172	Vol 2	158	Clause 2.2.6.8		Is there any unstructured data from IPA source system or 3rd Party source systems that needs to be consumed for building the DWH?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
173	Vol 2	158	Clause 2.2.6.8		What would be the data retention period in the data warehouse?	To be agreed with port at the time of implementation
174	Vol 2	158	Clause 2.2.6.8		We assume that the data feding into the data warehouse from POMS, ERP and 3rd Party sources would be clean and needs no validation and quality checks. Pls clarify	Understanding is NOT correct
175	Vol 2	158	Clause 2.2.6.8		Our understanding is that most of the reports would be MIS reports generated out of the applications like ERP and POMS. What type of reports do you envisage for analytical reports or reports out of DWH?	As per RFP
176	Vol 2	158	Clause 2.2.6.8		Request you to shed some light on the number of reports that are expected out of the DWH	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
177	Vol 2	158	Clause 2.2.6.8		Is there any requirement for real time reporting from DWH (data warehouse)	As per RFP
178	Vol 2	158	Clause 2.2.6.8		The reports needs to be compatible in mobile also. Please state the OS (Android, iOS. Windows) on which they need to be compatible	As per RFP
179	Vol 2	158	Clause 2.2.6.8		There is a mention of an analytics engine. Can you pls elaborate on the functionality of the same?	As per RFP

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
180	Vol 2	158	Clause 2.2.6.8		Will the analytics engine help in forecasting or developing analytical models? Or is it restricted to Business Intelligence reporting only	As per RFP
181	Vol 2	158	Clause 2.2.6.8		Can you give a breakup of the Users/concurrent users of the report (Business User, Power Users etc)	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
182	Vol 2	158	Clause 2.2.6.8		Can you please provide the frequency for generation of reports	As per RFP
183	Vol 2	158	Clause 2.2.6.8		Is the reporting tool expected to provide Pixel-perfect page-oriented or continuous output for web or print?	As per RFP
184	Vol 2	158	Clause 2.2.6.8		Is there any requirement for the integration of BI reports and dashboards into web apps	As per RFP
185	Vol 2	158	Clause 2.2.6.8		Is there any requirement for Conditional Parameters to be passed from the web application to reporting system	As per RFP
186	Vol 2	158	Clause 2.2.6.8		Will the reporting tool have in-built workflow intimation capability? If yes, can you please elaborate on the requirement?	As per RFP
187	Vol 2	158	Clause 2.2.6.8		Will the end users need self-service capabilities?	As per RFP
188	Vol 2	158	Clause 2.2.6.8		Is there any requirement of alerts and notification? What are the approximate count of alerts and notifications expected? Who will be the recipients of the alerts? We assume the delivery method for alerting is email only.	As per RFP
189	Vol 2	158	Clause 2.2.6.8		Do the end users need feature to build their own metrics using wizard	As per RFP
190	Vol 2	158	Clause 2.2.6.8		Will Mobile BI required ?	As per RFP
191	Vol 2	158	Clause 2.2.6.8		What are the other features expected from the BI system?	As per RFP
192	Vol 2	158	Clause 2.2.6.8		Will the reports and dashboard be designed and developed in multiple languages?	As per RFP
193	Vol 2	158	Clause 2.2.6.8		Will the users consume reports through a Reporting Application? Or all Reports will be embedded within other application ?	As per RFP
194	Vol 2	158	Clause 2.2.6.8		What are various formats in which the reports are expected	As per RFP
195	Vol 2	158	Clause 2.2.6.8		Are there any condition based reporting? If yes, will there be is centralized definition of a report condition for condition-based reporting or will it be user defined?	As per RFP

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
196	Vol 2	158	Clause 2.2.6.8		Will the solution provide BI content to end users on an on-demand or scheduled basis?	As per RFP
197	Vol 2	236	Clause 4.10 Track #8	2. Data Migration Plan:	Please provide more details on the application migration with regards to which are the applications to be migrated along with respective source system .	Refer to solution details, FRS and Existing system details within 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
198	Vol 2	236	Clause 4.10 Track #8	2. Data Migration Plan:	Does any application after migration needs to be decommissioned, if so please provide details on the descope of application	Refer to solution details, FRS and Existing system details within 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
199	Vol 2	236	Clause 4.10 Track #8	2. Data Migration Plan:	What is the expected data volume of initial history load from existing application source systems for application migration?	Refer to Annexure - Existing system details
200	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	SI assume that all the source system applications will be able to provide the historical data in readable format to be loaded into the staging platform.	Migration will have to be carried out by bidder
201	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	If previous assumption is incorrect then: a) Is there any data extraction utility available to pull the data into flat files from application sources b) Approximate number of tables / source system from which data need to be extracted c) Technology used in the platform for the source system applications	Has to be factored in solution being proposed
202	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	What is the expected data volume of initial history load from existing source systems for data migration?	Refer to Annexure - Existing system details
203	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	Please provide source systems details with years of history data for extraction from each sources. Please provide individual history count/volume of data per each source systems for migration	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
204	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	What is the customer expectation on the OEM tool for data migration? Proprietary or Open source?	Either is fine
205	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	Are the history data completely structured one or are there any migration of data for unstructured and semi structured data?	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
206	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	After data migration, are there any legacy source systems that may not be decommissioned and may provide incremental data to new systems	Refer to solution details, FRS and Existing system details within 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

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
207	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	What is the customer expectation on the OEM tool for ETL/Data Quality? Proprietary or Open source?	Either is fine
208	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Our understanding of the scope is that to build a data warehouse for IPA data and reports and dashboard will use this data warehouse for all required reports. Please confirm . Is this correct?	As per RFP
209	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	If yes to build a data warehouse, Please provide the following source details, e.g. 1. List/Number/Types of databases, 2. List/Number of physical tables 3. List of source Files for integration, 4. One time/daily load Volumetric and data growth 5. Batch processing latency etc.	As per RFP
210	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Please provide the existing data warehouse format (data model structure) in the current landscape if any	Available details of applications and infrastructure at port are shared as Annexure - Existing system detail
211	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Is there any existing Data warehouse or database stack that can be leveraged?	Available details of applications and infrastructure at port are shared as Annexure - Existing system detail
212	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Are there only internal source data feeds to be considered for Extraction or if any external source system to be considered , please confirm and list if there are any additional source feeds	As per RFP
213	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Please provide more details on the number of source systems with the table counts and volume for extraction	As per RFP
214	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Is there a requirement on history retention and audit requirements.	As per RFP
215	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	What is the volume of data that needs data quality process?	As per RFP
216	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Records from how many and what source systems need to go through the data quality processes? (Number of attributes)	As per RFP
217	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Any specific process needed to assess the authenticity of records after the DQ process is run?	As per RFP
218	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Please indicate, Volume of records - What is the % of record increments per week/month for which data quality to be applied?	As per RFP
219	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Apart from the listed standardization as per tool out of box services, any other specific data standardization rules required or is that as per industry best practices for data cleansing?	As per RFP
220	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Is there any requirement for name or address standardization so that Indian address verification and standardization will be considered with Indian names and libraries? Please confirm	As per RFP

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221	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Is all the data in English languages? If not , please mention all languages in use.	As per RFP
222	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Is data quality (cleansing and de-duplication check) going to be a onetime data cleansing effort, or are we required to do this periodically?	As per RFP
223	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Is there a requirement for a real-time/near real-time or post facto data cleansing?	As per RFP
224	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Are there any requirement for data enrichment if so Please indicate type of data enrichment sources that should be used, whether any other third-party tool to be used.	As per RFP
225	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Are there serious data gaps in today's scenario that need to be plugged as part of quality?	As per RFP
226	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	IS data profiling needs to be done for all the source system that are identified for data warehouse or is it for specific source system OR ENTITY? Please list them	As per RFP
227	General Query	NA		Data governance	Are there any requirement on data governance?	As per RFP
228	General Query	NA		Real time ODS	Is there any requirement for real time data processing with ODS to be built? Please confirm	As per RFP
229	General Query	NA		Metadata management	Is Metadata management implementation part of scope? Please confirm.	As per RFP
230	Vol 2 Annexure_BOM	4	MAS. Application Support – Manpower	Trainers & Change Management specialist	Kindly provide the detail on relevance of / need of 12 Trainer and CM Specialist?	Refer to Scope of work - Vol 2 clause 4.9
231	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Please share the Split of pages between A3/ A4 and Legal sizes. Percentage split will also help. This is required to estimate the pricing else pricing should be on actuals	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
232	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	We understand that given volume is minimum base Volume for which payment will be made at each port in case digitization is to be performed. Over and above this volume will be paid as per actuals. Please confirm	This is the minimum no. of pages that ports will take as a service under DNS
233	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Please suggest will IPA provide the Space, electricity, Furniture, internet and telephone connectivity, Desktops required for Data Digitization at these port locations ?	Space and electricity shall be provided, remaining will have to be factored within the cost
234	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	We understand Scanning is not linked to any wave timelines and needs to be done after Wave 2 go-live. Please confirm	Yes, this is a separate service, different from data migration
235	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Please share the Meta data field for each page which needs to be considered for scanning ? This is critical Information for estimation of efforts	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
236	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Please suggest who will own the discovery of document during transition phase. During Data discovery, volume identifications and validation phase, IPA will identify one SPOC who will provide the required inputs on the volume of document to be digitized. It will be IPA team's responsibility to make all document available at least 2 weeks prior to scheduled start date. IPA Team must confirm the Pages which has to be scanned and Identify and Finalized the Fields which has to be Data Entered at least 2 weeks prior to scheduled start date. Please confirm ?	As per RFP
237	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Quality check is considered at 5% random per batch of 100 records which has to checked and confirmed by customer within 30 days of submission of it and post that billing will be done assuming its deemed approved. Please confirm	As per RFP
238	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	We understand that their might be multiple location within the port area and IPA will provide the Digitization related records at one particular location only. Movement of data within that location will be owned by IPA itself. Please confirm.	No change. Tender condition shall prevail
239	Vol 2	5	NA	IT helpdesk at ports (consolidated figure – 3 per port)	Please suggest what will be the service window for Port Helpdesk (If this is port business hours, please share the same)	Support service is to be provided as per operational hours for ports i.e. 24/7. However, not all port areas are operational in the night shift. Bidders is expected to make necessary assumptions based on past experience of working with ports.
240	Vol 2	5	NA		Since IPA has given the resource count requirement and also given the SLA, we understand based on the call volume expectation, IPA has given these numbers. One resource will be able to handle maximum 500 calls per months. Over and above this Call volume, SLAs are not applicable. Please Confirm. Else IPA can give the approx. call volume and bidder can decide on the manpower	RFP specifies minimum count, bidder may increase based on past experience in line with requirements of the project
241	Vol 2	4	NA	IT Helpdesk at Center	Please suggest what will be the service window for Central Helpdesk ?	As required to meet service requirements defined within RFP
242	Vol 2	4	NA	IT Helpdesk at Center	Since IPA has given the resource count requirement and also given the SLA, we understand based on the call volume expectation, IPA has given these numbers. One resource will be able to handle maximum 500 calls per months. Over and above this Call volume, SLAs are not applicable. Please Confirm. Else IPA can give the approx. call volume and bidder can decide on the manpower	RFP specifies minimum count, bidder may increase based on past experience in line with requirements of the project

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243	Vol 2	162		Call center	Please share the tentative call volume for call center operations. This is required as there are stringent SLAs for call center for which manpower needs to be planned accordingly.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
244	Vol 2	NA		Command Center	Please detail out what are the activities which needs to be performed in command center requirement ? It this only vendor coordination	As per RFP
245	Vol 2	4		IT helpdesk at center and Call center	Please suggest if IPA will provide the seating space and Infrastructure including telephone lines and internet connectivity for both IT Helpdesk and Call center	Only space for Central IT helpdesk shall be provided within IPA premises. Rest has to be brought by bidder Call centre service has to be established and managed by bidder as per RFP requirements Refer to RFP scope for work and bill of materials for details
246	Vol 2	4		Technical support at ports	We understand IPA has asked for 2 resource per port and this will be only in general shift. These 2 resources in each port can cover a specific building and will not be required to manage multiple building/ locations within a port. Please confirm. Else SLA and resource count mentioned will not work	As per RFP conditions. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project including SLAs. BoM may be upgraded if required by the bidder
247	Vol 2	4		Technical support at ports	Number of manpower requested is across all the ports given including the one near to Kandla and Kolkata as well. Please confirm	As per RFP
248	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	Is bidder required to manage the existing system from operations & maintenance perspective. Please confirm.	Refer to RFP Volume II - Solution details.
249	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	Is bidder required to consider AMC for these system ?	Refer to RFP Volume II - Solution details
250	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	We understand SLA calculation for existing system will be excluded from Infrastructure components which are part of this RFP. Same SLAs cannot be applicable as there is no architecture level validation?	Existing systems are not under scope of bidder, unless bidder chooses to reuse the same in solution being proposed
251	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	We understand tools for existing Infrastructure like patch management, monitoring the environment, anti-virus will be owned by IPA. Please confirm ?	Existing systems are not under scope of bidder. Bidder is encouraged to use the existing infrastructure available at port
252	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	We understand new tools which are part of this project like ticketing and Asset management tools are limited for this RFP Infrastructure only and existing system will be managed with existing tools set. Please confirm.	Understanding is NOT correct. No restrictions shall be placed on usage to IPA / ports with respect to use of tools being procured under this tender
253	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	In case if we need to provide support to existing system, Please provide detailed technology details - OS split on servers, OS Flavours (unix/ Linux/ Windows), DB split and count of Instances.	Available details are provided in existing system details.

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254	Vol 2	127	10.2.14	Data enter operator as per the rate card	Does resource rate include only manpower cost or manpower + desktop/laptop and Data card cost as well ?	No further clarification required
255	Vol 2	127	10.2.14	Front Desk Operator	Please share the deliverables and SLAs for Front desk operator. This is must for giving commercials.	No further clarification required
256	Vol 2	201	4.2.12	Handholding for one financial quarter closure.	Please suggest the duration for Handholding & timelines (Will this be after Wave 1 or Wave 2). Also please suggest if additional manpower is required during handholding or it needs to be managed by Port Technical Support team ?	Applicable after Wave 1 for specific modules and system go-live
257	Vol 2	189	3.2	MSP should arrange for desktops / workstations, printers and other peripherals and consumables for its team members deployed.	We understand consumable for IPA project activities like printer pages, cartridges, etc. will be provided by IPA itself. Please confirm.	Clause is self-explanatory
258	Vol 2	189	3.2	MSP should arrange for desktops / workstations, printers and other peripherals and consumables for its team members deployed.	We understand seating space, basic Infrastructure and Internet and telephone connectivity will be provided by IPA only to bidder's team	IPA shall provide space, rest has to be managed by bidder
259	Vol 2	NA	4.8.1	Establishment of Call Centre CAC	Call center agents requested 11, Is this fixed numbers. Request to share baseline of total numbers of call per day with AHT to consider Please confirm the support hours of call center, is it 24*7 or Mon to Friday 09:00 AM to 05:00 PM ? Please confirm if call center can be at 3rd party location ?	Bidder may suggest based on past experience to meet requirements of the project including SLA
260	Vol2_Annexure_ExistingSystemDetails	NA	8.1.2	Existing Hardware	Please confirm if the inventory mentioned per port in existed system are in support with MSP, if yes than please specify the tenure of support	As per RFP, Yes only if its retained infrastructure
261	Vol2_Annexure_ExistingSystemDetails	NA		Database	Request you to share the total number of databases along with size & OEM details	Available details are provided under Annexure - Existing system details
262	Vol2_Annexure_ExistingSystemDetails	NA		Mail services	Request you to share the total number of mailboxes along with size & OEM details	Available details are provided under Annexure - Existing system details
263	Vol2_Annexure_ExistingSystemDetails	NA		NVR	Please confirm the support level of NVR system as these servers are broadly COATS system. Our understanding is only OS support is required, Please confirm.	As per RFP
264	Vol2_Annexure_ExistingSystemDetails	NA		Backup	Please confirm if existed backup operations are in scope of MSP ? If yes Request to share backup window and total number of servers to backed up and data Please confirm the ownership of Tape media consumable and media movement to offsite	Backup of only Port-EBS is under scope of MSP
265	Vol2_Annexure_ExistingSystemDetails	NA	8.1.6	Annexure F: List of Monitoring Tools	Please mentioned the monitoring tools used for Network & Servers both	As per RFP
266	Vol 2	NA	4.8.2	Establishment of IT Helpdesk	Please clarify the Scope of work separately for Central IT help desk and port specific IT help desk	As per RFP. Bidder may suggest based on past experience to meet requirements of the project including SLA

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267	Vol 2	NA	4.8.2		Please confirm if MSP is expected to bring Service desk tools ?	As per RFP, yes
268	Vol 2	NA	4.8.2		Please confirm as how have you arrive on figure of 2 Technical support at ports (consolidated figure) Can we have ticket dump for last 6 months of each ports in case if this is not fixed resource sizing	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
269	Vol 2	NA	4.8.2		IT helpdesk at centre -5, Request you to share call dump and baseline for number of calls per day with AHT	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
270	Vol 2	NA	4.8.2		IT helpdesk at ports (consolidated figure – 3 per port), Please share call dump of last 6 months or baseline incase if these numbers are not fixed	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
271	Vol 2	NA	4.8.2		Request you to share the operational hours for Both the helpdesk please	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
272	Vol 2	NA	7.1.1	Central Infrastructure, MAS. Application Support – Manpower	Please confirm if this is minimum resource count or fixed resource count	Minimum resource count
273	Vol 2	NA	4.8.3	Establishment of Port Command Centre	Request to share the Scope of work of MSP during the operation phase if applicable ? 1. Video Surveillance 2. Emergency Response activities 3. Port Operations management 4. if any >	As per RFP
274	Vol 2	161	DC & Cloud 2.3.1	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.	Kindly provide volumetric for number for concurrent connections both Internet and MPLS	Refer to Volumetric details within Annexure - Existing system details
275	Vol 2	161	DC & Cloud 2.3.1	Provide the capability to dynamically allocate virtual machines based on load, with no service interruption	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	No change. Tender condition shall prevail
276	Vol 2	163	DC & Cloud 2.3.1	Provide a secure, dual factor method of remote access which allows the purchaser’s designated personnel (privileged users) the ability to perform duties on the hosted infrastructure	Kindly remove this clause	No change. Tender condition shall prevail
277	Vol 2	163	DC & Cloud 2.3.1	RAM or CPU of virtual machine should scale automatically whenever there is spike in load to deliver application availability even during spike in load	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	No change. Tender condition shall prevail

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278	Vol 2	163	DC & Cloud 2.3.1	The CSP should offer dashboard to monitor RPO and RTO of cloud infrastructure and systems	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	No change. Tender condition shall prevail MSP to design solution as per architectural principles and requirements defined in RFP
279	Vol 2	163	DC & Cloud 2.3.1	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	Many times major version upgrades are released quite frequently, please provide lead time in months instead of version release	No change. Tender condition shall prevail
280	Vol 2	191	Clause 4.2.8	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.	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.	No change. Tender condition shall prevail
281	Vol 2	NA	NA	MeITY Empanelment ?	Is the empanelment Necessary for a Cloud Provider? Even a tie 3 should be good enough to take care of this requirement with an experience of a decade at least.	No change. Tender condition shall prevail
282	Vol 1	27	Clause 4.5 Pre-qualification criteria; Sl. No. 6 & 7	<ul style="list-style-type: none"> · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR · Work Order + Phase Completion Certificate (for ongoing projects) from the client 	Request you to amend this as follows <ul style="list-style-type: none"> · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) / Company Secretary / Other Competent Authority ; OR · Work Order + Phase Completion Certificate (for ongoing projects) from the (Certified by the Statutory Auditor) / Company Secretary / Other Competent Authority ; 	As per Meity guidelines. Tender condition shall prevail
283	Vol 1	31	Clause 4.5 Pre-qualification criteria for Port Operations Solution (POS) Provider; Sl. No. 2 & 4	<ul style="list-style-type: none"> · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR · Work Order + Phase Completion Certificate (for ongoing projects) from the client 	Request you to amend this as follows <ul style="list-style-type: none"> · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) / Company Secretary / Other Competent Authority ; OR · Work Order + Phase Completion Certificate (for ongoing projects) from the (Certified by the Statutory Auditor) / Company Secretary / Other Competent Authority ; 	As per Meity guidelines. Tender condition shall prevail

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
284	Vol 1	33 to 35	Clause 4.6 Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) Sl. No. A1 to A5	<ul style="list-style-type: none"> · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR · Work Order + Phase Completion Certificate (for ongoing projects) from the client 	<p>Request you to amend this as follows</p> <ul style="list-style-type: none"> · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) / Company Secretary / Other Competent Authority ; OR · Work Order + Phase Completion Certificate (for ongoing projects) from the (Certified by the Statutory Auditor) / Company Secretary / Other Competent Authority ; 	As per Meity guidelines. Tender condition shall prevail
285	Vol 1	41	Clause 4.6 Technical Evaluation Criteria – Port Operations Solution Specific Sl. No. A1 to A4	<ul style="list-style-type: none"> · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR · Work Order + Phase Completion Certificate (for ongoing projects) from the client 	<p>Request you to amend this as follows</p> <ul style="list-style-type: none"> · Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) / Company Secretary / Other Competent Authority ; OR · Work Order + Phase Completion Certificate (for ongoing projects) from the (Certified by the Statutory Auditor) / Company Secretary / Other Competent Authority ; 	As per Meity guidelines. Tender condition shall prevail
286	Vol 1	41	Clause 4.6 Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) Sl. No. A1	<ul style="list-style-type: none"> · In case the above said experience is for a State/ Central Government / PSU / Autonomous Body (Under Any government law) – 5% Additional Marks per project. Maximum 20% marks will be awarded. · In case the value of the above cited experience is > 250 Crores each – 5% Additional Marks per project. Maximum 20% marks will be awarded. 	<p>Request you to remove the following additional marks section: “In case the value of the above cited experience is > 250 Crores each – 5% Additional Marks per project. Maximum 20% marks will be awarded” and</p> <p>consider it with the following clubbed scoring: “In case the above said experience is for a State/ Central Government / PSU / Autonomous Body (Under government law) – 10% Additional Marks per project. Maximum 30% marks will be awarded”. Additional 10% marks for project experience in any of the Indian Ports.</p>	No change. Tender condition shall prevail
287	Vol 1	69	Clause 8.4 PQ Form 4 - Proforma for EMD	PQ Form 4 - Proforma for EMD	<p>Our bankers require bank details to issue Bank Guarantee in favour of IPA. Request you to kindly share the following details</p> <ul style="list-style-type: none"> - Bank Name - Bank Account Number - Bank Branch Name - Bank Address - Bank IFSC Code 	No clarification required
288	Vol2_ Annexure_FRS_Core	General	VOLUME 2 – ANNEXURE - FRS - CORE	VOLUME 2 – ANNEXURE - FRS - CORE	Please share FRS in excel file	No clarification required

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289	Vol2_ Annexure_FRS_Core	141	Hospital management	Member ports owns & operates its own Hospital including OPD, IPD, Radiology, Pathology lab, Operation Theatre, Blood bank, various dispensaries for initial treatments, Pharmacy store & Central store. A Hospital Management System (HMS) will be integrated with the Materials Management, Asset Management & Financial Management System. Primary objective of an integrated system is to track utilization of expenses at Hospital & improve operational efficiency for providing its services. As a part of the solution for Pharmacy, the system should have provision to generate bar-code stickers for all medical items to efficiently track consumption & inventory.	Request you to please provide following information: 1. Number of Hospitals where HIMS needs to be implemented 2. Bed size of each hospital 3. Average Patient count OPD & IPD in each Hospital 4. We understand that it is Bespoke development and there is no data to be migrated. Please confirm our understanding 5. Tentative number of users of the system	As per 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
290	Vol 2	241	4.12 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 center 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 center room across 6 Ports	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
291	Vol 2 Annexure_BOM	10	Bar code scanners	Description of Requirement	Please provide desired technical specifications	Bidder to suggested as per solution being proposed in order to meet requirements of the project and make necessary upward revision in BoM if needed
292	Vol 2 Annexure_BOM	10	Large Multifunction devices	Description of Requirement	Please provide desired technical specifications	Refer to Vol 2 Annexure TRS Infrastructure
293	Vol 2 Annexure_BOM	10	Small Multifunction Devices	Description of Requirement	Please provide desired technical specifications	Refer to Vol 2 Annexure TRS Infrastructure
294	Vol 2 Annexure_BOM	12	EUC. End User Computing across ports (combined figure from all ports except Chennai Port)	Generic query	Request IPA to provide End User Computing details for each Port, so as to have clear understanding about the logistics and aptly factor the efforts	No further clarification
295	Vol 2 Annexure_BOM	8	NWI. Networking Infrastructure - Passive Components	Generic query	Request IPA to provide Passive Component & Service Item details for each Port, so as to have clear understanding about the logistics and aptly factor the efforts	No further clarification
296	Vol 2 Annexure_BOM	6	CCI Central Compute Infrastructure	One time cost of creating data dump site for any of the other Major ports not part of this tender*	More information required relevant to Data Size and retention period so as to aptly factor the commercials	Cost of all services only related to creation of a data dump site for any of the other Major Ports which are not part of this tender
297	Vol 2 Annexure_BOM	7	7.1.2 Port-specific Infrastructure	Port Server room has not been opted by the ports. Though server room is not required at all ports, bidder shall need to setup necessary site infrastructure to host and manage the network operations as required for those ports	Clear understanding is required on which of these Ports will opt for Server Room so as to aptly design the solution and factor relevant commercials.	Port Server room has not been opted by ANY OF the ports.

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298	Vol 2 Annexure_BOM	9	BWR.2. Bandwidth requirements – at Port (per port) required at all ports	3.GPRS connectivity supplied to certain critical locations including - Sheds, Gates, signal station, yard, etc. in form 4.GPRS Connectivity for devices supplied (tablets, handheld, mobiles, other equipment)	Request to elaborate this point as Qty. 25 nos. of GPRS connectivity requirement is not clear. Does these refers to USB Dongles, Access Points or RF Points.? Also please share the detailed specifications/BoM for the shared Qty.	Refer to SR # 399 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
299	Vol 2	240	Section 4.12 General requirements	i. Electrical work and point wiring within centres	Pls clarify for the Electrical work also includes scope of LT panel design & supply	The MSP shall provision point wiring for all items and facilities to setup respective centres as per the Bill of Materials
300	Vol 2	240	Section 4.12 General requirements	i. Electrical work and point wiring within centres	Point wiring for what purpose (UPS power & row power) for desktop/printer/server or any other. Please give specific requirement	The MSP shall provision point wiring for all items and facilities to setup respective centres as per the Bill of Materials
301	Vol 2	240	Section 4.12 General requirements	ii. Light fixtures and lighting arrangements at the centres	What is the area of center in sq. ft.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
302	Vol 2	240	Section 4.12 General requirements	ii. Light fixtures and lighting arrangements at the centres	Which type of light fixture required (LED/CFL)	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
303	Vol 2	240	Section 4.12 General requirements	iv. Air-conditioning (if required) for the server room and locations.	Is there any exiting server room and what type of cooling used	Please refer to annexure - Existing System Details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
304	Vol 2	240	Section 4.12 General requirements	iv. Air-conditioning (if required) for the server room and locations.	How many racks planed for server room with tentative total load.	As per RFP. Bidder to suggest based on past experience as per solution being proposed in order to meet requirements of the project
305	Vol 2	240	Section 4.12 General requirements	iv. Air-conditioning (if required) for the server room and locations.	Apart from server room is there any office area to be cater cooling	As per RFP. Bidder to suggest based on past experience as per solution being proposed in order to meet requirements of the project
306	Vol 2	240	Section 4.12 General requirements	vii. Flooring and false ceiling	IS this for server room as well as office area	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
307	Vol 2	240	Section 4.12 General requirements	viii. Civil works with respect to internal setup of the facility.	Please specify exact requirement under this clause	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
308	Vol 2	240	Section 4.12 General requirements	ix. Furniture at workstations cabins, conference room, meeting rooms and other required places.	Required more break down on furniture (like Table, Chair, Storage cabinet, projector etc.)	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project

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309	Vol 2	240	Section 4.12 General requirements	xi. Provisioning of fire/smoke detectors and fire alarm with required infrastructure as select locations.	Pls specify fire alarm system :Any make /model, technology	As per RFP. Bidder to suggest based on past experience as per solution being proposed in order to meet requirements of the project
310	Vol 2	240	Section 4.12 General requirements	xii. Implementation of access control system with required infrastructure for specific locations	Pls specify access control :Any make /model, technology (biometric/card based)	As per RFP. Bidder to suggest based on past experience as per solution being proposed in order to meet requirements of the project
311	Vol 2	240	Section 4.12 General requirements	xiii. Fire/smoke detectors, cabling for detectors, fire panels, access control reader and wiring, CCTV, DVR and cabling for the camera at required facilities shall be provisioned	Pls specify desired make/model or technology for CCTV and recording duration	As per RFP. Bidder to suggest based on past experience as per solution being proposed in order to meet requirements of the project
312	Vol 2	240	Section 4.12 General requirements	xvi. Interior plants to form green zones in the facility.	Any specific standard for green zone/ any specific plant	As per RFP. Bidder to suggest based on past experience as per solution being proposed in order to meet requirements of the project
313	Vol 2 Annexure_BOM	10	Port Service Center	Dome camera for internal surveillance	Kindly provide 12 cameras location schedule	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
314	Vol 2 Annexure_BOM	NA	Access Switch 24 POE Switch	Access Switch 24 POE Switch	Pls specify location-wise quantities of Access Switch 24 POE Switch	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
315	Vol 2 Annexure_BOM	NA	WAN and DMZ switch 24 port	WAN and DMZ switch 24 port	Pls specify quantity of WAN and DMZ switch 24 port	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
316	Vol 2	186	3 Scope of Work (4. Integration with existing Port systems)	Generic query	Pl confirm Network and other hardware and ISP connectivity's for integrating with existing Port Systems are considered in BoQ.	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
317	Vol 2	262	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.	As per RFP
318	Vol 2	357	10.1 Details of SLA penalty	Generic query	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.	No change. Tender condition shall prevail
319	Vol 2 Annexure_BOM	NA	Router	Description of Requirement	Pls confirm the description of requirement mentioned for router is applicable for both MPLS as well as Internet Router	Understanding is correct

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320	Vol 2 Annexure_BOM	NA	NMS for Wired and Wireless	The software shall come with an initial license for 200 managed devices	Pls confirm the 200 License requirement is including both wired and wireless devices	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
321	Vol 2 Annexure_BOM	NA	UPS - 10 KVA and 50 KVA	Description of Requirement	Pls confirm the description of requirement is same for both 10 KVA UPS and 50 KVA UPS. Also share the qty and the location where it will installed	Refer Vol 2 Annexure Bill of Material
322	Vol 2 Annexure_BOM	NA	DG - 20 KVA and 100KVA	Description of Requirement	Pls confirm the description of requirement is same for both 20 KVA DG and 100 KVA DG. Also share the qty and the location where it will installed	Refer Vol 2 Annexure Bill of Material
323	Vol 2 Annexure_BOM	NA	IPS	The IPS should not induce Latency into the Network, and in any case latency should be less than XX microseconds.	Pls specify the latency	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet SLA requirements
324	Vol 2 Annexure_BOM	NA	Firewall and UTM	Quantity missing	Pls specify the quantity	Refer Vol 2 Annexure Bill of Material
325	Vol 1	124	Section 10.2.12_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	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
326	Vol 2 Annexure_BOM	3	7.1.1 Central Infrastructure	SMS solution	Request IPA to comment on number of SMSs required during the contract period	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
327	Vol 2	162	Section 2.2.6 Solution layer 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?	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project. No email services are expected for end users
328	Vol 2	169	2.3.1 Cloud (Primary and DR site) 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	Refer to Volume II Solution details
329	Vol 2	185	3.1 Overview of scope of work 3. ICT infrastructure including client side computing, network infrastructure and data centres	Networking infrastructure including redesign of existing port WAN and its implementation	Request IPA to elaborate on this requirement for the beter understanding	Clause is self explanatory

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330	Vol 2	208	Section 4.3.2 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.	Bidder is encouraged to use existing infrastructure at port
331	Vol 2	215	4.4.3 Other Expectations from MSP 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.	As per RFP
332	Vol 2 Annexure_TRS_Inf rastructure	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?	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
333	Vol 2 Annexure_TRS_Inf rastructure	NA	UPS - Specifications	Generic query	Please clarify if these specifications are applicable for all variants of UPS i.e., - 650VA - 7.5KVA - 1.5 KVA	Wherever applicable
334	Vol 2	195	Section 4.2 Track 2: Application design, development / customization and implementation 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
335	Vol 2	195	4.2.6 System testing Section 4.2 Track 2: Application design, development / customization and implementation	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.	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
336	Vol 2	195	Section 4.2 Track 2: Application design, development / customization and implementation 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

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337	Vol 2	197	Section 4.2 Track 2: Application design, development / customization and implementation 4.2.6 System testing	IPA will also involve third party auditors to perform the audit/review/monitor the security testing carried out by MSP. Cost for such auditors to be paid by IPA.	How many such audits are expected during the contract period?	Half yearly
338	Vol 2	198	Section 4.2 Track 2: Application design, development / customization and implementation 4.2.7 User Acceptance Testing	IPA reserves the right to engage a third party agency for Final Acceptance Testing (FAT) and certification after Go-Live of phase III of the project. MSP shall assist the third party agency in all activities undertaken as part of FAT. Any non-compliance reported shall have to be fixed by the MSP within the contractual period	Request to elaborate the acceptance criteria for the Final Acceptance Testing (FAT)	As per RFP - Refer to Vol 3 clause 14
339	Vol 2 Annexure_BOM	12	TRI. Training room across ports required at all ports (1 per port)	Generic query	Please provide desired technical specifications of following: - Video Conferencing system - Audio system hosting for at least 25 participants - Desks and seating arrangement - Site Preparation - White board	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
340	Vol 2	131	2.1 Functional Landscape, 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. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
341	Vol 2	131	2.1 Functional Landscape, 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. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
342	Vol 2	161	2.2 Application Landscape 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”.	No Change. Tender condition shall prevail

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					5) Audit logging of changes/modifications done in the rules. Please confirm.	
343	Vol 2	236	4.10 Track 8: Data Migration 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.	Available details are provided within 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
344	Vol 2	238	4.10 Track 8: Data Migration, Final_RFP 6. Scanning, Indexing and Storing of Port Documents	MSP should ensure the following quality checks in the document: <ul style="list-style-type: none"> • The Image should not be too dark / too light. • The Image should not have been captured under improper lighting. • The Image should not have been cropped from any side. • The orientation of the image should be right. 	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 Vol 2 Clause 4.10 (6-i) : "Solution should take care of automatic correction of parameters such as 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"
345	Vol 2	246	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live, Final_RFP 9. Compliance to Standards and Certifications	Workflow-WFMC/BPM Standard	We understanding that Workflow Management System should be compliant to various industry level BPM Standards like WFMC, BPMN and BPEL. Please confirm.	Yes, the solution has to be compliant with industry standards wherever applicable. There are many standards that are indicated throughout the RFP as well as summarized in Vol 2 Clause 4.13 (9-c). However, the list is just for reference and is not to be treated as exhaustive.
346	Vol2_ Annexure_FRS_Core	155	10) Electronic Office Work (EOW), 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 for details on existing systems / software currently used at ports.
347	Vol2_ Annexure_FRS_Core	159	10) Electronic Office Work (EOW), 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 for details on existing systems / software currently used at ports.
348	Vol2_ Annexure_FRS_Core	NA	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

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349	Vol 2	237	Track 8: Data Migration 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
350	Vol 2	238	Track 8: Data Migration 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
351	Vol 2	238	Track 8: Data Migration 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
352	Vol 2	238	Track 8: Data Migration 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
353	Vol 2	238	Track 8: Data Migration 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
354	Vol 2	238	Track 8: Data Migration 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
355	Vol 2	238	Track 8: Data Migration 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
356	Vol 2	238	Track 8: Data Migration 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 as available to port staff shall be provided by ports. Internal room wiring, LAN, connectivity, etc is expected to be setup by MSP as per requirements of the project

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357	Vol 2	238	Track 8: Data Migration 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
358	Vol 2	238	Track 8: Data Migration 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.	Bidder is free to use any existing connectivity at port. However, Bidder is expected to factor connectivity requirements within the proposed solution
359	Vol 2	238	Track 8: Data Migration 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
360	Vol 2	259	Clause 5 Project Implementation timelines	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 Vol 2 Clause 5.2 Implementation timelines- Point 8, 18 & 25
361	Vol 2 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.	As per RFP Annexure - Vol 2 BoM, The DNS to be provided for ports as per the mentioned minimum indicative document
362	Vol 2	141	2.1 Application Landscape 1. User group	Canteen Management	Is canteen management required at centralized place or at each port . Does it require integration with ERP for materials planning etc. .	System for Canteen management will not be required for any of the ports. These will however have to be considered for integration with ERP and retained applications.
363	Vol 2 Annexure_BOM	NA	CIH		1. UPS redundancy not considered ? 2. Rack not mentioned in the BOM 3. Phone – Does it have to be PSTN / VoIP / PSTN+VoIP ?	The BoM specifies the minimum indicative count. The bidder may make necessary assumptions as per solution being proposed in order to meet requirements of the project
364	Vol 2 Annexure_BOM	NA	CAC		1. Call center needs to be dedicated or can be outsourced ? 2. Does the call center required 24x7 operations ? 3. How will the billing for TOLL FREE number be taken care ? Will IPA / Ports pay the same on actuals on monthly basis ?	As per 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

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365	Vol 2 Annexure_BOM	NA	NWI		1. What is the distribution for WiFi Access Points across ports listed in RFP	No clarification required. Maybe detailed at the time of requirement gathering
366	Vol 2 Annexure_BOM	NA	NWI. Networking Infrastructure - Service items		1. Please provide Electrical / Water / Sewage plan to allow route planning for fiber 2. Can fiber be laid using poles 3. Can the port buildings be connected using Wireless Networks in place of Fiber ? 4. Necessary approvals for within port fiber deployment would be responsibility of Port / IPA ? 5. Necessary approvals for buildings which are beyond Ports would require permission from Municipality , will IPA take care of this activity ? 6. What about delays in obtaining internal port approvals and approvals from Municipality ?	Requisite information relating to plans as available with ports shall be shared with successful 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. For approvals, refer RFP Vol - 3 Clause 9 - APPROVALS AND REQUIRED CONSENTS
367	Vol 2 Annexure_BOM	NA	TRI		1. Please indicate the size of Projector Screen and Whiteboard 2. Supply of Whiteboard markers are not part of BOM 3. Rack not included in the BOM 4. UPS not provisioned for TRI 5. Air Conditioner not part of BOM	As per 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.
368	Vol 2 Annexure_BOM	NA	DNS		1. What is the average number of pages per document indicated in the BOM 2. What is the average size of the pages	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.
369	Vol 2 Annexure_BOM	NA	MOP (Data Entry)		1. What is the distribution of MOP for data entry for ports listed in RFP 2. Does data entry require working in shifts ?	1. As per Bill of Material. The Billing for MOP will be on actual basis based on manpower deployed at port 2. Yes, refer to RFP Scope of Work in Volume 2 for further details
370	Vol 2 Annexure_BOM	NA	PCC		1. Biometric Access System needs integration with which existing server ? 2. Is there server at each port or needs to be considered for storage of Biometric data 3. How many liters of Diesel to be considered for Generator per Day/Month/Year 4. BOM does not have Networking Rack required for Switches and other networking equipment's 5. Landline Phones – Do they have to be PSTN only or PSTN + VoIP 6. 5KVA UPS – Only 1 unit , no redundancy considered ?	Refer to Existing System Details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project

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371	Vol 2 Annexure_BOM	NA	PIH		1. UPS redundancy not considered ? 2. Rack not mentioned in the BOM 3. Phone – Does it have to be PSTN / VoIP / PSTN+VoIP ?	The BoM specifies the minimum indicative count. The bidder may make necessary assumptions as per solution being proposed in order to meet requirements of the project
372	Vol 2 Annexure_BOM	NA	PSC		1. UPS redundancy not considered ? 2. Rack not mentioned in the BOM 3. Consumables – Please indicate maximum QTY to be considered 4. Diesel - How many liters of Diesel to be considered for Generator per Day/Month/Year 5. Dome Camera – No NVR in BOM ?	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
373	Vol 2 Annexure_BOM	NA	BWR 2		1. GPRS – 25 + 25 connections , do they have to be Pre Paid / Post Paid and how is the billing of these taken care ? SIM cards will have to be issues on the name of IPA hence billing would need to be taken care by IPA / Ports Availability of the GPRS would be governed by service providers SLA and MSP would not be responsible for network quality issues	Costs to be borne by MSP. MSP shall be solely responsible for meeting of SLA requirements as per RFP requirements
374	Vol 2	141	2.1.3 - Applications , FRS Core Systems	Canteen Management - This is a module to manage canteen operation of ports	As per earlier version of RFP (Ref - Annexure to Corrigendum 4), it was clarified that Canteen Management is not in scope for any of the ports. However, the current version of RFP has Canteen management mentioned in multiple sections and FRS. Please clarify if Canteen Management is in scope or out of scope.	System for Canteen management will not be required for any of the ports. These will however have to be considered for integration with ERP and retained applications.
375	General Query	NA	NA	Users	Kindly specify the number of users for document management and workflow?	Available details are shared in Annexure - Existing system details (Volumetric 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
376	General Query	NA	NA	Availability	Kindly specify the availability requirement?	As per RFP, Volume 2 - Solution requirements
377	General Query	NA	NA	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	As per RFP

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378	General Query	NA	NA	Scanning Solution	Is it required to convert physical paper document to electronic documents as part of the scope of the RFP	Refer to Vol 2 Clause 3.1
379	General Query	NA	NA	Scanning Solution	Please specify the number of documents per month, in case there is a need for digitization	Available details are shared in Annexure - Existing system details (Volumetric 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
380	General Query	NA	NA	Migration Services	Are there any migration services that is required as part of the current scope	Refer to Vol 2 Clause 4.10 data migration
381	General Query	NA	NA	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.	RFP provides minimum requirements, bidder may suggest same or better specifications based on past experience
382	General Query	NA	NA	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.	RFP provides minimum requirements, bidder may suggest same or better specifications based on past experience
383	General Query	NA	NA	Authoring	Do you require Solution to provides template based authoring for documents in the repository.	The BoM specifies the minimum indicative count. The bidder may make necessary assumptions as per solution being proposed in order to meet requirements of the project
384	General Query	NA	NA	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	RFP provides minimum requirements, bidder may suggest same or better specifications based on past experience
385	General Query	NA	NA	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.	As per functional requirements specifications within RFP

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386	Vol 2 Annexure_TRS_Inf rastructure	Point 2	Router	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.	Requested Clause :- Router should have minimum 4 GB of of DRAM/RAM and 4GB Flash. Should support increasing of flash/compact flash size to 6 GB to hold multiple image, data, debugs etc. Request to mentioned the scale of compact flash to 6 GB which is more then sufficient for meeting the functionality . Request to amend for leading OEM to participate also removes the ambiguity .	Tender Conditions Prevail
387	Vol 2 Annexure_TRS_Inf rastructure	4	Router	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)" Since it will be point to point connectivity E1/ fractional E1 will work. We request you to change the clause to E1/ Ch E1.	Refer to Corrigendum: 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
388	Vol 2 Annexure_TRS_Inf rastructure	5	Core Switch	IPv4 & IPv6 Routing features (any software/license required to enable these features shall be provided from Day 1)	Requested Clause :- IPv4 & IPv6 Routing features (any software/license required to enable these features shall be provided from Day 1). Should have minimum 500K Route for IPV4 and 500K Route for IPv6 along with 100K IPv4 and IPv6 Multicast Route . Since IPV4 and IPV6 Routing is asked form day 1 . We highly recommend to have IPv4 and IPV6 Route scale to be mentioned (500K IPV4, 500K IPV6 and Multicast Route) for the optimum performance of the device . This will ensure the no forklift upgrade when routing is enabled thus giving the investment protection .	Tender Conditions Prevail
389	Vol 2 Annexure_TRS_Inf rastructure	1 (Architecture)	Distribution Switch	Recommendation : We highly Recommend to adopt the latest High density 2U form factor devices (non Chassis) with massive scale for creating the Distribution layer with Pay as you grow model , which support intelligent stacking and latest MC-LAG technology along with Multiple 1Gig /10Gig Interface support .	Remarks:- This will help to reduce the Power and space consumption while providing the line rate performance along with resiliency like in Chassis . This will save the cost for end user and also ensure the optimum performance with horizontal scale .	Tender Conditions Prevail
390	Vol 2 Annexure_TRS_Inf rastructure	1.1	Distribution Switch	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" Different OEM uses different nomenclature for slots. The number of interfaces can be met using sub slots as well. Please amend the clause for leading OEM to participate.	Refer to Corrigendum: Modular architecture, minimum three slots/ subslots for interface modules
391	Vol 2 Annexure_TRS_Inf rastructure	1.2	Distribution Switch	Shall have two dedicated switch fabric slots in addition to the interface modules	Kindly clarify if the redundant Fabric to be provided from day 1 ,	Tender Conditions Prevail

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392	Vol 2 Annexure_TRS_Inf rastructure	1.7	Distribution Switch	Shall support up to 120 Gigabit ports (Copper or SFP) or better	Requested clause :- Shall support up to 80 Gigabit ports (Copper or SFP) or better We request to reduce the 1 Gig Support to 80 for leading OEM to participate with level playing field , Since the distribution switch will be placed in redundancy we request to reduce the interface count on single switch . Also 10Gig is available on the same cost of 10Gig and also supported by all OEM .	Tender Conditions Prevail
393	Vol 2 Annexure_TRS_Inf rastructure	1.8	Distribution Switch	Shall support up to 24 10G ports (SFP+/XFP)	Requested clause : Shall support up to 48 10G ports (SFP+/XFP) Request to reduce the count of 1Gig while increase 10Gig , Connectivity to core and access can be done on 10Gig for increased performance .	Tender Conditions Prevail
394	Vol 2 Annexure_TRS_Inf rastructure	1.7	Distribution Switch	Shall support up to 120 Gigabit ports (Copper or SFP) or better	Request for modification to "Shall support up to 80 Ten Gigabit ports (SFP) or better" We request to have 10G scaling support on the chassis. Please amend the clause.	Tender Conditions Prevail
395	Vol 2 Annexure_TRS_Inf rastructure	3.1	Distribution Switch	Shall have the capability to extend the control plane across multiple active switches making it a virtual switching fabric, enabling interconnected switches to perform as single Layer-2 switch and Layer-3 switch	Requested clause : The switch shall have clustering capability or equivalent implemented, to perform as a single Layer 2 switch and Layer 3 router in active-active configuration or It should support distributed link aggregation in Active-Active mode. Request to use the same technology / Clause in distribution as mentioned is the core switch for uniformity of architecture .	Tender Conditions Prevail
396	Vol 2 Annexure_TRS_Inf rastructure	3.8, 3.9 , 5.4, 5.5	Distribution Switch	3.8 :- Graceful restart for OSPF, IS-IS and BGP protocols 3.9:- Bidirectional Forwarding Detection (BFD) for OSPF, IS-IS and BGP protocols 5.4:- IS-IS for IPv4 and IPv6 (IS-ISv6) 5.5:- Border Gateway Protocol 4 with support for IPv6 addressing	The routing Protocol Mentioned in the clauses are needed on core , The Distribution layer will do fast switching rather than Routing . Request to relax the clause as :-" The device should support routing protocol such as OSPF, ISIS and BGP with 100K IPV4 and IPv6 Scale . It should support 20K Multicast route . " Request to relax the clause for leading OEM to participate .	Distribution Switch should support routing protocols such as OSPF, IS-IS and BGP.
397	Vol 2 Annexure_TRS_Inf rastructure	4.9	Distribution Switch	Multicast VLAN to allow multiple VLANs to receive the same IPv4 or IPv6 multicast traffic	Request to remove the clause as MLD & IGMP is already asked in other clauses . Different OEM have different architecture for supporting multicast request to relax the clause for leading OEM to participate .	Tender Conditions Prevail
398	Vol 2 Annexure_TRS_Inf rastructure	1.8	7.1.2 Port-specific Infrastructure, 24 Port Switches	Access Switch 24 port : 66 Qty	Please confirm the PoE switch count out of 66 switches	Tender Conditions Prevail
399	Vol 2 Annexure_TRS_Inf rastructure	NA	BWR.2. Bandwidth requirements – at Port (per port) required at all ports	GPRS connectivity supplied to certain critical locations including - Sheds, Gates, signal station, yard, etc. - 25 Qty	Please clarify the GPRS connectivity required on what all devices.	End user computing devices

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400	Vol 1	48	Section 5- Constitution of Team, Table Minimum Onsite Deployment	Project Leads at each Port location (Haldia is considered as sixth location)	We understand that these projects leads are required for Phase I and II only. These resources are not required during phase III (Maintenance and support). Please confirm. However this was not confirmed by IPA through corrigendum Request IPA to exclude these resources for Phase 3 to optimize the pricing as there are already minimum resources with different skill set is asked to cater to the needs during this period	No change. Tender condition shall prevail
401	Vol 2 Annexure_BOM	9	BWR.2. Bandwidth requirements – at Port (per port) required at all ports	GPRS Connectivity for devices supplied (tablets, handheld, mobiles, other equipment)	1) Besides mobile devices , are you planning to use any ruggedized hand held terminals / Vehicle Mounted Terminals for In-field operations (Such as Yard Operations, Vessel Operations). Currently these HHT/ VMTs are available in Win CE platform only. Hence vendors will be able to supply only these devices 2) If required, Please let us know the quantity for the same for each terminal.	As per 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
402	Vol2_Annexure_ExistingSystemDetails	80		Volumetric Details	From the list it is not clear, how many users will be accessing the IT applications (Port Application, Standard ERP solutions etc.). Please let us know application wise total number of users (Internal and external) for infrastructure and bandwidth sizing	Available details are provided within 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
403	Vol2_Annexure_FRS_Core	General			1) We understand the container related operations are related to container stuffing / de-stuffing and related charges only. There will be no containers (Full/Empty etc.) exported / imported by vessel. Please confirm 2) Also we understand, the current scope is limited to one terminal only under each port. Please confirm	As per RFP. Scope covers all terminals among the participating ports
404	Vol 2	259	Table on Project implementation approach	Wave 1: T + 6 + 3 months Wave 2: T + 15 months	Can the pilot implementation be done in phase 1 and the rollout of subsequent terminals during phase 2. Please confirm	No change. Tender condition prevails
405	Vol2_Annexure_FRS_Core	27	EBS.POS.268.	System should provision for accountable of operation through IWT mode for both jetties port owned and private owned if any	Please detail "Accountable of Operation"	No clarification required. Maybe detailed at the time of requirement gathering
406	Vol2_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
407	Vol2_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 destuffing activities?	No clarification required. Maybe detailed at the time of requirement gathering

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408	Vol2_ 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
409	Vol 1	7	Data Sheet Point 6	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	EMD should be valid for a period not more than bid validity i.e. 180 days from the last date of submission of the Bid	No change. Tender condition prevails
410	Vol 1	11	2.1 1	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	In case of extension the contract price for the extended period should be renegotiated at the time of extension	No change. Tender condition prevails
411	Vol 1	54	6.2	Submission of equivalent Advance Bank Guarantee (ABG) valid for 24 months	It is recommended to delete the clause for ABG	No change. Tender condition prevails
412	Vol 1	54	6.2	Payment terms for a port	It is recommended to change the payment terms as mentioned below, because RFP terms are not favourable to TCS. - 100% payment for Hardware and Software on delivery and Installation. - 100% payment for Implementation Services till Go-live - 100% payment of training cost upon completion of training - Payment for Infra O&M as equated quarterly instalment in Advance - Payment for Services O&M as equated monthly instalment in Arrears.	No change. Tender condition prevails
413	Vol 3	312	15	Termination for Convenience	It is recommended to change the clause such that either party can terminate the contract by giving 90 days of notice period	No change. Tender condition prevails
414	Vol 3	316	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 - 'Safety and Security' and clause 18 - 'Confidentiality'	Limitation of Liability should not be more than 10% of the TCV	No change. Tender condition prevails

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415	Vol 3	320	21) d)	COTS Software - 1 year post completion of the agreement Bespoke Software - 1 year post completion of the agreement	The warranty should be only till end of contract and not after that	No change. Tender condition prevails
416	Vol 3	322	24	INSURANCE COVER	Insurance on goods will be provided only till delivery	No change. Tender condition prevails
417	Vol 3	337	SCHEDULE – III	EXIT MANAGEMENT SCHEDULE	It is recommended a clause for notice period of 180 days	No change. Tender condition prevails
418	Vol 3	337	SCHEDULE – III	(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, at Go-Live.	All the risk and title for HW and SW should be transferred on delivery	No change. Tender condition prevails
419	Vol 2	148	2.2.1.3 (C)	The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, 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.	As the solution is hosted on cloud, it is understood that the hypervisor, operating system, storage management, backup management and DR management software licenses will be provided by cloud service provider as part of the cloud services. So system software mentioned in this clause excludes these components. Please confirm whether our understanding is correct	Understanding is correct for the mentioned software licenses
420	Vol 2	206	4.3.1 (V)	MSP shall provide for separate adequately sized following environments: i. Project environment ii. Testing / Staging environment iii. Development and Integration environment iv. Migration environment v. Disaster Recovery environment vi. Port-side server environment (as per port requirements)	It is understood that port side server environment is not required. Please confirm our understanding.	Understanding is correct
421	Vol 2	179	Clause 2.4.2 Port-specific Security Infrastructure	UTM and Antivirus are also required to be supplied, configured, installed and commissioned by the bidder for respective port locations. At present IPA expects that antivirus capacity should be provisioned as per existing user count at the port	It is understood that the antivirus software needs to be provided for all the desktops and laptops to be supplied as part of this project. Please confirm our understanding.	Understanding is correct
422	Vol 1	7	21	EMS - 5	It is understood that the EMS to monitor enterprise wide IT infrastructure will be hosted in data centre, i.e., as part of central compute, and NMS to monitor the port specific network infrastructure will be hosted at port site. So here EMS refers to NMS for port specific network infrastructure. Please confirm our understanding.	Deployment model is acceptable as long as it meets RFP requirements, also, EMS should be as per RFP requirements
423	Vol 2	225	4.6 Track 4: Client side Infrastructure Set-up (8)	Installation and Remote-Management of Antivirus and other support software for all client machines of the Port	Please clarify whether the bidder need to supply antivirus also for the existing desktops at port, as listed in the RFP annexure "IPA_RFP_EBS_Vol2_ANNEXURE_ExistingSystemD etails"	No, requirement is for equipment being supplied.

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424	Vol 2	255	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live, 22. IT Maintenance Services, point a	MSP shall be responsible for providing 24*7 IT maintenance services (ITMS) for addressing any issues related to basic IT Infrastructure like Desktops, networking and Telephony services.	It is understood that provisioning telephony service for the port users are not within the scope of work. Please elaborate what maintenance services needs to be provided for telephony services.	As per RFP
425	Vol 2 Annexure_TRS_S ecurity	NA	PIM	Solution/offering would be a cloud-based service	How many number of users need to be consisirede as Privileged users for this solution.	Privileged identity management will be used for monitoring and protecting the super-user accounts in the IT environment. The user base will depend on the network/ system/ database etc. privilege users being configured by the bidder w.r.t their proposed solution in the project.
426	Vol 2 Annexure_TRS_S ecurity	NA	DLP	For each of the Internet gateways for SMTP and web traffic dedicated appliances should be provided to monitor and manage any remediation locally without requiring sending the traffic back to a remote server	Do we need to provide mail DLP? If Yes, how many users are to be considered at each port location	Mail DLP is not required.
427	Vol 2 Annexure_TRS_S ecurity	NA	DLP	For each of the Internet gateways for SMTP and web traffic dedicated appliances should be provided to monitor and manage any remediation locally without requiring sending the traffic back to a remote server	How many ' Internet 'users are to be considered at each port location	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
428	Vol 2 Annexure_TRS_Inf rastructure	NA	General		It is assumed that the specifications mentioned under this annexure are applicable only to the network equipment to be proposed at port locations. The Cloud Service Provider need not comply to these specifications, instead, CSP has to meet the network specifications mentioned elsewhere in the RFP	Specifications mentioned are applicable for equipment being supplied at port level. Security related specifications have to be met by cloud for DC and DR sites
429	Vol 2 Annexure_TRS_Inf rastructure	NA	AV		Anti-Virus Specifications are mentioned for both DC and Port locations are already provided under Annexure_ TRS Security. Again, under TRS_ Infrastructure, and also FRS_Other systems, AV is mentioned with specifications. Please let us know which one to be considered for Port location.	TRS-security & FRS_Other systems
430	Vol 2 Annexure_TRS_Inf rastructure	NA	Firewall		UTM for Port is mentioned under TRS-Security along with detailed specifications. Again Firewall is mentioned under TRS- Infrastructure. Do we need to provide both Firewall and UTM at port locations?	UTM at Port
431	Vol 2 Annexure_TRS_Inf rastructure	NA	EMS		EMS with specifications is mentioned both under TRS_Infrastructure and FRS_Other Systems. Please let us know which one to consider for proposal	TRS Infrastructure and FRS Other Systems

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432	Vol 2	211	4.3.3- Other considerations (8)	Backup storage would be used for backing up the key data on regular interval. The backing up of the data would be an automated process. Whenever desired the backed up data can be restored/retrieved to the desired system configuration	Please provide the backup policy as to what is the backup yupe, frequency, retention period, archival policy etc. to plan and size the required backup.	Backup policy will have to be agreed with each port at the time of implementation
433	Vol 2 Annexure_TRS_Infrastructure	NA	Backup	General	Where do we provision the backup solution for which the specifications are detailed under this section	Provision if required
434	Vol 2 Annexure_BOM	Data Dump Site	CCI-Central Compute Instructure	One time cost of creating data dump site for any of the other Major ports not part of this tender	Please elaborate on this requirement. What are the components that we need to consider for estimating this cost.	Cost of all services only related to creation of a data dump site for any of the other Major Ports which are not part of this tender
435	Vol 2 Annexure_BOM	NA	7.1.2 Port-specific Infrastructure	As per IPA_RFP_EBS_Vol2_ANNEXURE_TRS_Infrastructure mentioned about Access Switch 24 Port PoE and as per IPA_RFP_EBS_Vol2_ANNEXURE_BOM is missing the quantity	Please provide Access Switch 24 Port PoE quantity in the IPA_RFP_EBS_Vol2_ANNEXURE_BOM document	Refer to Annexure - Bill of Material
436	Vol 1	67	8.2 PQ Form 2	Bidder need to provide an unconditional acceptance of all clauses without any deviations	There are several terms and conditions which need discussion, and bidders should be allowed to bid with deviation and state them upfront. Request modification of RFP terms & conditions accordingly (Clause 3.5.3)	No Change. Tender condition shall prevail
437	Vol 2 Annexure_BOM	3	7.1.1	No of ERP users is mentioned at 880.	Please specify the breakup of these users in terms of business functions: Purchase, Stores, Finance, Budgeting, Maintenance, Estate, Loans & Grants, and Project Execution including Project Finance.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
438	Vol 2 Annexure_BOM	3	7.1.1 APP table	No of ERP users is mentioned at 880.	Please specify the breakup of these users in terms of business functions: Purchase, Stores, Finance, Budgeting, Maintenance, Estate, Loans & Grants, and Project Execution including Project Finance.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
439	Vol 2 Annexure_BOM	3	7.1.1 APP table	APP. No of payroll employee and ESS employees is mentioned at Employees and pensioners and employees respectively	There are some other licenses in HR and Finance that will be required to meet FRS of RFP and we will request IPA to provide # of users of each. 1. Performance Management: Will performance management of all employees be done in the system or will this be restricted to Class 1 and Class 2 users. Kindly clarify if same can be taken from volumetric data. 2. Training & learning management: kindly calcify # to be taken for learning mgmt. licenses> will this be taken as 880 / as for ESS users or of all employees be done in the system or will this be restricted to Class 1 and Class 2 employees only?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.

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440	Vol 2 Annexure_BOM	3	7.1.1 APP table	APP. Table	What is the total number of TA / Medical bills / other claims by employee's port wise? Kindly specify as same could be required by us for OEM BOM off take.	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
441	Vol 2 Annexure_BOM	5	7.1.1 TCB table	TCB. Table	1. In column 3, the number of training has been multiplied by 5: These are very much on the higher side, and will IPA consider reducing these to the quantities mentioned in Phase III-A? 2. In SN 5 of this table, number of trainings for ERP and POS has been indicated as a total. Kindly specify these category of users separately. 3. How are "Functional users" mentioned in SN 3 in this table different from ERP or POS users? Kindly clarify	No change. Tender condition shall prevail
442	Vol2_Annexure_ExistingSystemDetails	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?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
443	Vol2_Annexure_FRS_Core	155	PR.149 to Pr162	These FRS are related of fabrication / ship building.	Which of the ports are expected to have these functions and what is the number of users for ship fabrication? Are these functional requirements related to CSL (Cochin Shipyard Ltd.) and appearing here by mistake? Kindly clarify.	No change. Tender condition shall prevail
444	Vol2_Annexure_FRS_Core	92	EBS.FIN.503	Online integration with Public and Pvt sector banks.	How many different banks (public and pvt. Sector) do the ports have that need to be integrated with ERP system?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
445	Vol2_Annexure_FRS_Core	96	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?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
446	Vol2_Annexure_FRS_Core	143	EBS.PROC.31	Procurement of goods & Services	What is the approx. number / types of DOP approval workflows for procurement of goods / services?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
447	Vol2_Annexure_FRS_Core	160	EBS.STR.45	Material requisition: Ability to process indent (workflow) according to CSL DOP	What is the full form of CSL: we believe this could be 'Cochin Shipyard limited' and should be out of scope as it's a different legal entity: Kindly clarify.	Refer to Corrigendum: To be read as 'Port' instead

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448	General Query	NA	Generic	Sizing	Out of 880 users, what is the expected concurrency %?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
449	General Query	NA	Generic	Sizing	What is the expected user growth in % Year on Year for the next 7 years	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
450	General Query	NA	Generic	Sizing	What is the initial data that may require to be loaded and also the expected data growth in % Year on Year for the next 7 years	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
451	General Query	NA	Generic :Business Intelligence	BI Scope	What is the approx. number of dashboards and graphical BI reports required by IPA: same is required for us to have an idea of the scope of BI application to be proposed by us?	MSP to prepare final list at the time of requirement gathering
452	General Query	NA	Generic: Support		Request to please clarify the Support Window for each ports and IPA Delhi.	As per RFP, during operational hours
453	Vol2_ Annexure_FRS_Core	117	EBS.HR.305	Ability to integrate attendance management with the biometric system or card swapping system in the organization	Are all the biometric time capture systems common across all divisions and locations? Please let us know how many different time capture biometric systems are in place at the various ports and their product names?	Refer to Annexure - Existing system details.. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
454	Vol2_ Annexure_FRS_Core	148	EBS.PR.24.	"Ability to maintain the correspondence between the external and internal agencies for future reference.	Please elaborate the requirement with respect to Project": Does this mean letters/ correspondence (available in physical files) with internal departments of Ports and vendors / other stakeholders needs to be captured & tracked in the system?	As per RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project
455	Vol2_ Annexure_FRS_Core	148	EBS.PR.25.	Ability to set the threshold so as to generate the e-mail notification to the concerned person.	Please clarify what is meant by "Threshold" here: what is the threshold that will trigger the e-mail notification.	MSP to design solution as per architectural principles and requirements defined in RFP
456	Vol2_ Annexure_FRS_Core	148	EBS.PR.26.	Ability of the system to simulate any new inquiry coming to CSL in the project format.	Can you please elaborate the 'simulation requirement' in terms of what is to be done or expected from the new ERP system?	No clarification required. Maybe detailed at the time of requirement gathering
457	Vol2_ Annexure_FRS_Core	150	EBS.PR.81	Ability to define the project review plan which includes information such as monitoring parameters, reporting mechanisms, report formats, frequency of report generation, review committee and mode of communication.	What is the expectation from the ERP system on "Review committee" and "Mode of communication" for project review? What are the typical monitoring parameters for project review?	No clarification required. Maybe detailed at the time of requirement gathering

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458	Vol2_ Annexure_FRS_C ore	155	EBS.PR.188	Ability of the system to capture impact study for CSR projects	What are the different types of projects executed in IPA? Can you please elaborate the business process for CSR project or more specifically what are the KPI's or determinants of success that are monitored for CSR projects ?	No clarification required. Maybe detailed at the time of requirement gathering
459	Vol2_ Annexure_FRS_C ore	155	EBS.FIN.189.	Ability to allow workflow for streamlining work processes and alert for the approval, pending items for approval etc.	Which are the business processes for which approvals are required ?	As per RFP, refer to Functional requirements specifications
460	Vol2_ Annexure_FRS_C ore	155	EBS.FIN.193.	Ability to scan external documents and link these to the system generated document	Attachments can be made for various transactions. Can you please specify which the transactions for which document link is required are?	Available details are provided in the RFP. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
461	Vol2_ Annexure_FRS_C ore	81	EBS.FIN.220.	System should have ability to process insufficient funds cheques with correct posting to the general ledger.	Can you Please explain the what processing is required for insufficient funds cheque	No clarification required. Maybe detailed at the time of requirement gathering
462	Vol2_ Annexure_FRS_C ore	81	EBS.FIN.236.	System should track all maintenance activity in the master customer files.	Please explain the context of requirement : we are not able to relate "maintenance activity" with "master customer files"	No clarification required. Maybe detailed at the time of requirement gathering
463	Vol2_ Annexure_FRS_C ore	89	EBS.FIN.413.	System should have the ability to input an invoice in the system without a receiver in the system.	Pls explain the context of requirement with respect to receiver? Is this related to Receivables invoice or receipt where an invoice or receipt needs to be entered without reference to a customer?	No clarification required. Maybe detailed at the time of requirement gathering
464	Vol2_ Annexure_FRS_C ore	92	EBS.FIN.500.	Allows to view and print cheque deposit statement for a day.	Please explain the context of requirement. : is the cheque deposit related to date of deposit of same with Port by customer or post clearance of the cheque and crediting in bank ?	No clarification required. Maybe detailed at the time of requirement gathering
465	Vol2_ Annexure_FRS_C ore	92	EBS.FIN.502.	Allows upload of E-transactions	Does this requirement refer to having the capability to upload the Payment file to bank?	No clarification required. Maybe detailed at the time of requirement gathering
466	Vol2_ Annexure_FRS_C ore	93	EBS.FIN.504	Ability to provide On-line availability of bank wise Gross balances, pending debits and Net balances by accessing bank transactions through banks' web sites and unit allocation details in the proposed system.	Is a comparison report (bank reco) required between Bank website and Bank balance in system or data from both is required side by side? What does "Unit allocation" refer to?	No clarification required. Maybe detailed at the time of requirement gathering
467	Vol2_ Annexure_FRS_C ore	101	EBS.FIN.699.	Ability of the system to flag transactions so that they can be reported periodically.	Please elaborate on the requirement? Why is flagging required?	No clarification required. Maybe detailed at the time of requirement gathering
468	Vol2_ Annexure_FRS_C ore	94	EBS.FIN.543.	System should allow the interface/integration of the system with other, independent asset management systems.	Please suggest the number and name of other asset systems. Also mention their underlying technology stack. (e.g. Java / .dot net on Oracle DB or SQL Server)	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.

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469	Vol 1	31	Clause 4.5 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 Container Cargo OR Liquid OR other general Cargo	We request for Criteria to be reduced to: The POS solution should have been successfully implemented in at least 1 major Indian 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 Container Cargo OR Liquid OR other general Cargo	Refer to Corrigendum: 1. 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, and/or b. Cargo Operations involving different types of cargo: Break-bulk OR Bulk OR Container Cargo OR Liquid OR other general Cargo With atleast 3 instances where both a. & b. are met together in a single implementation. Single Bidder – Bidder Consortium – Port Operations Solution Provider
470	Vol 1	31	Clause 4.5 Integration Capabilities (Criteria # 4)	At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions as mentioned below and at least one project (from 5 projects) where POS has been integrated with the proposed ERP solution. 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 or strong performers 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 in one major port in India. 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 or strong performers 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: At least 5 projects/ports where POS solution has been integrated with atleast one of the industry leading ERP solutions as mentioned below 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 or strong performers 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
471	Vol 2	131	Clause 1.2, 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
472	Vol 2	133	Clause 1.4 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

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473	Vol 1	124	10.2.12_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.	As per RFP. Bidder to suggest as per solution being proposed in order to meet requirements of the project
474	Vol 1	124	10.2.12_Format for CCI (Primary Site and Disaster Recovery Site)	SAN Storage	kindly share the existing total Data size along with daily incremental data and YoY growth n the same	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
475	Vol 2	148	2.2.1.3_Ownership and license	Ownership and license	Kindly confirm only software licenses i.e. OS, DB etc. and Hardware required at Port site will be under ownership of Client and ownership of hardware/software at DC/DR will be under Bidder's ownership	As per RFP conditions
476	Vol 2	165	2.3_DC/DR (On Cloud)	Deployment Landscape a. Infrastructure provisioning at DC & DR (On Cloud) 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 & Kindly confirm the name and count of critical applications.	As per RFP. Bidder to suggest as per solution being proposed in order to meet requirements of the project
477	Vol 2	174	2.3.4 _WAN & Internet Connectivity	1) Each Port to cloud (DC/DR) should be connected to the MPLS backbone on an Optical Fiber 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 Fiber 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 conditions prevail
478	Vol 2	177	2.4.1_Overall requirement	5. Security Audits and Reviews	Kindly specify who will borne the charges of the audits involved in the project, If its under bidder's scope kindly specify where bidder can add the commercial for the same	As per RFP. Costs to be borne by MSP. Costs may be added under Operations and Maintenance costs for specified component
479	Vol 2	176	2.4.1_Overall requirement	4 Network and Data Security 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	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
480	Vol 2	203	4.3.1_Common Data Centre (DC) and Disaster Recovery Centre (DRC) Setup	d. 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 empanelment RFP conditions

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481	Vol 2	205	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	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 :- 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 1) No of concurrent users along with total VPN users 2) No. of total users 3) Existing total Data size 4) Daily data generation 5) YoY growth expected in terms of users and data etc.	Available details are provided under existing system details. Bidder to suggest as per solution being proposed in order to meet requirements of the project
482	Vol 2	236	4.1 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 Is there any Mail migration involved in the project, If yes kindly share the below mentioned details;- 1) which is the Existing Mail solution and Does client intends to migrate the existing mail solution from existing vendor to new vendor for example Zimbra to Exchange or Exchange to Zimbra 2) Total Mail users along with mail box size 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	Available details are provided under existing system details. Bidder to suggest as per solution being proposed in order to meet requirements of the project
483	Vol 2	238	Track 8: Data Migration	6. Scanning, Indexing and Storing of Port Documents	Kindly specify the target format for the data which would be digitized	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
484	Vol 2	237	Track 8: Data Migration	5. Migration of Existing Scanned Data:	Kindly share the total data size of scanned images	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
485	Vol 2	251	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
486	Vol 2	253	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 along with where bidder can add commercial related to the same ?	Once a year

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487	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	Firewall: General Queries	Kindly share the require Firewall throughput at DC and DR site infrastructure?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
488	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	Firewall: General Queries	kindly share the require numbers of firewall Port along with port specification at DC and DR site ?	Available details are provided under existing system details. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
489	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	Firewall: 10. Should be able to group multiple firewalls together as a single logical device and should scale performance in term of combined throughput, connections and connections per second	Kindly relax this clause as "Should be able to group multiple firewalls together as a single logical device and should scale performance"	RFP provisions will prevail
490	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet		kindly confirm the numbers of firewall that need to be group with port specification?	Bidder is expected to make the sizing as per solution being proposed in order to meet requirements of the project
491	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	Firewall: 28. Firewall should support latest IKEv2 standards for supporting SHA-2 256, 384 & 512 bit message integrity algorithms in hardware to ensure there is no performance bottleneck & higher security.	Kindly relax this clause as "Firewall should support latest IKEv2 standards for supporting SHA-2 256 bit message integrity algorithms in hardware to ensure there is no performance bottleneck & higher security."	RFP provisions will prevail
492	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	Firewall: 6. Firewall should support at least sufficient concurrent VPN peers IPsec / SSL	Kindly specify the numbers of VPN peers required?	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
493	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	SIEM: 3.The solution should be able to handle EPS / devices as required in the project. The bidder to do the sizing	Kindly confirm total number of EPS count across the entire DC and DR infrastructure?	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
494	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	SIEM: 13.The solution should be able to collect logs via the following ways as inbuilt into the solution: Syslog, OPSec, agent-less WMI, RDEP, SDEE, FTP, SCP, External Agents such as Adiscon.	1) Please mention log retention period for offline & online logs	Should support online log management up to minimum 3 months and offline log retention up to minimum 6 months.
495	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	SIEM: 23.The solution should support collection of events/logs and network flows from distributed environment(s).	1) Are flows required to be collected as part of the solution. 2) Number of locations from which logs & flows need to be collected.	1. Yes, network flows have to be collected as part of the solution. 2. Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.

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496	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	DLP: 19.For each of the Internet gateways for SMTP and web traffic dedicated appliances should be provided to monitor and manage any remediation locally without requiring sending the traffic back to a remote server	Please mention the number of gateways both email and web where DLP is required.	Bidder is expected to make the sizing as per solution being proposed in order to meet requirements of the project.
497	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	DLP: 19.For each of the Internet gateways for SMTP and web traffic dedicated appliances should be provided to monitor and manage any remediation locally without requiring sending the traffic back to a remote server	kindly confirm number of email messages per day/hour.	Mail DLP is not required.
498	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	DLP: 2. The Solution should have Centralized Management, web based console for System Administration	1) DLP Prevent Web- Proposed or existing web gateway, kindly share number of web requests per second/minute	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
499	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	HIPS: 2) The solution should enable threat detection, identification, and prevention.	1) Please Mention number of segments that need to be protected? 2) For HIPS Solution, the underlying OS which needs to be protected 3) Kindly confirm 10 Gig interfaces required? If yes, please specify the type and quantity	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
500	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	HIPS: 7) The solution should combine NIPS (network) and HIPS (host) based signature to proactively protect against intrusion targeted at the servers.	Please mention NIPS throughput	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
501	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	DAM: 1) Solution/offering would be a cloud-based DAM Service	Approximate number for DAM server	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.
502	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	DDOS: 1) The solution should be a cloud based DDoS mitigation services	This is vendor specific compliance. Kindly share the general compliance	RFP provisions will prevail
503	Vol 2 Annexure_TRS_S ecurity	NA	Compliance sheet	PIM Services:	kindly confirm the number of Device /user administrator Licenses is required?	Bidder is expected to make necessary assumptions as per solution being proposed in order to meet requirements of the project.

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
504	Vol 2 Annexure_TRS_Inf rastructure	2	Router	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.	Requested Clause :- Router should have minimum 4 GB of DRAM/RAM and 4GB Flash. Should support increasing of flash/compact flash size to 6 GB to hold multiple image, data, debugs etc. Request to mention the scale of compact flash to 6 GB which is more then sufficient for meeting the functionality requested. Request amendment as as to create a level playing field for all OE's to participate and more so remove the ambiguity.	Tender Conditions Prevail
505	Vol 2 Annexure_TRS_Inf rastructure	4	Router	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 Since its going to be point to point connectivity E1/ fractional E1 will work. We request you to change the clause to E1/ Ch E1.	Refer to Corrigendum: 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
506	Vol 2 Annexure_TRS_Inf rastructure	5	Core Switch	IPv4 & IPv6 Routing features (any software/license required to enable these features shall be provided from Day 1)	Requested Clause :- IPv4 & IPv6 Routing features (any software/license required to enable these features shall be provided from Day 1). Should have minimum 500K Route for IPV4 and 500K Route for IPv6 along with 100K IPv4 and IPv6 Multicast Route. Since IPV4 and IPv6 Routing is asked from day 1 . We highly recommend to have IPv4 and IPv6 Route scale to be mentioned explicitly (500K IPV4, 500K IPV6 and Multicast Route) for the optimum performance of the device . This will ensure the no forklift upgrade is required when routing is enabled thus giving the investment protection from customer's perspective .	Tender Conditions Prevail
507	Vol 2 Annexure_TRS_Inf rastructure	1 (Architecture)	Distribution Switch	Recommendation : We highly Recommend to adopt the latest High density 2U form factor devices (non Chassis) with massive scale for creating the Distribution layer with Pay as you grow model , which support intelligent stacking and latest MC-LAG technology along with Multiple 1Gig /10Gig Interface support .	Remarks:- This will help to reduce the Power and space consumption while providing the line rate performance along with resiliency like in Chassis . This will save the cost for end user and also ensure the optimum performance with horizontal scale .	No change. Tender condition shall prevail

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508	Vol 2 Annexure_TRS_Inf rastructure	1.1	Distribution Switch	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" Different OEM uses different nomenclature for slots. The number of interfaces can be met using sub slots as well. Request Amendment to clause so as to create a level playing field for all OEM's to participate.	Refer to Corrigendum: Modular architecture, minimum three slots/ subslots for interface modules
509	Vol 2 Annexure_TRS_Inf rastructure	1.2	Distribution Switch	Shall have two dedicated switch fabric slots in addition to the interface modules	Kindly clarify if the redundant Fabric to be provided from day 1?	No change. Tender condition shall prevail
510	Vol 2 Annexure_TRS_Inf rastructure	1.7	Distribution Switch	Shall support up to 120 Gigabit ports (Copper or SFP) or better	Requested clause :- Shall support up to 80 Gigabit ports (Copper or SFP) or better We request to reduce the 1 Gig Support to 80 for creating a level playing field for all OEM's. Since the distribution switch will be placed in redundancy we request to reduce the interface count on single switch . Also 10Gig is available on the same cost of 1Gig and also supported by all OEM.	No change. Tender condition shall prevail
511	Vol 2 Annexure_TRS_Inf rastructure	1.8	Distribution Switch	Shall support up to 24 10G ports (SFP+/XFP)	Requested clause : Shall support up to 40 10G ports (SFP+/XFP) Request to reduce the count of 1Gig while increase 10Gig , Connectivity to core and access can be done on 10Gig for increased performance .	No change. Tender condition shall prevail
512	Vol 2 Annexure_TRS_Inf rastructure	3.1	Distribution Switch	Shall have the capability to extend the control plane across multiple active switches making it a virtual switching fabric, enabling interconnected switches to perform as single Layer-2 switch and Layer-3 switch	Requested clause : The switch shall have clustering capability or equivalent implemented, to perform as a single Layer 2 switch and Layer 3 router in active-active configuration or It should support distributed link aggregation in Active-Active mode. Request to use the same technology / Clause in distribution as mentioned is the core switch for uniformity of architecture .	No change. Tender condition shall prevail
513	Vol 2 Annexure_TRS_Inf rastructure	3.8, 3.9 , 5.4, 5.5	Distribution Switch	3.8 :- Graceful restart for OSPF, IS-IS and BGP protocols 3.9:- Bidirectional Forwarding Detection (BFD) for OSPF, IS-IS and BGP protocols 5.4:- IS-IS for IPv4 and IPv6 (IS-ISv6) 5.5:- Border Gateway Protocol 4 with support for IPv6 addressing	Request to relax the clause as :-" The device should support routing protocol such as OSPF, ISIS and BGP with 100K IPV4 and IPv6 Scale . It should support 20K Multicast route . " The routing Protocol Mentioned in the clauses are needed on core, the Distribution layer will do fast switching rather than Routing. Request to relax the clause for leading OEM to participate .	Distribution Switch should support routing protocols such as OSPF, IS-IS and BGP.

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514	Vol 2 Annexure_TRS_Inf rastructure	4.9	Distribution Switch	Multicast VLAN to allow multiple VLANs to receive the same IPv4 or IPv6 multicast traffic	Request to remove the clause as MLD & IGMP is already asked in other clauses . Different OEM have different architecture for supporting multicast. Request to relax the clause for leading OEM to participate .	No change. Tender condition shall prevail
515	Vol 2 Annexure_TRS_Inf rastructure	1.8	7.1.2 Port-specific Infrastructure, 24 Port Switches	Access Switch 24 port : 66 Qty	Please confirm the PoE switch count out of 66 switches	No change. Tender condition shall prevail
516	Vol 2 Annexure_TRS_Inf rastructure	NA	BWR.2. Bandwidth requirements – at Port (per port) required at all ports	GPRS connectivity supplied to certain critical locations including - Sheds, Gates, signal station, yard, etc. - 25 Qty	Please clarify the GPRS connectivity required on what all devices.	Refer to SR # 399
517	Vol 2 Annexure_TRS_Inf rastructure	1	Router	The router should support IP routing, IP multicast, QoS, IP mobility, multiprotocol label switching (MPLS), VPNs and internal power supply.	Request to incorporate internal redundant hot swappable power supply ensuring higher network for easy maintenance. Requested changes "The router should support IP routing, IP multicast, QoS, IP mobility, multiprotocol label switching (MPLS), VPNs and internal redundant power supply."	Tender conditions prevail
518	Vol 2 Annexure_TRS_Inf rastructure	2	Router	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.	Router or network devices Memory requirement is specific to OEM hardware and software architecture, request to allow OEM to propose the required memory to support asked Routing performance and feature support from Day-1 Requested Change "Router should have minimum 4 GB of of DRAM/RAM and required flash/compact flash size to hold multiple image, data, debugs etc."	No change. Tender condition shall prevail
519	Vol 2 Annexure_TRS_Inf rastructure	1.5	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	Request to consider the required scalability performance from day-1 considering the required interface type request to consider "Shall have minimum 2.8 Tbps switching capacity"	No change. Tender condition shall prevail
520	Vol 2 Annexure_TRS_Inf rastructure	1.6	Core Switch	Shall have Min 800 Million pps performance for both IPv4 and IPv6 (Minimum packet size 64 byte)	Request to consider the required scalability performance from day-1 considering the required interface type request to consider "Shall have Min 1400 Million pps performance for both IPv4 and IPv6 (Minimum packet size 64 byte)"	Refer to Corrigendum: Shall have Min 750 Million pps performance for both IPv4 and IPv6 (Minimum packet size 64 byte)
521	Vol 2 Annexure_TRS_Inf rastructure	3.6	Core Switch	Bidirectional Forwarding Detection (BFD) for RIP, OSPF, BGP, IS-IS and VRRP	Request to remove the legacy IS-IS protocol	Refer to Corrigendum: Switch should support Bidirectional Forwarding Detection (BFD) for RIP, OSPF, BGP, and VRRP

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
522	Vol 2 Annexure_TRS_Inf rastructure	New	Core Switch	Shall have the capability to extend the control plane across multiple active switches making it a virtual switching fabric, enabling interconnected switches to perform as single Layer-2 switch and Layer-3 switch	Request to incorporate Switch Chassis Virtualization feature to configure switch redundancy as logical single device, same feature asked in distribution switch. Request to incorporate "Shall have the capability to extend the control plane across multiple active switches making it a virtual switching fabric, enabling interconnected switches to perform as single Layer-2 switch and Layer-3 switch"	No change. Tender condition shall prevail
523	Vol 2 Annexure_TRS_Inf rastructure	1.5	Distribution Switch	Shall have minimum 480 Gbps of switching capacity	Understanding of the requirement of 120x1G and 24x10G Port, requesting to consider minimum (120+240+48)x2=720Gbps performance for wire speed switching capacity	No change. Tender condition shall prevail
524	Vol 2 Annexure_TRS_Inf rastructure	1.6	Distribution Switch	Shall have up to 274 Mpps of switching throughput (Minimum packet size 64 byte)	Understanding of the requirement of 120x1G and 24x10G Port, requesting to consider minimum (120+240)x1.488=535Mpps Switching Throughput.	No change. Tender condition shall prevail
525	Vol 2 Annexure_TRS_Inf rastructure	3.1	Access Switch 24 Port	Shall support up to 4,000 IEEE 802.1Q-based VLANs	1000 VLANs in Access Switch is sufficient for any standard LAN deployment. Request to consider "Shall support up to 4,000 IEEE 802.1Q-based VLAN Ids and 1000 VLANs"	No change. Tender condition shall prevail
526	Vol 2 Annexure_TRS_Inf rastructure	3.1	Access Switch 24 Port PoE	Shall support up to 4,000 IEEE 802.1Q-based VLANs	1000 VLANs in Access Switch is sufficient for any standard LAN deployment. Shall support up to 4,000 IEEE 802.1Q-based VLAN Ids and 1000 VLANs	No change. Tender condition shall prevail
527	Vol 2 Annexure_TRS_Inf rastructure	1.1	Access Switch 8 Port	The switch should have 8 X 10/100/1000 Base-Tx ports; all ports shall be 802.3af/at compliant PoE+ capable, with the switch support minimum of PoE power budget as per 802.3at/af standard	Should support minimum 240 watt of PoE+ power, considering average 30watt per port	No change. Tender condition shall prevail
528	Vol 2 Annexure_TRS_Inf rastructure	1.1	Wireless Controller	The wireless controller shall have 2 RJ-45 auto-sensing 10/100/1000 ports ((IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX, IEEE 802.3ab Type 1000Base-T)	Ensuring higher WLAN network connectivity with LAN request to incorporate minimum 2x1/10G SFP+	No change. Tender condition shall prevail
529	Vol 2 Annexure_TRS_Inf rastructure	1.3	Wireless Controller	Shall be offered with minimum 100 IEEE 802.11a/b/g/n Access Points support for centralized management and control in HA from Day 1	Request to incorporate latest 802.11ac wlan technology, requested change "Shall be offered with minimum 100 IEEE 802.11a/b/g/n/ac Access Points support for centralized management and control in HA from Day 1"	No change. Tender condition shall prevail
530	Vol 2 Annexure_TRS_Inf rastructure	1.4	Wireless Controller	Supported 802.11a/b/g/n Access Point capacity shall be upgradeable to 200 Access Points without hardware change	Requested change "Supported 802.11a/b/g/n/ac Access Point capacity shall be upgradeable to 200 Access Points without hardware change"	No change. Tender condition shall prevail
531	Vol 2 Annexure_TRS_Inf rastructure	New	Wireless Controller	The wireless controller shall be from the same switch OEM for Unified wired and wireless management	Request to incorporate Wired, WLAN and NMS solution from same OEM to better integration, UNIFIED policy management, network management and control.	No change. Tender condition shall prevail

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532	Vol 2 Annexure_TRS_Inf rastructure	1.6	Wireless AP	Integrated antennas for both IEEE radios, supporting two spatial streams and 3x3 MIMO with three spatial streams delivering data rates up to 450 Mbps per radio	Understanding the 3x3 MIMO with 3 spatial stream radio configuration request to consider 450Mbps in 2.5Ghz and 1.3Gbps in 5Ghz band with 802.11ac technology. Requested change "Integrated antennas for both IEEE radios, supporting two spatial streams and 3x3 MIMO with three spatial streams delivering data rates up to 450Mbps in 2.5Ghz and 1.3Gbps in 5Ghz band with 802.11ac technology"	No change. Tender condition shall prevail
533	Vol 2 Annexure_TRS_S ecurity	2	FIREWALL	The Firewall Appliance / solution / offering should have certifications like NDPP / ICSA / EAL4 or more.	The Firewall Appliance / solution / offering should have certifications like NDPP / ICSA / EAL4 or more. In case the vendor is proposing a newly launched Device, a letter from OEM confirming application for such certification should be furnished. In order to encourage vendors to propose their latest products this requirement may well be re-phrased. This will allow newly released products from established OEM's to be in consideration as their certifications normally take reasonable amount of time. Asking for a letter to this effect from OEM stating that Applications for certifications have been made will also serve the intended purpose.	There is no guarantee that the newly launched device will get certified as per the requirement unless the entire certification stage completes. Please propose a solution/ appliance which is already NDPP / ICSA / EAL4 certified.
534	Vol 2 Annexure_TRS_S ecurity	30	FIREWALL	The proposed solution should be VPNC/ICSA compliant for interoperability.	Requesting This point to be Removed. VPNC is not an industry standard and not a very common criteria for VPN interoperability. It is generally not followed by many Firewall vendors. So far other certifications are concerned, that has already been covered under reference point 2.	No change. Tender condition shall prevail
535	Vol 2 Annexure_TRS_S ecurity	7	ANTI- APT	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 such as JPEG, MP3 and ZIP/RAR/7ZIP/TNEF archives, chm, com, dll, doc, docx, exe, gif, hip, htm, ico, jar, jpeg, jpg, mov, mps, mp4, pdf, png, ppsx, ppt, pptx, rtf, swf, tiff, url, vbs, xls, xlsx, bat, cmd, js, wsf, xml, flv, wav, midi, lnk, csv, rm to prevent advanced Malware and Zero-day attacks.	No change. Tender condition shall prevail
536	Vol 2 Annexure_TRS_S ecurity	21	ANTI- APT	The proposed solution should be able to analyze saved email (.eml) files by parsing and analyzing 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 analyze emails for malicious attachments, and quarantines them if any of the attached files are found to be malicious.	Refer to Corrigendum: The proposed solution should be able to analyze saved email (e.g- .eml) files by parsing and analyzing them for malicious attachments, and quarantines them if any of the attached files are found to be malicious.

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
537	Vol 2	167	2.3.1 Cloud (Primary and DR site)	Port user (non-mobile) : LAN for accessing business critical systems	Entire EBS Application [POS & ERP] will be hosted at cloud environment. Hence, kindly remove LAN for accessing business critical applications	Refer SR # 115
538	Vol 2	152	2.2.4 Integration layer	Existing systems - GIS (existing for some ports)	Please provide scenarios of integrating with GIS application. Also, share the details of GIS technology available at each port.	Refer SR # 116
539	Vol 2	152	2.2.4 Integration layer	2.2.4 Integration layer	Please share below details from integration perspective 1. Technology of each systems to be integrated 2. Total no. of integration interfaces / touch points	Refer SR # 117
540	Vol 2	152	2.2.4 Integration layer	Future Systems - IOT - GIS - PCS (version 2.0)	We understand that integration with future systems is not part of scope of work. The Solution should have capability to integrate with IOT, GIS, PCS Version 2.0 systems. Please confirm	Refer SR # 118
541	Vol 2	155	2.2.4 Integration layer	The indicative list of entities, message, format and preferred interfacing option is presented below: IPA systems, External databases, Partner / Customer / Supplier system, Banks, Government systems, Existing and Future Port systems, Port Equipment, Location specific systems. Preferred Mode : API	Please share total no. of APIs to be developed as part of IPA	Refer SR # 119
542	Vol 2	192	4.2 Track 2: Application design, development / customization and implementation	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	We understand that BPR has been already done for all ports and successful bidder is not required to do BPR process. Please confirm	Refer SR # 120
543	Vol 2	196	3. Performance and load Testing:	MSP will be responsible for carrying out the performance and load testing of the developed application in a production like simulated environment arranged by MSP at its own cost	Please specify below details 1. Total number of concurrent users for performance testing 2. We understand that performance testing to be done only one during Go-Live. Please confirm 3. Please share total number of business scenarios for performance testing	Refer SR # 121
544	Vol 2	198	4.2.9 ERP OEM Audit	The ERP implementation at IPA/ports needs to be audited / reviewed on continuous basis at critical milestones by the ERP OEM for ensuring proper, smooth and timely implementation as per the requirement of IPA/Port and ERP product standards. The cost involved this is to be borne by the MSP and included in their Price Bid	Please share the total number of Man days efforts to be factored from ERP OEM.	Refer SR # 122
545	Vol 2	198	4.2.8 Pilot deployment	The MSP will do the pilot deployment of proposed solution in one or more ports as mutually agreed between the IPA and the MSP	We understand that pilot will be done at one port and then subsequent roll out would be carried out with necessary delta changes at each port. Please confirm	Refer SR # 123

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
546	Vol2_Annexure_ExistingSystemDetails	5	8 ANNEXURES	8 ANNEXURES	Please share below details for all applications available at each port 1. Applications that would be subsumed in new proposed system and would get sunset 2. Applications that would retain and integrate with new proposed application 3. Applications that would RETAIN AS-IS standalone without any integration.	Refer SR # 124
547	Vol2_Annexure_ExistingSystemDetails	80	8.6 Volumetric Details	8.6 Volumetric Details	Please specify below details 1. Total number of ERP users at each port and concurrency 2. Total number of Port operating system (POS) users at each port and concurrency 3. Total number of Hospital Management system at each port users and concurrency 4. Total number of Business Intelligence system users at each port and concurrency	Refer SR # 125
548	Vol2_Annexure_ExistingSystemDetails	80	8.6 Volumetric Details	8.6 Volumetric Details	1. Please share total number of external users and concurrency 2. Please share total number of TPS for designing API Gateway.	Refer SR # 126
549	Vol 2	202	1. Applications Support and Maintenance:	1. Applications Support and Maintenance:	Please specify support service window for Port operation system	Refer SR # 127
550	Vol 2	202	1. Applications Support and Maintenance:	1. Applications Support and Maintenance:	ERP system : We understand that all users would be using ERP application during normal business hours and hence application support window would be 8 hours x 5 days. Please confirm	Refer SR # 128
551	Vol 3	359	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 <=3 seconds	Home page opening depends upon Bandwidth, Page size, network latency, processing time, etc. We would demonstrate home page opening in data center with a page size of 50 KB.	Refer SR # 129
552	Vol 3	359	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 Secs	We would demonstrate submission of electronic forms in data center with a page size of 100 KB.	Refer SR # 130
553	Vol 3	359	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 Secs	We would demonstrate uploading 2 MB file size in data center within stipulated time.	Refer SR # 131

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
554	Vol 2	133	1 About the project 1.4 Conceptual view of the proposed Port-Enterprise Business System	Port EBS is expected to be comprehensive business solution combining best of breed applications available. End objective of the exercise is to have a common application platform with different port-specific instances, hosted on a central system leveraging on common infrastructure. The solution envisages deployment model being proposed should consist of individual port-specific instances, physical or logical or virtual, which meet the following criteria: 1. Each port maintains its identity as a separate legal entity or business group 2. Access, Integrity and security of port's data is controlled 3. Port has autonomy around its business rules related to its processes 4. Port has autonomy around structuring its services and business model 5. Port may move out of the system without impacting other ports 6. Also, a new port may join in without impacting other ports	Q1. In reference to PCS systems used by all the ports. Understand the ERP and POS system would used by all the ports in similar manner. Please confirm Q2. Please confirm the requirements gathering during the Business blueprinting would happen at one central location either Mumbai or Kolkata, with central core team comprising of comprising of all the ports designated members. Q3. The sign-offs for BBP, UAT and Go-live for all ports will happen centrally (Mumbai or Kolkata). Please confirm Q4. What would be the commonality business processes across the ports. Is it safe for SI's to assume business processes w.r.t Finance, Human Resources, Sales will be 80% same across all ports. For rest of the business process (Materials, Maintenance, Real estate, etc.) would have 60% same processes across all the ports. Please confirm Are these new ports (Paradip, Haldia, Kandla, etc.) follow the old ports (Mumbai, Kolkata, Chennai) established business processes. Kindly confirm and share the business process documents received as part of consulting engagement.	Refer SR # 132
555	Vol 2	141	2 Solution Details 2.1 Functional Landscape	Canteen Management & Hospital Management	Is Canteen Management and Hospital Management are part of the scope. Please confirm	Refer SR # 133
556	Vol 2	141	2 Solution Details 2.1 Functional Landscape	Users across each ports	Please share the accurate split of users for EBS/ERP, POS and other apps across each port. Also, share the year on year growth percentage of the users	Refer SR # 134
557	Vol 2	153	2.2.4 Integration layer	Acquisition Systems - e-Procurement and eAuction	Please clarify the e-procurement & e-auction systems acquired is sufficient for all the requirements of ports or would you need the COTS products to provide their licensed SRM applications.	Refer SR # 135
558	Vol 2	138	2.1 Functional Landscape 3. Applications >> ERP Standard Modules >> Materials Management >> a. Procurement	The procurement system will use the common e-Tendering system used by government agencies for their tendering needs and once the tender is awarded, in case of long term contract tenders, Contract/ Material management system will be used to track the contract till its closure.	Does this mean that IPA proposes a Functional Landscape wherein : - A) IPA expects to continue usage of existing e-Tendering system > including providing required tender data to existing e-Tendering system from proposed EBS > all necessary vendor/ contractor communication through existing e-Tendering system > create contract in proposed EBS post tender process is completed in existing e-Tendering system B) if A above is true, then do IPA expects any real time interface with this existing e-Tendering system. If yes, who will ensure necessary technical support from existing e-Tendering system end.	Refer SR # 136

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
559	Vol2_ Annexure_FRS_Core	142	EBS.PROC.2 to EBS.PROC.49	Tendering FRS	Please refer documents 'IPA_RFP_EBS' and section 3 for "a. Procurement". The sections specifies that "IPA will use the common e-Tendering system used by government agencies for their tendering needs" ; whereas the FRS sections mentioned asks for a E-TENDERING APPLICATION. Please provide clarity if MSP is expected to provide NEW E-TENDERING APPLICATION complying to the referred FRS points or IPA will use existing e-Tendering system.	Refer SR # 137
560	Vol 1	50	6.1 Payment components Note:	Ports are expecting significant reduction in the number of employees due to retirement in the coming years. Due to this, the requirements for software licenses and related infrastructure shall have to be reduced accordingly. In such scenario, subsequent AMC/ATS/AMS shall be paid by IPA/Ports as per actuals (reduced quantity). The bidder is expected to keep a note of the same.	As per OEM SAP policies, license ATS is based on the number of licenses procured (and not on number of licenses in use). Request you to eliminate this statement from RFP.	Refer SR # 138
561	Vol 2	261	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 2 months. The closure includes completion of Phase II AT ALL PORT LOCATIONS.	Please clarify meaning of "rollout" here. - Does this mean EBS Rollout to other locations than PILOT. If yes then it is difficult to rollout in 2 months. As well then how to factor stabilization period of 2 months, will it be post such EBS Rollouts? - We understand that Phase I is Go-Live including Pilots and Rollouts and Phase II is mere a Stabilization Period. Please clarify as Go-Live SLAs are applicable if timeline is extended.	Refer SR # 139
562	Vol 2	259	5.1 Project implementation approach	Wave 1: T + 6 + 3 months	Please specify what are sub milestones at Wave 1: T + 6 months And Wave 1: T + 6 + 3 months	Refer SR # 140
563	Vol 2	259	5.1 Project implementation approach	Wave 1: T + 6 + 3 months -> Self-service portal for port employees, Implementation of Finance module Wave 2: T + 15 months -> Implementation of establishment and administration modules Wave 3: T + 18 months -> Full scale integration and operations	Self service employee portal can not be go live without implementing ERP's Employee Administration Module -> can we propose Self Service Employee Portal in Wave 3 without attracting any SLAs?	Refer SR # 141
564	Vol 2	152	Clause 2.2.4 Future Systems	Indicative systems / Mechanism. These can be divided as systems which are currently being implemented or in pipeline and second, system which are not yet known but would require appropriate interfaces. The second category can be handled on best effort basis. IOT, GIS , PCS 2.0	We would like to confirm that all these systems in the pipeline would 1) complied with open API specification standard 2) for PCS 2.0 would invoke same number of interfaces as PCS 1.0 on the Port EBS system. Please confirm.	Refer SR # 142

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
565	Vol 2	155	Clause 2.2.4, The indicative list of entities, message, format and preferred interfacing option is presented below	IPA systems (like PCS) allows Intelligent electronic exchange with all stakeholders in structured electronic forms using Text / XML / UN EDIFACT message formats.	API is preferred option and hence kindly confirm on below points: 1) Most of EDIFACT messages which are present in PCS 1.0 will be either converted to XML message in PCS 2.0 and / or 2) As best of breed solution vendor can leverage existing message hub for flat file / UN EDIFACT message transformation	Refer SR # 143
566	Vol 2	131	2.1 Functional Landscape, 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 SR # 144
567	Vol 2	131	2.1 Functional Landscape, 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 SR # 145
568	Vol 2	236	1. Requirement Analysis for Migration 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. 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 SR # 146
569	Vol 2	246	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live 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.	Refer SR # 147
570	Vol2_ Annexure_FRS_Core	155	10) Electronic Office Work (EOW),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 SR # 148
571	Vol2_ Annexure_FRS_Core	159	10) Electronic Office Work (EOW), 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 SR # 149

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
572	Vol 2_Annexure_FRS_OtherSystems	NA	Document Management System, 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 part handled at Portal only. However, management of documents, digital content, images, records, etc. would be done by Document Management System. Please confirm.	Refer SR # 150
573	Vol 2	237	Track 8: Data Migration 4.10 pt # 5	5. Migration of Existing Scanned Data:	Request to provide approx. scanned volume for migration with file format TIFF/PDF.	Refer SR # 151
574	Vol 2	238	Track 8: Data Migration 4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	Please specify approx. percentage of documents in loose sheets & in hard bind book state from total volume.	Refer SR # 152
575	Vol 2	238	Track 8: Data Migration 4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	In case documents are in hard bind book state then are we allowed to unbind for the purpose of ADF scanning.	Refer SR # 153
576	Vol 2	238	Track 8: Data Migration 4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	What is average pages per file/record for scanning.	Refer SR # 154
577	Vol 2	238	Track 8: Data Migration 4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	Please specify approx. percentage of physical document condition like torn or fragile or mutilated state.	Refer SR # 155
578	Vol 2	238	Track 8: Data Migration 4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	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.	Refer SR # 156
579	Vol 2	238	Track 8: Data Migration 4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents	On which page of the file/record, metadata entry information will be available like first page or specific page or any page.	Refer SR # 157
580	Vol 2	238	Track 8: Data Migration 4.10 pt # 6	6. Scanning, Indexing and Storing of Port Documents - d. Page size of the physical file can vary across departments.	Please specify approx. percentage of each document size from total volume like A4/A3/A2/A1/A0 etc.	Refer SR # 158
581	Vol 2	238	Track 8: Data Migration 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.	Does it mean digitized data will only be uploaded into DMS server through DVD and connectivity for uploading will not be provided by IPA.	Refer SR # 159

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
582	Vol 2	238	Track 8: Data Migration 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.	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.	Refer SR # 160
583	Vol 2	259	5 Project Implementation timelines	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 SR # 161
584	Vol 2 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 SR # 162
585	Vol 2	201	Section # 4.2.14 Operation and Maintenance --> Application Support 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.	Any Changes (minor/major) arising out of the implemented solution will be qualified as change requests. The Implementation of such efforts will be consumed from fixed capacity bucket of 3120 man days. Request IPA to normalize and reconsider change in the scope.	Refer SR # 163
586	Vol 2	201	Section # 4.2.14 Operation and Maintenance --> Application Support 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.	Any Upgrades (Technical/Functional) requires subject matter subject for execution. Efforts for such time bound projects shall be approved by IPA. Implementation of such efforts will be consumed from fixed capacity bucket of 3120 man days. Request IPA to normalize and reconsider change in the scope.	Refer SR # 164
587	Vol 2	201	Section # 4.2.14 Operation and Maintenance --> Application Support and Maintenance	Helpdesk Support	SI proposes centralized Hybrid support (Onsite at IPA location and shared support at SI delivery location) for ERP applications. Request IPA to normalize and reconsider the change in the scope	Refer SR # 165
588	Vol 2	201	Section # 4.2.14_Operation and Maintenance --> Application Support and Maintenance	Helpdesk Support : 24x7	SI proposes support service window of 9x6 with interface monitoring and Severity 1 support with 24x7 coverage.	Refer SR # 166

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
589	Vol 1	36	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) B. Resource Requirements	B.1 Project Manager (Full Time) • BE / B. Tech / MCA / M. Tech / MBA with at least 20 years' of Total work experience (Mandatory Conditions) Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 o >= 2 Projects – 30% Marks o < 2 – 0 Marks • Experience of implementing end to end Projects for scope as defined in the criteria A.2 o >= 2 Projects – 30% Marks o < 2 – 0 Marks • Experience of Projects dealing with Sea Port Sector o >= 2 Projects – 10% Marks o > 1 Project – 5% Marks	Please change this as: • BE / B. Tech / MCA / M. Tech / MBA with at least 20 15 years' of Total work experience (Mandatory Conditions) Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 o >= 2 Projects – 30% Marks o < 2 – 0 Marks • Experience of implementing end to end Projects for scope as defined in the criteria A.2 o >= 2 Projects – 30% Marks o < 2 – 0 Marks • Experience of Projects dealing with Sea Port/Shipyard/eGov. o >= 2 Projects – 10% Marks o > 1 Project – 5% Marks	Refer SR # 167
590	Vol 1	36	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) B. Resource Requirements	B.3 Functional Leads- ERP expert for modules proposed • Experience of managing projects in PSU/ Government Bodies/ Autonomous Organizations (Under any Indian Government law) in India o >=3 Projects – 30% Marks o 1 to 2 Projects – 15% Marks o 0 Projects- 0 Mark	Please change this as: • Experience of managing projects in PSU/ Government Bodies/ Autonomous Organizations (Under any Government law) in India or abroad o >=2 Projects – 30% Marks o 1 Project – 15% Marks o 0 Projects - 0 Mark	Refer SR # 168
591	Vol 1	36	Technical Evaluation Criteria - Port Enterprise Business System (Port-EBS) B. Resource Requirements	B.4 Solution Architect with 12 years' work experience (nos. 1) • Experience: Number of PSU/ Government Bodies/ Autonomous Organizations (Under any Indian Government law) in India o > = 4 – 30% Marks o 1 to 3 – 20% marks o < 1 – 0 Marks • Certifications: TOGAF Documentary proof to be submitted. o Certified: 20% Marks o Not Certified: 0 Marks	Please change this as: • Experience: Number of PSU/ Government Bodies/ Autonomous Organizations/PLC (Under any Government law) in India or abroad o > = 3 – 30% Marks o 1 to 2 – 20% marks o < 1 – 0 Marks • Certifications: TOGAF or any industry leading certification Documentary proof to be submitted. o Certified: 20% Marks o Not Certified: 0 Marks	Refer SR # 169
592	Vol 2	158	Clause 2.2.6.8		What and how many source systems needs to be considered for building the DWH	Refer SR # 170
593	Vol 2	158	Clause 2.2.6.8		Since the analytical reporting system will need to be built Port wise, will it be fair to assume that the data across ports that needs to be pulled is same in format and in attributes?	Refer SR # 171
594	Vol 2	158	Clause 2.2.6.8		Is there any unstructured data from IPA source system or 3rd Party source systems that needs to be consumed for building the DWH?	Refer SR # 172
595	Vol 2	158	Clause 2.2.6.8		What would be the data retention period in the data warehouse?	Refer SR # 173

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
596	Vol 2	158	Clause 2.2.6.8		We assume that the data feeding into the data warehouse from POMS, ERP and 3rd Party sources would be clean and needs no validation and quality checks. Pls clarify	Refer SR # 174
597	Vol 2	158	Clause 2.2.6.8		Our understanding is that most of the reports would be MIS reports generated out of the applications like ERP and POMS. What type of reports do you envisage for analytical reports or reports out of DWH?	Refer SR # 175
598	Vol 2	158	Clause 2.2.6.8		Request you to shed some light on the number of reports that are expected out of the DWH	Refer SR # 176
599	Vol 2	158	Clause 2.2.6.8		Is there any requirement for real time reporting from DWH (data warehouse)	Refer SR # 177
600	Vol 2	158	Clause 2.2.6.8		The reports needs to be compatible in mobile also. Please state the OS (Android, iOS, Windows) on which they need to be compatible	Refer SR # 178
601	Vol 2	158	Clause 2.2.6.8		There is a mention of an analytics engine. Can you pls elaborate on the functionality of the same?	Refer SR # 179
602	Vol 2	158	Clause 2.2.6.8		Will the analytics engine help in forecasting or developing analytical models? Or is it restricted to Business Intelligence reporting only	Refer SR # 180
603	Vol 2	158	Clause 2.2.6.8		Can you give a breakup of the Users/concurrent users of the report (Business User, Power Users etc.)	Refer SR # 181
604	Vol 2	158	Clause 2.2.6.8		Can you please provide the frequency for generation of reports	Refer SR # 182
605	Vol 2	158	Clause 2.2.6.8		Is the reporting tool expected to provide Pixel-perfect page-oriented or continuous output for web or print?	Refer SR # 183
606	Vol 2	158	Clause 2.2.6.8		Is there any requirement for the integration of BI reports and dashboards into web apps	Refer SR # 184
607	Vol 2	158	Clause 2.2.6.8		Is there any requirement for Conditional Parameters to be passed from the web application to reporting system	Refer SR # 185
608	Vol 2	158	Clause 2.2.6.8		Will the reporting tool have in-built workflow intimation capability? If yes, can you please elaborate on the requirement?	Refer SR # 186
609	Vol 2	158	Clause 2.2.6.8		Will the end users need self-service capabilities?	Refer SR # 187
610	Vol 2	158	Clause 2.2.6.8		Is there any requirement of alerts and notification? What are the approximate count of alerts and notifications expected? Who will be the recipients of the alerts? We assume the delivery method for alerting is email only.	Refer SR # 188
611	Vol 2	158	Clause 2.2.6.8		Do the end users need feature to build their own metrics using wizard	Refer SR # 189
612	Vol 2	158	Clause 2.2.6.8		Will Mobile BI required ?	Refer SR # 190
613	Vol 2	158	Clause 2.2.6.8		What are the other features expected from the BI system?	Refer SR # 191

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
614	Vol 2	158	Clause 2.2.6.8		Will the reports and dashboard be designed and developed in multiple languages?	Refer SR # 192
615	Vol 2	158	Clause 2.2.6.8		Will the users consume reports through a Reporting Application? Or all Reports will be embedded within other application ?	Refer SR # 193
616	Vol 2	158	Clause 2.2.6.8		What are various formats in which the reports are expected	Refer SR # 194
617	Vol 2	158	Clause 2.2.6.8		Are there any condition based reporting? If yes, will there be is centralized definition of a report condition for condition-based reporting or will it be user defined?	Refer SR # 195
618	Vol 2	158	Clause 2.2.6.8		Will the solution provide BI content to end users on an on-demand or scheduled basis?	Refer SR # 196
619	Vol 2	236	Clause 4.10 Track #8	2. Data Migration Plan:	Please provide more details on the application migration with regards to which are the applications to be migrated along with respective source system .	Refer SR # 197
620	Vol 2	236	Clause 4.10 Track #8	2. Data Migration Plan:	Does any application after migration needs to be decommissioned, if so please provide details on the descope of application	Refer SR # 198
621	Vol 2	236	Clause 4.10 Track #8	2. Data Migration Plan:	What is the expected data volume of initial history load from existing application source systems for application migration?	Refer SR # 199
622	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	SI assume that all the source system applications will be able to provide the historical data in readable format to be loaded into the staging platform.	Refer SR # 200
623	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	If previous assumption is incorrect then: a) Is there any data extraction utility available to pull the data into flat files from application sources b) Approximate number of tables / source system from which data need to be extracted c) Technology used in the platform for the source system applications	Refer SR # 201
624	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	What is the expected data volume of initial history load from existing source systems for data migration?	Refer SR # 202
625	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	Please provide source systems details with years of history data for extraction from each sources. Please provide individual history count/volume of data per each source systems for migration	Refer SR # 203
626	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	What is the customer expectation on the OEM tool for data migration? Proprietary or Open source?	Refer SR # 204
627	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	Are the history data completely structured one or are there any migration of data for unstructured and semi structured data?	Refer SR # 205
628	Vol 2	236	Clause 4.10 Track #8	1. Requirement Analysis for Migration:	After data migration, are there any legacy source systems that may not be decommissioned and may provide incremental data to new systems	Refer SR # 206

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
629	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	What is the customer expectation on the OEM tool for ETL/Data Quality? Proprietary or Open source?	Refer SR # 207
630	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Our understanding of the scope is that to build a data warehouse for IPA data and reports and dashboard will use this data warehouse for all required reports. Please confirm . Is this correct?	Refer SR # 208
631	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	If yes to build a data warehouse, Please provide the following source details, e.g. 1. List/Number/Types of databases, 2. List/Number of physical tables 3. List of source Files for integration, 4. One time/daily load Volumetric and data growth 5. Batch processing latency etc.	Refer SR # 209
632	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Please provide the existing data warehouse format (data model structure) in the current landscape if any	Refer SR # 210
633	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Is there any existing Data warehouse or database stack that can be leveraged?	Refer SR # 211
634	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Are there only internal source data feeds to be considered for Extraction or if any external source system to be considered , please confirm and list if there are any additional source feeds	Refer SR # 212
635	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Please provide more details on the number of source systems with the table counts and volume for extraction	Refer SR # 213
636	Vol 2	236	Clause 4.10 Track #8	Extraction and Loading of the data	Is there a requirement on history retention and audit requirements.	Refer SR # 214
637	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	What is the volume of data that needs data quality process?	Refer SR # 215
638	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Records from how many and what source systems need to go through the data quality processes? (Number of attributes)	Refer SR # 216
639	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Any specific process needed to assess the authenticity of records after the DQ process is run?	Refer SR # 217
640	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Please indicate, Volume of records - What is the % of record increments per week/month for which data quality to be applied?	Refer SR # 218
641	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Apart from the listed standardization as per tool out of box services, any other specific data standardization rules required or is that as per industry best practices for data cleansing?	Refer SR # 219
642	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Is there any requirement for name or address standardization so that Indian address verification and standardization will be considered with Indian names and libraries? Please confirm	Refer SR # 220

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
643	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Is all the data in English languages? If not , please mention all languages in use.	Refer SR # 221
644	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Is data quality (cleansing and de-duplication check) going to be a onetime data cleansing effort, or are we required to do this periodically?	Refer SR # 222
645	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Is there a requirement for a real-time/near real-time or post facto data cleansing?	Refer SR # 223
646	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Are there any requirement for data enrichment if so Please indicate type of data enrichment sources that should be used, whether any other third-party tool to be used.	Refer SR # 224
647	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	Are there serious data gaps in today's scenario that need to be plugged as part of quality?	Refer SR # 225
648	Vol 2	236	Clause 4.10 Track #8	Perform data cleansing for incorrect/ incomplete data	IS data profiling needs to be done for all the source system that are identified for data warehouse or is it for specific source system OR ENTITY? Please list them	Refer SR # 226
649	General Query	NA		Data governance	Are there any requirement on data governance?	Refer SR # 227
650	General Query	NA		Real time ODS	Is there any requirement for real time data processing with ODS to be built? Please confirm	Refer SR # 228
651	General Query	NA		Metadata management	Is Metadata management implementation part of scope? Please confirm.	Refer SR # 229
652	Vol 2 Annexure_BOM	4	MAS. Application Support – Manpower	Trainers & Change Management specialist	Kindly provide the detail on relevance of / need of 12 Trainer and CM Specialist?	Refer SR # 230
653	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Please share the Split of pages between A3/ A4 and Legal sizes. Percentage split will also help. This is required to estimate the pricing else pricing should be on actuals	Refer SR # 231
654	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	We understand that given volume is minimum base Volume for which payment will be made at each port in case digitization is to be performed. Over and above this volume will be paid as per actuals. Please confirm	Refer SR # 232
655	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Please suggest will IPA provide the Space, electricity, Furniture, internet and telephone connectivity, Desktops required for Data Digitization at these port locations ?	Refer SR # 233
656	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	We understand Scanning is not linked to any wave timelines and needs to be done after Wave 2 go-live. Please confirm	Refer SR # 234
657	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Please share the Meta data field for each page which needs to be considered for scanning ? This is critical Information for estimation of efforts	Refer SR # 235

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
658	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Please suggest who will own the discovery of document during transition phase. During Data discovery, volume identifications and validation phase, IPA will identify one SPOC who will provide the required inputs on the volume of document to be digitized. It will be IPA team's responsibility to make all document available at least 2 weeks prior to scheduled start date. IPA Team must confirm the Pages which has to be scanned and Identify and Finalized the Fields which has to be Data Entered at least 2 weeks prior to scheduled start date. Please confirm ?	Refer SR # 236
659	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	Quality check is considered at 5% random per batch of 100 records which has to checked and confirmed by customer within 30 days of submission of it and post that billing will be done assuming its deemed approved. Please confirm	Refer SR # 237
660	Vol 2	13	NA	Digitization & Scanning (A3/A4/Legal size)	We understand that their might be multiple location within the port area and IPA will provide the Digitization related records at one particular location only. Movement of data within that location will be owned by IPA itself. Please confirm.	Refer SR # 238
661	Vol 2	5	NA	IT helpdesk at ports (consolidated figure – 3 per port)	Please suggest what will be the service window for Port Helpdesk (If this is port business hours, please share the same)	Refer SR # 239
662	Vol 2	5			Since IPA has given the resource count requirement and also given the SLA, we understand based on the call volume expectation, IPA has given these numbers. One resource will be able to handle maximum 500 calls per months. Over and above this Call volume, SLAs are not applicable. Please Confirm. Else IPA can give the approx. call volume and bidder can decide on the manpower	Refer SR # 240
663	Vol 2	4		IT Helpdesk at Center	Please suggest what will be the service window for Central Helpdesk ?	Refer SR # 241
664	Vol 2	4		IT Helpdesk at Center	Since IPA has given the resource count requirement and also given the SLA, we understand based on the call volume expectation, IPA has given these numbers. One resource will be able to handle maximum 500 calls per months. Over and above this Call volume, SLAs are not applicable. Please Confirm. Else IPA can give the approx. call volume and bidder can decide on the manpower	Refer SR # 242
665	Vol 2	162		Call center	Please share the tentative call volume for call center operations. This is required as there are stringent SLAs for call center for which manpower needs to be planned accordingly.	Refer SR # 243
666	Vol 2	NA		Command Center	Please detail out what are the activities which needs to be performed in command center requirement ? It this only vendor coordination	Refer SR # 244

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
667	Vol 2	4		IT helpdesk at center and Call center	Please suggest if IPA will provide the seating space and Infrastructure including telephone lines and internet connectivity for both IT Helpdesk and Call center	Refer SR # 245
668	Vol 2	4		Technical support at ports	We understand IPA has asked for 2 resource per port and this will be only in general shift. These 2 resources in each port can cover a specific building and will not be required to manage multiple building/ locations within a port. Please confirm. Else SLA and resource count mentioned will not work	Refer SR # 246
669	Vol 2	4		Technical support at ports	Number of manpower requested is across all the ports given including the one near to Kandla and Kolkata as well. Please confirm	Refer SR # 247
670	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	Is bidder required to manage the existing system from operations & maintenance perspective. Please confirm.	Refer SR # 248
671	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	Is bidder required to consider AMC for these system ?	Refer SR # 249
672	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	We understand SLA calculation for existing system will be excluded from Infrastructure components which are part of this RFP. Same SLAs cannot be applicable as there is no architecture level validation?	Refer SR # 250
673	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	We understand tools for existing Infrastructure like patch management, monitoring the environment, anti-virus will be owned by IPA. Please confirm ?	Refer SR # 251
674	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	We understand new tools which are part of this project like ticketing and Asset management tools are limited for this RFP Infrastructure only and existing system will be managed with existing tools set. Please confirm.	Refer SR # 252
675	Vol2_Annexure_ExistingSystemDetails	NA	NA	Annexure 8 : Port Existing system	In case if we need to provide support to existing system, Please provide detailed technology details - OS split on servers, OS Flavours (unix/ Linux/ Windows), DB split and count of Instances.	Refer SR # 253
676	Vol 2	127	10.2.14	Data enter operator as per the rate card	Does resource rate include only manpower cost or manpower + desktop/laptop and Data card cost as well ?	Refer SR # 254
677	Vol 2	127	10.2.14	Front Desk Operator	Please share the deliverables and SLAs for Front desk operator. This is must for giving commercials.	Refer SR # 255
678	Vol 2	201	4.2.12	handholding for one financial quarter closure.	Please suggest the duration for Handholding & timelines (Will this be after Wave 1 or Wave 2). Also please suggest if additional manpower is required during handholding or it needs to be managed by Port Technical Support team ?	Refer SR # 256

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679	Vol 2	189	3.2	MSP should arrange for desktops / workstations, printers and other peripherals and consumables for its team members deployed.	We understand consumable for IPA project activities like printer pages, cartridges, etc. will be provided by IPA itself. Please confirm.	Refer SR # 257
680	Vol 2	189	3.2	MSP should arrange for desktops / workstations, printers and other peripherals and consumables for its team members deployed.	We understand seating space, basic Infrastructure and Internet and telephone connectivity will be provided by IPA only to bidder's team	Refer SR # 258
681	Vol 2	NA	4.8.1	Establishment of Call Centre CAC	call center agents requested 11, Is this fixed numbers. Request to share baseline of total numbers of call per day with AHT to consider Please confirm the support hours of call center, is it 24*7 or Mon to Friday 09:00 AM to 05:00 PM ? Please confirm if call center can be at 3rd party location ?	Refer SR # 259
682	Vol2_Annexure_ExistingSystemDetails	NA	8.1.2	Existing Hardware	Please confirm if the inventory mentioned per port in existed system are in support with MSP, if yes than please specify the tenure of support	Refer SR # 260
683	Vol2_Annexure_ExistingSystemDetails	NA		Database	Request you to share the total number of databases along with size & OEM details	Refer SR # 261
684	Vol2_Annexure_ExistingSystemDetails	NA		Mail services	Request you to share the total number of mailboxes along with size & OEM details	Refer SR # 262
685	Vol2_Annexure_ExistingSystemDetails	NA		NVR	Please confirm the support level of NVR system as these servers are broadly COATS system. Our understanding is only OS support is required, Please confirm.	Refer SR # 263
686	Vol2_Annexure_ExistingSystemDetails	NA		Backup	Please confirm if existed backup operations are in scope of MSP ? If yes Request to share backup window and total number of servers to backed up and data Please confirm the ownership of Tape media consumable and media movement to offsite	Refer SR # 264
687	Vol2_Annexure_ExistingSystemDetails	NA	8.1.6	Annexure F: List of Monitoring Tools	Please mentioned the monitoring tools used for Network & Servers both	Refer SR # 265
688	Vol 2	NA	4.8.2	Establishment of IT Helpdesk	Please clarify the Scope of work separately for Central IT help desk and port specific IT help desk	Refer SR # 266
689	Vol 2	NA	4.8.2		Please confirm if MSP is expected to bring Service desk tools ?	Refer SR # 267
690	Vol 2	NA	4.8.2		Please confirm as how have you arrive on figure of 2 Technical support at ports (consolidated figure) Can we have ticket dump for last 6 months of each ports in case if this is not fixed resource sizing	Refer SR # 268
691	Vol 2	NA	4.8.2		IT helpdesk at centre -5, Request you to share call dump and baseline for number of calls per day with AHT	Refer SR # 269

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
692	Vol 2	NA	4.8.2		IT helpdesk at ports (consolidated figure – 3 per port), Please share call dump of last 6 months or baseline incase if these numbers are not fixed	Refer SR # 270
693	Vol 2	NA	4.8.2		Request you to share the operational hours for Both the helpdesk please	Refer SR # 271
694	Vol 2	NA	7.1.1	Central Infrastructure, MAS. Application Support – Manpower	Please confirm if this is minimum resource count or fixed resource count	Refer SR # 272
695	Vol 2	NA	4.8.3	Establishment of Port Command Centre	Request to share the Scope of work of MSP during the operation phase if applicable ? 1. Video Surveillance 2. Emergency Response activities 3. Port Operations management 4. if any >	Refer SR # 273
696	Vol 2	161	DC & Cloud 2.3.1	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.	Kindly provide volumetric for number for concurrent connections both Internet and MPLS	Refer SR # 274
697	Vol 2	161	DC & Cloud 2.3.1	Provide the capability to dynamically allocate virtual machines based on load, with no service interruption	Most of the leading service providers are offering this for web and certain application servers only, however not all CSP listed on Meity has this ability to scale out automatically, however this can be done manually in minimum time frame	Refer SR # 275
698	Vol 2	163	DC & Cloud 2.3.1	Provide a secure, dual factor method of remote access which allows the purchaser’s designated personnel (privileged users) the ability to perform duties on the hosted infrastructure	Kindly remove this clause	Refer SR # 276
699	Vol 2	163	DC & Cloud 2.3.1	RAM or CPU of virtual machine should scale automatically whenever there is spike in load to deliver application availability even during spike in load	Most of the leading service providers are offering this for web and certain application servers only, however not all CSP listed on Meity has this ability to scale out automatically, however this can be done manually in minimum time frame	Refer SR # 277
700	Vol 2	163	DC & Cloud 2.3.1	The CSP should offer dashboard to monitor RPO and RTO of cloud infrastructure and systems	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	Refer SR # 278
701	Vol 2	163	DC & Cloud 2.3.1	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	Many times major version upgrades are released quite frequently, please provide lead time in months instead of version release	Refer SR # 279

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
702	Vol 2	191	Clause 4.2.8	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.	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.	Refer SR # 280
703	Vol 2	NA		MeITY Empanelment ?	Is the empanelment Necessary for a Cloud Provider? Even a tie 3 should be good enough to take care of this requirement with an experience of a decade at least.	Refer SR # 281
704	Vol 2 Annexure_BOM	4	7.1.1 Central Infrastructure	Utilities & Maintenance (UTLM)	Please elaborate Utilities & Maintenance (UTLM) Scope.	Refer Vol 1 Clause 4
705	Vol 1	57	6.2 Payment terms for a port	<p>NWI.1 Procurement of Required Networking Infrastructure</p> <p>"40% (3 pay-outs during Phase I (Implementation))</p> <p>Milestone Pay-out- 40% of equipment cost on supply of equipment for respective wave on actuals Payment for Wave 1 cannot exceed 50% of PORT-SHARE and 90% for Wave 2 "</p> <p>"40% (3 pay-outs during Phase I (Implementation))</p> <p>Milestone Pay-out- 40% of equipment cost on supply of equipment for respective wave on actuals Payment for Wave 1 cannot exceed 50% of PORT-SHARE and 90% for Wave 2 "</p> <p>"Balance 20% Milestone Pay-Out- Balance 20% of NWI.1 at completion of Phase II (Stabilization and baseline) "</p> <p>40% (3 pay-outs during Phase I (Implementation))</p> <p>Milestone Pay-out- 40% of equipment cost on supply of equipment for respective wave on actuals Payment for Wave 1 cannot exceed 50% of PORT-SHARE and 90% for Wave 2</p> <p>Balance 20% Milestone Pay-Out-</p>	<p>Request modification in the payment terms</p> <p>50% (3 pay-outs during Phase I (Implementation))</p> <p>Milestone Pay-out- 40% of equipment cost on supply of equipment for respective wave on actuals Payment for Wave 1 cannot exceed 50% of PORT-SHARE and 90% for Wave 2</p> <p>40% (3 pay-outs during Phase I (Implementation))</p> <p>Milestone Pay-out- 40% of equipment cost on supply of equipment for respective wave on actuals Payment for Wave 1 cannot exceed 50% of PORT-SHARE and 90% for Wave 2</p> <p>Milestone Pay-Out- Balance 10% of NWI.1 at go-live of respective waves</p>	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
				Balance 20% of NWI.1 at completion of Phase II (Stabilization and baseline)		
706	Vol 3	305	13) FINANCIAL MATTERS Invoicing and Settlement	As per RFP	Please allow each partner of the consortium to raise separate invoice for their respective SOW.	No change. Tender Condition prevails
707	Vol 1	11	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 terms & conditions</u> and on the <u>mutually agreed</u> contract prices decided pursuant to this tender for each cluster	No change. Tender Condition prevails
708	Vol 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.	No change. Tender Condition prevails
709	Vol 1	12	2.2.2.vi_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. Please note that the consortium together independently will be jointly and severally <u>independently will be jointly and severally</u> liable for all the deliverables <u>of their respective scope of works</u> .	No change. Tender Condition prevails
710	Vol 1	13	2.2.2.xi_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.	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.	No change. Tender Condition prevails
711	Vol 1	13	2.3 Subcontracting	v. IPA retains the right to request discontinuation of sub-contracting of activities at any time during the contract period.	v. IPA retains the right to request discontinuation of sub-contracting of activities at any time during the contract period.	No change. Tender Condition prevails
712	Vol 1	14	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>	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
713	Vol 1	14	Right to Vary Cope of Contract	i.e. 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.	i.e. 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.	No change. Tender Condition prevails
714	Vol 1	18	Clause 3.3.3_EMD	vi. The EMD may be forfeited: <ul style="list-style-type: none"> · 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: <ul style="list-style-type: none"> · 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> 	No change. Tender Condition prevails
715	Vol 1	20	Clause 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.	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.	No change. Tender Condition prevails
716	Vol 1	46	Clause 4.8.3 , Performance Bank Guarantee	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.	However, it is to be noted that the date of commencement of project and all contractual obligations shall commence from the date of <u>execution of the Contract.</u> 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 <u>execution of the Contract.</u> issuance of Work Order/ letter of acceptance, whichever is earlier.	No change. Tender Condition prevails

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717	Vol 1	47	Clause 4.8.3 I, Performance Bank Guarantee	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.	The PBG shall be submitted within 30 days of execution of the Contract. notification of award done through issuance of the Work Order/ Letter of Acceptance valid for the entire period of the project.	No change. Tender Condition prevails
718	Vol 1	47	Clause 4.8.5, Failure to Agree with the Terms and Conditions of the tender	<ul style="list-style-type: none"> Failure of the successful bidders to agree with the Draft Legal Agreement and Terms & 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. In such a case, the IPA shall invoke the PBG of the successful bidder. 	<ul style="list-style-type: none"> Failure of the successful bidders to agree with the Draft Legal Agreement and Terms & 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. In such a case, the IPA shall invoke the PBG of the successful bidder. 	No change. Tender Condition prevails
719	Vol 1	46	Clause 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 <u>completion of project being</u> 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.	No change. Tender Condition prevails
720	Vol 1	61	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 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.	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
721	Vol 1	64	7.1 Bidder / Managed Service Provider	v. Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches. viii. Provide necessary support for the resolution of bugs, patches & upgrades of the software solution. ix. Provide necessary manpower for managing the Change Requests.	v. Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches . viii. Provide necessary support for the resolution of bugs, patches & upgrades of the software solution. ix. Provide necessary manpower for managing the Change Requests.	No change. Tender Condition prevails
722	Vol 1	64	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 <u>and mentioned in the contract</u> for the successful execution of the project.	No change. Tender Condition prevails
723	Vol 1	67	Clause 8.2 Certificate of Conformity/No deviation	Also, / 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, / 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 <u>subject to</u> deviations submitted.	No change. Tender Condition prevails
724	Vol 1	72	Clause 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 independently jointly and severally <u>related to their respective scope of works</u> liable for the performance and all obligations <u>related to their</u> Agreement shall be attached to the Proposal.	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
725	Vol 1	71	Clause 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. 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, and the Members shall be jointly and severally liable to IPA.	No change. Tender Condition prevails
726	Vol 2	148	Clause 2.2.1.3 , Ownership and license	The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, 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. The MSP shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by Purchaser.	The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, 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. The MSP shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by Purchaser.	No change. Tender Condition prevails
727	Vol 2	184	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 includes: <u>shall be:</u>	No change. Tender Condition prevails
728	Vol 2	185	Clause 2, IT software and applications for service delivery and operations	These have to provide for necessary amendments/ upgrades / modifications that may be required in future, also taking into account any change in Port Acts/Rules or any relevant notifications by IPA / respective port from time to time relating to any services envisaged under respective port / IPA.	These have to provide for necessary amendments/ upgrades / modifications that may be required in future, also taking into account any change in Port Acts/Rules or any relevant notifications by IPA / respective port from time to time relating to any services envisaged under respective port / IPA.	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
729	Vol 2	187	Clause 3.2, Other key requirements	i. MSP should ensure that the Annual Maintenance Support for the software and hardware components is provided for the period from date of deployment of the software and hardware component till the end of contract period. Annual Maintenance support should include patches, updates and upgrades of the software and hardware components. MSP should ensure that there is a comprehensive onsite warranty / support arrangement for the aforementioned period with all the OEMs.	i. MSP should ensure that the Annual Maintenance Support for the software and hardware components is provided for the period from date of deployment of the software and hardware component till the end of contract period. Annual Maintenance support should include patches, updates and upgrades of the software and hardware components. MSP should ensure that there is a comprehensive onsite warranty / support arrangement for the aforementioned period with all the OEMs.	No change. Tender Condition prevails
730	Vol 2	198	Clause 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.	No change. Tender Condition prevails
731	Vol 2	198	4.2.9.3_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>	No change. Tender Condition prevails
732	Vol 2	201	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 at INR 1 at the discretion of IPA. IPA shall always have the right of first refusal.	No change. Tender Condition prevails
733	Vol 2	201	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 includes, but not is 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:	No change. Tender Condition prevails
734	Vol 2	202	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

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
735	Vol 2	202	4.2.14, 1. Applications Support and Maintenance:	<p>a) 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.</p> <p>c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the MSP to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system. Release management for application software will also require IPA approval. A detailed process in this regard will be finalised by MSP in consultation with IPA.</p>	<p>a) 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.</p> <p>c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the MSP <u>and at the cost of IPA</u> to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system. Release management for application software will also require IPA approval. A detailed process in this regard will be finalised by MSP in consultation with IPA.</p>	No change. Tender Condition prevails
736	Vol 2	202	4.2.14.f	<p>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.</p>	<p>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.</p>	No change. Tender Condition prevails
737	Vol 2	203	4.31.g	<p>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</p>	<p>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/repair 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</p>	No change. Tender Condition prevails
738	Vol 2	221	4.5.4 _Port Wi-Fi Implementation Scope:	<p>f) Equipment and network upgrades, support and maintenance for the contract period</p> <p>i. MSP shall provide local support at each port for repair and maintenance of all equipment, cabling and connectivity provided at the Port Wi-Fi locations</p> <p>ii. MSP shall be responsible for periodic updates of all equipment, cabling and connectivity provided at the port Wi-Fi locations</p>	<p>f) Equipment and network upgrades, support and maintenance for the contract period</p> <p>i. MSP shall provide local support at each port for repair and maintenance of all equipment, cabling and connectivity provided at the Port Wi-Fi locations</p> <p>ii. MSP shall be responsible for periodic updates of all equipment, cabling and connectivity provided at the port Wi-Fi locations</p>	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
739	Vol 2	223	4.5.6, Other expectations from MSP	<p>13. All the software licenses that the MSP proposes shall be perpetual software licenses along with maintenance, upgrades and updates for the currency of the contract. The software licenses shall not be restricted based on location and purchaser shall have the flexibility to use the software licenses for other requirements if required.</p> <p>16. MSP shall be responsible for periodic updates & upgrades of all equipment, cabling and connectivity provided at all locations during the contract period.</p>	<p>13. All the software licenses that the MSP proposes shall be perpetual software licenses along with maintenance, upgrades and updates for the currency of the contract. The software licenses shall not be restricted based on location and purchaser shall have the flexibility to use the software licenses for other requirements if required.</p> <p>16. MSP shall be responsible for periodic updates & upgrades of all equipment, cabling and connectivity provided at all locations during the contract period.</p>	No change. Tender Condition prevails
740	Vol 2	225	4.6,Track 4: Client side Infrastructure Set-up	<p>15. It is also proposed that the entire management of computer resources, licenses, support & security software management, updates, upgrades, etc. will be managed centrally.</p>	<p>15. It is also proposed that the entire management of computer resources, licenses, support & security software management, updates, upgrades, etc. will be managed centrally.</p>	No change. Tender Condition prevails
741	Vol 2	242	4.13 Track 11: Operations and Maintenance for 5 years post Go-Live	<p>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.</p>	<p>The MSP shall keep the application software in good working order; perform changes and upgrades to applications as requested by the IPA team <u>at the cost of IPA</u>. All tickets related to any issue/complaint/observation about the system shall be maintained in an ITIL compliant comprehensive ticketing solution.</p>	No change. Tender Condition prevails
742	Vol 2	242	4.13.1.a	<p>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.</p>	<p>a. Application support <u>shall be</u> 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.</p>	No change. Tender Condition prevails
743	Vol 2	242	4.13.1	<p>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</p>	<p>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 <u>at the risk and cost of IPA</u></p>	No change. Tender Condition prevails
744	Vol 2	242	4.13.1.a	<p>The MSP shall need to execute updates/upgrades though formal change management process and update all documentations and Knowledge databases etc. For updates and upgrades, MSP will carry it out free of cost by following defined process.</p>	<p>The MSP shall need to execute updates/upgrades though formal change management process and update all documentations and Knowledge databases etc. For updates and upgrades, MSP will carry it out <u>at the free of cost of IPA</u> by following defined process.</p>	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
745	Vol 2	245	8.c	MSP shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.	MSP shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.	No change. Tender Condition prevails
746	Vol 2	245	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 <u>which is irreparable</u> 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.	No change. Tender Condition prevails
747	Vol 2	247	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 including but not <u>which shall be</u> 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.	No change. Tender Condition prevails
748	Vol 2	247	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 including but not <u>which shall be</u> 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	No change. Tender Condition prevails
749	Vol 2	251	15, Backup / Restore	c. The MSP shall be responsible for prompt execution of on-demand backups of volumes and files whenever required by Port or in case of upgrades and configuration changes to the system.	c. The MSP shall be responsible for prompt execution of on-demand backups of volumes and files whenever required by Port or in case of upgrades and configuration changes to the system.	No change. Tender Condition prevails
750	Vol 2	253	20, MIS Reports		Request for clarification on the list of reports to be submitted	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
751	Vol 2	257	Warranty Support	<p>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 center 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.</p>	<p>MSP shall warrant <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 center 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 <u>endeavour to ensure</u> 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 and <u>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 <u>under active support of OEM.</u></p>	No change. Tender Condition prevails
752	Vol 3	305	Clause 13_Terms of Payment	<p>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).</p>	Request for deletion	No change. Tender Condition prevails
753	Vol 3	305	Clause 13_Invoicing and Settlement	<p>(c) Payment shall be made within 30 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.</p>	<p>(c) Payment shall be made within 30 <u>15</u> 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.</p>	No change. Tender Condition prevails
754	Vol 3	309	Clause 14_Acceptance and Testing		<p>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</p>	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
755	Vol 3	311	14.c_(c) Correction of Deficiencies in Deliverables:	<ul style="list-style-type: none"> · allow the Managed Service Provider to continue its efforts to make corrections; or · accept the Deliverable with its Deficiencies and deduct such proportionate amounts from the Managed Service Providers fees as deemed appropriate by IPA; or · 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 . 	<ul style="list-style-type: none"> · allow the Managed Service Provider to continue its efforts to make corrections; or · 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 · 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 . 	No change. Tender Condition prevails
756	Vol 3	312	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	No change. Tender Condition prevails
757	Vol 3	303	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.	No change. Tender Condition prevails
758	Vol 3	314	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	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
759	Vol 3	314	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> Tending 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.	No change. Tender Condition prevails
760	Vol 3	314	Suspension	b) In the event that IPA suspends the progress of work for a period in excess of 30 days in aggregate, rendering the Managed Service Provider to extend its performance guarantee then IPA shall bear only the cost of extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the banking procedures subject to the Managed Service Provider producing the requisite evidence from the bank concerned.	b) In the event that IPA suspends the progress of work for a period in excess of 30 days in aggregate, rendering the Managed Service Provider to extend its performance guarantee then IPA shall bear only the cost of extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the banking procedures subject to the Managed Service Provider producing the requisite evidence from the bank concerned. <u>However IPA shall pay any cost for the idle time of the resources deployed by the MSI</u>	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
761	Vol 3	314	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 three <u>twelve</u> 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.	No change. Tender Condition prevails
762	Vol 3	314	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	No change. Tender Condition prevails
763	Vol 3	314	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.	No change. Tender Condition prevails
764	Vol 3	316	16_Indemnification & Limitation of Liability	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 - 'Safety and Security' and clause 18 - 'Confidentiality'.	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 <u>annual</u> 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 - 'Safety and Security' and clause 18 - 'Confidentiality' .	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
765	Vol 3	317	Force Majeure events	Refer RFP	To be added - <u>However, either party may have the right to terminate the contract, in the event a force majeure event subsists for a period exceeding 30 days.</u>	No change. Tender Condition prevails
766	Vol 3	318	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.	No change. Tender Condition prevails
767	Vol 3	319	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.	No change. Tender Condition prevails
768	Vol 3	320	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.	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.	No change. Tender Condition prevails
769	Vol 3	320	21_Warranty	e) If during the warranty period any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the MSP, the MSP shall promptly, in consultation and agreement with Purchaser, and at the Implementation Agency's sole cost repair, replace, or otherwise make good (as the MSP shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the system caused by such default, defect or deficiency. Any defective component, excluding hard disks, that has been replaced by the MSP shall remain the property of the MSP.	It is to be noted that MSI is a reseller for hardware under this Agreement, and all OEM warranties shall apply. MSI disclaims all other warranties stated herein, whether express or implied.	No change. Tender Condition prevails
770	Vol 3	320	21_Warranty	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.	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, <u>however, such costs shall not exceed the to the maximum of 3% of the value of delayed deliverables.</u>	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
771	Vol 3	321	22_Liquidated damages	<p>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.</p> <p>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 it's exclusive monetary remedy for failure of MSP to meet the Service Levels and is in full and final settlement of any claim hich 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.</p>	<p>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% 3 %of the total contract value.</p> <p>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 it's exclusive monetary remedy for failure of MSP to meet the Service Levels and is in full and final settlement of any claim hich 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.</p>	No change. Tender Condition prevails
772	Vol 3	325	Schedule II	<p>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.</p>	<p>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.</p>	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
773	Vol 3	337	2_TRANSFER OF ASSETS	(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, at Go-Live. (iii) MSP shall be paid the depreciated book value of the infrastructure cost and other assets. The depreciation rates and method followed will be as per Income Tax Rules. (iv) Payment to the outgoing MSP shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements. (v) The outgoing MSP will pass on to IPA and/or to the Replacement MSP, the subsisting rights in any leased properties/ licensed products on terms not less favourable to IPA/ Replacement MSP, than that enjoyed by the outgoing MSP.	(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, at <u>delivery Go-Live</u> . (iii) MSP shall be paid the depreciated book value of the infrastructure cost and other assets. The depreciation rates and method followed will be as per Income Tax Rules. (iv) Payment to the outgoing MSP shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements. (v) The outgoing MSP will <u>endeavour to</u> pass on to IPA and/or to the Replacement MSP, the subsisting rights in any leased properties/ licensed products on terms not less favourable to IPA/ Replacement MSP, than that enjoyed by the outgoing MSP.	No change. Tender Condition prevails
774	Vol 3	337	Exit Management Schedule_5. EMPLOYEES	Refer RFP	Request Deletion.	No change. Tender Condition prevails
775	Vol 3	338	Exit Management Schedule_6. TRANSFER OF CERTAIN AGREEMENTS	Refer RFP	Request Deletion.	No change. Tender Condition prevails
776	Vol 3	341	4. AUDIT RIGHTS	(v) Security audit and implementation audit of the system shall be done once each year, the cost of which shall be borne by the Managed Service Provider.	(v) Security audit and implementation audit of the system shall be done once each year, the cost of which shall be borne by IPA the Managed Service Provider .	No change. Tender Condition prevails
777	Vol 3	342	4. AUDIT RIGHTS	The MSP shall bear the cost of any audits and inspections as per the scope of work defined in Volume –II of the RFP. The terms of payment are exclusive of any costs of the Managed Service Provider and the sub-contractor, for all reasonable assistance and information provided under the MSA, the Project Implementation, Operation and Management SLA by the Managed Service Provider pursuant to this Schedule.	IPA The MSP shall bear the cost of any audits and inspections as per the scope of work defined in Volume –II of the RFP. The terms of payment are exclusive of any costs of the Managed Service Provider and the sub-contractor, for all reasonable assistance and information provided under the MSA, the Project Implementation, Operation and Management SLA by the Managed Service Provider pursuant to this Schedule.	No change. Tender Condition prevails
778	Vol 1	349 64	ANNEXURE F – ROLES AND RESPONSIBILITIES OF THE PARTIES 7.1 Bidder / Managed Service Provider	h) Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	h) Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
779	Vol 3	356	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 40% 3% of Quarterly Pay-out <u>for each port</u> . The payments will be as per terms defined under Schedule VI of Volume III of this tender.	No change. Tender Condition prevails
780	Vol 3	356	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 90% 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 10% 20% payment. The payments will be released subject to acceptance procedure as detailed in Schedule VI of this volume in the tender	No change. Tender Condition prevails
781	General Query	NA	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	No change. Tender Condition prevails
782	General Query	NA	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	No change. Tender Condition prevails
783	General Query	NA	Title/ Risk		MSP assumes that the title of ownership 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.	No change. Tender Condition prevails
784	General Query	NA	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.	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
785	General Query	NA	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	No change. Tender Condition prevails
786	Vol 1	NA	General	General	We understand that Bidder means Lead Bidder/Bidders' Subsidiaries/Associates. Kindly Confirm.	As per RFP
787	Vol 1	28	Criteria related to Man-Power Capability of Bidder	The bidder should have a team of at least 100 full time ERP consultants on its payroll having experience in implementing the major modules / solution components of any ERP product	Request you to amend the clause as below" The bidder/bidders' Subsidiaries/Associates/OEM should have a team of at least 100 full time ERP consultants on its payroll having experience in implementing the major modules / solution components of any ERP product"	No change. Tender Condition prevails
788	Vol 1	28	Project Experience- ERP	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 40 crores and above Applicability Single Bidder- Bidder Consortium- Lead Bidder	Kindly amend the clause as below The bidder/bidders' Subsidiaries/Associates 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 40 crores and above	No change. Tender Condition prevails
789	Vol 1	27	Large Turnkey Project	The Bidder must have experience of successful Go-Live / completed project during the last TEN years (as on the last date of bid submission) in one project having large IT system integration projects and related IT services implementation of project value of INR 120 crores and above	The Bidder/Bidders' Subsidiaries/Associates must have experience of successful Go-Live / completed project during the last TEN years (as on the last date of bid submission) in one project having large IT system integration projects and related IT services implementation of project value of INR 120 crores and above	No change. Tender Condition prevails
790	Vol 1	36	Resource Requirements	Evidence to be submitted :Signed Technical Bid	We understand that we have to provide resource details as per "Tech form 3",duly signed by authorized signatory of the bidder. Kindly confirm	Understanding is correct
791	Vol 1	36	Resource Requirements	Project Manager (Full Time) • BE / B.Tech / MCA / M.Tech / MBA with at least 20 years' of Total work experience (Mandatory Conditions)Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 • Experience of implementing end to end Projects for scope as defined in the criteria A.2 • Experience of Projects dealing with Sea Port Sector o >= 2 Projects – 10% Marks • Experience of implementing a single project across more than 3 locations within the same country- 10% Marks. If no such experience- 0 Marks	Kindly consider Project Manager (Full Time) • BE / B.Tech / MCA / M.Tech / MBA with at least 15 years' of Total work experience (Mandatory Conditions)Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 (or) • Experience of implementing end to end Projects for scope as defined in the criteria A.2 (or) • Experience of Projects dealing with Sea Port Sector (or) • Experience of implementing a single project across more than 3 locations within the same country	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
792	Vol 1	37	Resource Requirements	Project Lead- Port 1 (nos. 6 – 15 marks for each individual profile) • BE / B.Tech / MCA / M.Tech / MBA with at least 10 years’ of total work experience Award of Marks shall be as follows: • Experience of leading large scale ICT projects each worth at least INR 20 Crores • Experience of managing projects in PSU/ Government Bodies/ Autonomous Organizations (Under any Indian Government law) in India • Experience of working for sea port projects • Experience of working in ERP projects	Kindly consider B.Tech / MCA / M.Tech / MBA with at least 10 years’ of total work experience Award of Marks shall be as follows: • Experience of leading large scale ICT projects each worth at least INR 20 Crores (or) • Experience of managing projects in PSU/ Government Bodies/ Autonomous Organizations (Under any Indian Government law) in India (or) • Experience of working for sea port projects (or) • Experience of working in ERP projects	No change. Tender Condition prevails
793	Vol 1	38	Resource Requirements	Solution Architect with 12 years’ work experience (nos. 1) Award of marks will be as follows: • Experience as Solution Architect in large Turnkey projects each of them being of value more than 25 Cr. • Experience: Number of PSU/ Government Bodies/ Autonomous Organizations (Under any Indian Government law) in India • Certifications: TOGAF Documentary proof to be submitted.	Kindly consider Solution Architect with 10 years’ work experience (nos. 1) Award of marks will be as follows: • Experience as Solution Architect in large Turnkey projects each of them being of value more than 25 Cr. (or) • Experience: Number of PSU/ Government Bodies/ Autonomous Organizations (Under any Indian Government law) in India (or) • Certifications: TOGAF Documentary proof to be submitted.	No change. Tender Condition prevails
794	Vol 1	31	Integration capabilities	At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions as mentioned below and at least one project (from 5 projects) where POS has been integrated with the proposed ERP solution.	Kindly amend the clause as below " At least 2 projects where POS solution has been integrated with one of the industry leading ERP solutions as mentioned below and at least one project (from 2 projects) where POS has been integrated with the proposed ERP solution."	Refer to Corrigendum: At least 5 projects/ports where POS solution has been integrated with atleast one of the industry leading ERP solutions as mentioned below 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 or strong performers 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
795	Vol 1	41	Technical Evaluation Criteria – Port Operations Solution Specific	No of implementations for the port operations solution being proposed. Implementation should include either Marine Operations or Cargo Operations Up to 10: 70% marks Between 11 and 30: 80% marks Greater than 30: 100% marks	Kindly amend the clause as below "No of implementations for the port operations solution being proposed. Implementation should include either Marine Operations or Cargo Operations Up to 5: 70% marks Between 5 and 10: 80% marks Greater than 10: 100% marks"	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
796	Vol 1	358	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.) Penalty of Rs. 5,00,000 per substitution of resources whose CVs have been provided along with the technical bid	Substitution of resources " beyond the control of the bidder" shall not be considered for penalty. However in case of substitution we shall provide with equally qualified resources for the remaining duration of the project.	No change. Tender Condition prevails
797	Vol 1	358	Adherence to timelines for Go-live of Wave 1, 2 & 3 as mentioned in Volume I	Up to 4 calendar weeks delay from the timelines as mentioned Volume II - No Penalty Delay beyond 4 week up to 8 calendar weeks- INR 20,000 per week delay per port milestone Any delay beyond 8 calendar weeks- INR 80,000 per week delay per port milestone ,	Kindly amend the clause as below" Up to 4 calendar weeks delay from the timelines as mentioned Volume II - No Penalty Delay beyond 4 week up to 8 calendar weeks- INR 5,000 per week delay per port milestone Any delay beyond 8 calendar weeks- INR 10,000 per week delay per port milestone "	No change. Tender Condition prevails
798	Vol 1	NA	General	New Clause proposed	In order to have better working capital for the project we propose an Assignment clause as below to be included in the Payment Schedule, which shall allow us to factor the bill with financing institution, and therefore enable us to participate in the Tender. Assignment Clause (new Clause proposed) : "The Contractor shall not, without the express prior written consent of the Employer, assign to any third party the Contract or any part thereof, or any right, benefit, obligation or interest therein or there under, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract to any Financial Institution(s) or Bank(s) or NBFC(s). In the event the Contractor assigns the monies due and payable to it or that may become due and payable to it, under the Contract, to any Financial Institution(s) or Bank(s) or NBFC(s), the Employer shall acknowledge the intimation letter it may receive from such financial institution(s) or Bank(s) or NBFC (s). If the Employer does not reply within 15 days of the receipt of the intimation letter, it can be considered as "acknowledged by the Employer". Furthermore the Employer will provide an indicative date by when the funds will be released to the Contractor as a measure of comfort for the decisions of Financial Institution(s) or Bank(s) or NBFC(s)".	No change. Tender Condition prevails
799	Vol 1	356	10.1. Details of SLA Penalty Mechanism and Calculations	The maximum penalty to be levied is 10% of Quarterly Pay-out	Kindly amend the clause as "The maximum penalty to be levied is 5% of Quarterly Pay-out"	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
800	Vol 1	62	Indicative payment schedule for each port subject to fulfilment of conditions as specified in the RFP	INF.1 & EUC - As per Page 56 of 376 Balance 10% of INF.1 & EUC at go-live of respective waves on 9th ,15th & 18th month	In Indicative payment schedule for each port subject to fulfilment of conditions as specified in the RFP-Phase I - Implementation, Distribution of payment in 9th,15th and 18th month is not adding to 10%.Kindly Clarify	Refer to Corrigendum: Payment in M-18 for INF.1 & EUC to be read as "1.4 %" instead of "0.90 %" in the table provided at the end of payment terms
801	Vol 1	63	Indicative payment schedule for each port subject to fulfilment of conditions as specified in the RFP	MAS.1	We understand that 80 % of the Payment of MAS1 shall be considered in 9th,15th and 18th month. Kindly Confirm.	Refer to Vol 1 Clause 6.2
802	Vol 1	95	9 Sample Forms	9.1 Sample Form 1: Tripartite agreement for network services and Internet bandwidth	The detailed Tripartite agreement for network services and Internet bandwidth shall be executed post award of Contract. Kindly Confirm.	Refer to Vol 1 Clause 6.2
803	Vol 1	60	6.2 Payment terms for a port	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 50% of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to 50% while making payments towards Implementation Cost. Any value quoted towards Implementation Costs over and above 50% 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.	Kindly amend the clause as below "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 90% of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to 90% while making payments towards Implementation Cost. Any value quoted towards Implementation Costs over and above 90% 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."	No change. Tender Condition prevails
804	Vol 1	31	Section 4.5_Pre-qualification criteria for Port Operations Solution (POS) Provider: Clause 2	1. 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 Container Cargo OR Liquid OR other general Cargo Single Bidder – Bidder Consortium – Port Operations Solution Provider	1. 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, and/or b. Cargo Operations involving different types of cargo: Break-bulk OR Bulk OR Container Cargo OR Liquid OR other general Cargo Single Bidder – Bidder Consortium – Port Operations Solution Provider	Refer to Corrigendum: 1. 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, and/or b. Cargo Operations involving different types of cargo: Break-bulk OR Bulk OR Container Cargo OR Liquid OR other general Cargo <u>With atleast 3 instances where both a. & b. are met together in a single implementation.</u> Single Bidder – Bidder Consortium – Port Operations Solution Provider

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
805	Vol 1	31	Section 4.5_Pre-qualification criteria for Port Operations Solution (POS) Provider: Clause 4	<p>At least 5 projects where POS solution has been integrated with one of the industry leading ERP solutions as mentioned below and at least one project (from 5 projects) where POS has been integrated with the proposed ERP solution.</p> <p>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 or strong performers 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</p>	<p>At least 5 projects/ports where POS solution has been integrated with one of the industry leading ERP solutions as mentioned below and at least one project (from 5 projects) where POS has been integrated with the proposed ERP solution.</p> <p>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 or strong performers 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</p>	<p>Refer to Corrigendum:</p> <p>At least 5 projects/ports where POS solution has been integrated with at least one of the industry leading ERP solutions as mentioned below 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 or strong performers 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</p>
806	Vol 2 Annexure_TRS_Inf rastructure	32 Backup	10- Cluster Host Support	The proposed backup software must support & be configured for clustered host environment	Request to modify clause as “ The Proposed backup solution must support both clustered Master Backup Server and backup clients on Windows, Linux and Unix Operating Systems”	No change. Tender Condition prevails
807	Vol 2 Annexure_TRS_Inf rastructure	32 Backup	New Clause proposed for Licensing	New Clause proposed	Backup Solution must be proposed along with integrated Purpose build disk backup Appliance with inbuilt Backup Server component.	No change. Tender Condition prevails
808	Vol 2 Annexure_TRS_Inf rastructure	32 Backup	New Clause proposed for Interoperability with old backup solution	New Clause proposed	The proposed Backup Solution should be able to restore old backup data.	No change. Tender Condition prevails
809	Vol 2 Annexure_TRS_Inf rastructure	Point 1.6	Core Switch	Shall have Min 800 Million pps performance for both IPv4 and IPv6 (Minimum packet size 64 byte)	The Value should be brought down for IPV4 and IPV6 , as the minimum packet size specified her ein 64 Byte, but cisco internal testing is done at 184 Byte packet size, so for me to match the specification is not possible. Also IPV4 and IPV6 can never have same throughput , as the packet size for for these are quite different and it should be around half the value which is 390 Mpps	<p>Refer to Corrigendum:</p> <p>Shall have Min 750 Million pps performance for both IPv4 and IPv6 (Minimum packet size 64 byte)</p>
810	Vol 2 Annexure_TRS_Inf rastructure	Point 3.4	Access Switch	Shall support IEEE 802.1ad QinQ	This feature is required for multi tennancy in a distributed environment and not at all required at access layer switches, the solution if requried can be provided through Core or distribution layer switches which are capable of doing the same, so kindly request you to change the point to the specs of core switch or remove it	<p>Refer to Corrigendum:</p> <p>Shall support IEEE 802.1ad (QinQ can also be supported through Core / Distribution switch)</p>

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
811	Vol 2 Annexure_TRS_Inf rastructure	Point 3.13	Wireless Controller	Shall support for Real-Time Location Services (RTLS)	Cisco has solutions that offer the same, but hey have to intergerated with the WLC, so request you to change it to "Shall support for Real-Time Location Services (RTLS) internally or via an intergerated solution"	No change. Tender Condition prevails
812	Vol 2 Annexure_TRS_Inf rastructure	Point 4.8	Wireless Controller	Shall support RADIUS activity statistics collection per-user for billing by data volume and elapsed session time	Cisco has solutions that offer the same, but hey have to intergerated with the WLC, so request you to change it to "Shall support RADIUS activity statistics collection per-user for billing by data volume and elapsed session time internally or via an intergerated solution"	No change. Tender Condition prevails
813	Vol 2 Annexure_TRS_Inf rastructure	Point 4.9	Wireless Controller	Operating temperature of 0°C to 40°C	This Point is vender specific, and only ARUBA WLC supports this and the other venders from gartner leader quadrent like CISCO an RUCKUS do not support this, request you to change it to 5° to 40°C.	Refer to Corrigendum: Operating temperature of 5°C to 40°C
814	Vol 2 Annexure_TRS_Inf rastructure	Point 1.11	Access Point	Both radios shall operate at full power and full performance on IEEE 802.3af/at PoE/Gigabit Ethernet	This point entails that a device operates at same power even with lesser power input which in itself is not right, as the lates devices i.e WAVE 2 Access points require higher power so that they can operate at higher speeds, if you want this to be there , then the only Access Points that you will get are lower range that are WAVE 1 and only they can fulfill this as they don't require higher power in the 1st place, so the choice is onto you. to get better products or older ones.	No change. Tender Condition prevails
815	Vol 2 Annexure_TRS_Inf rastructure	Point 2.1	Access Point	Shall support self-healing, self-optimizing local mesh extending network availability to areas without an Ethernet infrastructure	These features in cisco are pushed through the WLC, and each OEM has a different architecture for the same, so this should be allowed to from either access point or WLC	No change. Tender Condition prevails
816	Vol 2 Annexure_TRS_Inf rastructure	Point 3.5	Access Point	Shall support PCAP packet capture on WLAN or LAN interface	This feature is enabled where you want to have a access point configured just as a Sniffer so it needs to be mentioend that the access point can be deployed as a sniffer alone"Shall support PCAP packet capture on WLAN or LAN interface when operating on sniffer mode"	No change. Tender Condition prevails
817	Vol 2 Annexure_TRS_Inf rastructure	Point 1.2	NMS	The software shall be designed on a service-oriented architecture (SOA) using a business application flow model and capable of including additional modules to the base platform to provide deeper functionality	This is available in our soultion but, request you to add a line that says that the SI is responsible for Integeration of new apps to the same as it falls under their purview	No change. Tender Condition prevails
818	Vol 2 Annexure_TRS_Inf rastructure	Point 1.9	NMS	Shall have integrated ACL Management to simplify definition and deployment of ACLs and perform ACL rule optimisation	Cisco has solutions that offer the same, but hey have to intergerated with the WLC, so request you to change it to "Shall have integrated ACL Management to simplify definition and deployment of ACLs and perform ACL rule optimisation internally or via an intergerated solution"	No change. Tender Condition prevails

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
819	Vol 2 Annexure_TRS_Inf rastructure	Point 1.11	NMS	Shall have fault management features like in-depth correlation and analysis of alarms	The system for Netwrok management has Faut management features, but the correlation part that are asked is generally a part for the security appratus, like firewall/IPS, so request you to remove the correlation part.	Refer to Corrigendum: Shall have fault management features and analysis of alarms
820	Vol 2 Annexure_TRS_Inf rastructure	Point 1.16	NMS	Shall support Internet egress traffic, helping administrators to analyze the bandwidth usage of specific applications and monitor the impact of non business applications (e.g., network games) on user productivity.	Cisco has solutions that offer the same, but hey have to integeated with the WLC, so request you to change it to "Shall support Internet egress traffic, helping administrators to analyze the bandwidth usage of specific applications and monitor the impact of non business applications (e.g., network games) on user productivity. internally or via an integeated solution"	No change. Tender Condition prevails
821	Vol 2 Annexure_TRS_Inf rastructure	Point 1.17	NMS	Should be able to break down the network traffic into applications one can recognize by providing insight into top application usage and report for in/out total bandwidth organized by source, destination, protocol, application and application groups.	Cisco has solutions that offer the same, but hey have to integeated with the WLC, so request you to change it to "Should be able to break down the network traffic into applications one can recognize by providing insight into top application usage and report for in/out total bandwidth organized by source, destination, protocol, application and application groups. internally or via an integeated solution"	No change. Tender Condition prevails