

Answers to pre-bid queries for Phase II Automation of Indian Roads Congress

Implementation of Enterprise Resource Planning (ERP) Based Solution at IRC						
Vendor	Clause Reference	S. No.	Page No	As Per Tender	Query	Remarks from IRC
PwC	2.1 - Membership	1	12	There are about 14,000 members in IRC as on date and their details are currently maintained in a centralized database on the portal.	Would the ERP system maintain personnel information of present and past members?	Currently the information resides in SQL server and the proposed ERP system will integrate with this server.
		2	12	Registration of Members/ Non members - Membership Election Process	How a personal elected or selected for a membership in IRC.	Membership management is covered as part of portal in phase I
	2.2 - Sale of Publication	3	19-22	The computerized system at IRC is expected to completely automate all the aspects of receipt and issue of mail at IRC.	Need more inputs on this. E.g. Receiving of Material as Interorg transfer or Sale/Purchase relation ?	This functionality will address the capturing of physical mails and movement of the same using a workflow based system.
		4		Sales of publication to members	All sales are against pre payments (payment criteria like post paid).	Currently all sales are captured on the portal. The members can pay on the portal using a credit card and can also buy the publications across the counter at IRC by paying cash, DD or credit card.
		5		Dispatch Process	How the dispatch mode is selected for a delivery ?	This is handled by the portal
		6		Reprinting of Codes / Printing Process	Needs Planning of printing process clarification	The process is well defined in RFP for the purpose for making proposal.
		7		Inventory Integration with finance	Which parameters adhere the Inventory / Dispatch from Finance department	All financial parameters of inventory module will require integration with finance module.
	2.3- Finance	8	28	IRC requires a formal budgeting process with the automatic budget update and control.	Need more inputs on budgeting process.	The process is well defined in RFP for the purpose for making proposal. IRC follows standard budgeting process as followed in government.
		9	24	Expense booking Process	Under how many heads Expense are booking? At which level (Department / Employee)?	Details provided in RFP are considered sufficient for proposal making.
	2.4 - Administration	10	34	HR Management	Need more inputs on mentioned HR processes: Recruitment, Training & Development, Salary Administration and Revisions	IRC follows standard Government Processes for all HR activities.

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	3.1 Phase I : Implementation of the web portal	11	60	In this phase, a web portal was created to address the external stakeholder needs of IRC.	We would like to know what would be number of concurrent users. Is there any current system available and if so what is the technology platform. Is payment gateway needs to be integrated	Expected concurrent users are as follows: Finance:5-8; HR 8-10 ;SOP:3-5 ;Purchase:2-5 ;Generic Administration: 5-10. Portal is built on SharePoint 2007. Payment Gateway is already integrated with the portal.
	4.4 - Data Migration	12	64	The data migration requirements are minimal here.	Kindly specify key data migration requirements.	Finance Department: Historical data of finance is on Dbase which is approximately 2 GB and needs to be migrated. HR : 25 employees data for last 10 years to be migrated from manual files to the new system. In addition to this all other departments have minimal data for migration.
	4.13 Following activities need to be automated	13	70	Integration of existing of Document Management System with back office function.	Pls clarify. Would like to know what is the current DMS system available . Pls provide full details.	Currently IRC is using DMS of MOSS 2007 to support IRC's document management needs.
	5.6- Deliverables from Vendor	14	74	Deliverables from Vendor	We assume that deliverables will be documented in standard format adopted by vendor	The documents delivered by the vendor will be as per the standard industry formats.
	5.6- Deliverables from Vendor	15	74	Deliverables from Vendor - Security Architecture Document	Can you kindly elaborate on this document.	The vendors are expected to provide the proposed content of the Security Architecture document as part of methodology.
	Generic Queries	16			Request IRC to give some minimum technical specification so that the bidders can come at par and propose optimum solution.	The technical specifications are provided in the RFP document. The bidders are required to suggest the optimum solution to fulfill the business needs of IRC and integrate the solution with the existing portal. The SLAs required are given in S.No. 77
		17		Number of users in each function area	Pls clarify. If the solution is based on COTS based ERP solution, the number users in each function area is key We would like to know what is the licensing number required in each function area. Fro example. No of Licenses for HR & payroll, number of licenses for Fiancé etc	Refer to S.No : 11

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		18			Database/Printers or other facilities (at vendor site) are taken care by IRC or the Vendors by their own?	RFP is clear on this account.
	6.7 Deadline for submission of bids	19	81	Current bid submission is 1st Jul 2011	Pls provide Two weeks extension time for bid submission from current date of submission	Date of submission is extended to 11th July 2011 by 2:00 pm. The date of bid opening will also change to 11th July 2011 at 3:00pm.
	3.5 Consultant's Actions Requiring Client's Prior Approval	20	113	The Consultant shall obtain the Client's prior approval in writing before entering into a subcontract for the performance of any part of the Services	Pls Clarify. We would request you Pls allow sub contractor for Hardware supply , however pwc shall be responsible for overall all project.	Consortiums are not allowed for this project. However subcontractors with prior approval from IRC are allowed.
	Appendix D: Breakdown of Contract Payment	21	126	Break down of Payments	Pls Clarify. Can IRS pay ERP product payment immediately once delivery of ERP product is over . May 90% of the product cost after delivery and 10% once installation is over	Payment terms are well defined in section: 6.22 of the RFP.
Rolta India Limited	Eligibility Criteria	22		The vendor should have implemented ERP in India	Please clarify this if this is essential for this vendor.	Yes the vendor should have implemented at least one ERP in India.
		23		The vendor should have CMM level 5.	We have CMM level 3. Let us know if this can be changed	Requirements pertaining to certification remain unchanged.
CMC		24	41	Website Management: IRC has dynamic website. The content for the website has been developed by various sections of IRC. Website will be jointly handled by IRC and implementation vendor of phase-1.	Is website maintenance part of scope of work of Bidder? Is phase 1 work Bidder different from Phase 2 bidder? Is both Phase 1 & Phase 2 part of Scope of Work for Bidders?	No, website maintenance is not part of scope of work for bidder. Respective bidders will maintain the corresponding systems of Phase 1 and Phase-2.
	3.1 Phase I : Implementation of the web portal	25	60	Biometric machines for attendance are installed at both offices of IRC and attendance is maintained in local office only.	Is supply of Biometrics machine part of Scope of Work?	IRC already has biometric machines for the attendance. The data from Biometric machines captured in phase I will need to be integrated with the HR and payroll module.

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	4.4 Data Migration	26	64	Most of the data is already available on existing databases including list of members, old codes & publications in soft form etc	Kindly provide details about data to be migrated. Data for how many years need to be migrated. Any Scope of Scanning & digitization envisaged here?	Refer to S.No: 12. Some of the manual data will need to be digitized.
	4.6 Operationalize Data center for full roll out	27	64	The implementation vendor is also expected to size up the backup data requirement of the organization and accordingly suggest and include backup storage in their proposal against the current project implementation. It should be noted that it is a turnkey system integration contract where in the vendor will be expected to clearly demonstrate and operationally implement the functioning of all aspects of the proposed automated system and integration with the current portal.	Please provide existing applications details, including database size and existing backup strategy & size.	The database size of the existing portal is around 6 GB. The backups are taken on an hourly basis on a backup server and once at the end of day on a tape.
	4.13 Following activities need to be automated	28	68	All members of IRC should have Bar Code on their Identity Card and procurement of hardware for implementation of this bar code. Bar Code readers will be available at Sales Counter and counters of IRC.	Please provide the quantity of Bar Code readers to be supplied	4 bar code readers will be sufficient for IRC offices in RK Puram and Jam Nagar.
	4.13 Following activities need to be automated	29	68	Integration of existing of Document Management System with back office function.	What is the existing document management System? Data of existing DMS to be migrated? & backed up?. If So please provide the Quantity of data for migration & backup.	DMS is already been implemented as part of phase-1. There is no further implementation of DMS required, however integration required for proposed solution may be included in your methodology.

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	4.13 Following activities need to be automated	30	68	Library Management: Partial library management was done in phase I and phase II should include following functionality:	Please provide details of existing Library Management System	Currently the portal only provides facility to view list of publications in IRC. The basic library functionality of receipt and issue is described in the RFP.
	4.13 Following activities need to be automated	31	70	Offline modules are required for events such as Seminars, Annual Session, Workshops and Sale of Publication Section. These modules will enable IRC to do registrations in case there is no internet connectivity in such events.	What is the extent of functionality need to be available in offline module? Do you need Stand alone Systems ? Or limited functionality in offline forms? And data is uploaded when internet connection resumes. Is development in InfoPath & Adobe eForms envisaged for Seminars, Annual Session... registration module?	The vendor is expected to provide the functionality for uploading financial data captured through offline module.
	6.2.3 Securities & EMD Penalties	32	88	The bidder will pay an EMD of Rs. 50,000 (Fifty Thousand only) along with the acceptance of the contract in the form of a Cross Demand Draft Drawn	kindly allow EMD to be submitted in form of Bank Guarantee	The Earnest Money Deposit- The technical proposal must be accompanied with the EMD of Rs.50,000/- (Rupees Fifty Thousand only) in the form of DD favouring "Indian Roads Congress" payable at New Delhi. Without the EMD, the proposal shall be summarily rejected. The EMD should be enclosed with the Technical Bid. The EMD of unsuccessful bidders will be refunded without interest. The EMD of the successful bidder will be treated as security deposit and will be held for the entire period of validity of the project and shall be refunded without interest thereafter. In case of contravention of various terms and conditions as stated in the tender document the security deposit will be liable for forfeiture.

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	6.24 Penalties	33	88	The timelines as provided by the IRC are to be strictly followed for each and every activity. In case, the consulting firm fails to adhere to the timeline submitted, a penalty of Rs. 5,000/- per day will be levied.	Kindly limit Penalties to 10% of contract value.	The upper limit for penalties will be 10% of the contract value.
	4.11 Maintenance, 4.12 Project Timelines	34	67 & 68	The selected vendor is required to provide a defect liability cover and maintenance cover for a period of 1 year after handing over the automated System.The proposed project plan is given below. The vendors are expected to confirm the acceptance of this plan in their proposal.	Kindly confirm if Maintenance period is of One year or six months?	Maintenance period is for 1 year + 3 years as specified in the RFP.
		35			In the data Centre, The NON-IT component is required ? Like – CCTV, Civil work, Electrical work, WESDA, Water leakage system, Fire fighting, kindly confirm.	These requirements will be provided by IRC.
		36			Is there any existing application being used by the department, If yes then kindly confirm the platform of the application	Currently IRC has a portal which helps members to do online registrations and has provision to buy IRC publications. This portal has been developed using SharePoint and data is maintained in SQL Server. This portal will require necessary integration with ERP. Some of the departments such as Finance and administration use Dbase for back office functions.
		37			In the web portal what is the platform	Platform for the portal is SharePoint MOSS 2007.
		38			In the Data migration and scanning of the document what is the quantity of the documents. Kindly confirm.	Refer to S.No: 12

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Vayam Technologies Limited		39			Please specify your preference of the application, COTS VS BESCOPE, e.g. SAP, oracle Apps etc.	There are no specific preferences, however we are looking for a speedy implementation of a system that is scalable and sustainable.
		40			How many number of user for application, kindly confirm	Refer to S.No: 11
	4.6 Operationalize Data center for full roll out	41	64	Vendor are expected to create data center at R.K.Puram office. Vendor is expected to provide mechanism for all the data storage and disaster recovery for this project.	What is the scope for the DR solution as hardware and storage for single production site at RKPuram (Data Center) is only expected from Vendor in the RFP. If DR is in scope of Vendor then please clarify what will be the capacity of DR site, RPO (i.e. Recovery Point Objective) and RTO (Recovery Time Objective) requirements for Disaster Recovery.	IRC requires a basic DR for the proposed system in phase II, however your methodology should define the backup and restoration procedure so that no business data is lost and destroyed.
	4.6 Operationalize Data center for full roll out	42	64	Provisioning of Bandwidth or leased line connectivity is out of scope for the current Project.	As per our understanding, the WAN links (Internet and Lease line) and corresponding router will be procured by IRC. Vendor is supposed to provide the specifications for the routers only. Please confirm if the understanding is correct.	Yes IRC will procure WAN links and corresponding router. However bandwidth requirement will be suggested by the vendor for desired 5 seconds response time.
	3.2 Phase-II Implementation of the Datacenter and Integrated Automated System	43	61	The Scope of work for this phase will include setting up of the datacenter for implementation of the integrated system for IRC.	There is no minimum specification given for any of the components. Request IRC to give some minimum technical specification & BOQ so that the bidders can come at par and propose optimum solution	The licenses and the data migration requirements have already been provided. The other BOQ will depend on the technical solution proposed by the respective vendor.

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	4.2 To be design	44	62	The Vendor is expected to provide design architecture for integration of portal with proposed automated system, Network, Security and database.	There is no minimum specification given for any of the Networking, Security (i.e. Antivirus, Firewall, IPS etc.) components. Request IRC to give some minimum technical specification & BOQ so that the bidders can come at par and propose optimum solution	Vendors have to provide the BOQ on the basis of the technical architecture suggested by them. Please refer to the following for information on technical specifications - S.NO. - 16, 47,77
	Bespoke development or COTS (clients preference; if any)	45			Please specify - Preference	Refer to S.No: 39
	Existing Technology	46		Existing Technology Infrastructure and Legacy application	Existing Technology Infrastructure and Legacy application. Kindly confirm the same.	Refer to S.No: 16
	Web portal	47		Technology Platform of existing Web Portal	Please confirm the technology platform of existing web portal	The platform for Web Portal is SharePoint MOSS 2007.
	Data Migration	48		Scope of Data Migration	kindly confirm the data migration.	Refer to S.No: 12
	There is no minimum specification given for any of the components.	49		There is no minimum specification given for any of the components.	Request IRC to give some minimum technical specification so that the bidders can come at par and propose optimum solution.	Refer to S.No. 44
		50			Number of employees of the organization	There are 40 plus employees, however there are 25 users of ERP.
		51			Number of Users of the application	Refer to: S.No: 11

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Prithvi Information solution ltd		52			Number of locations for implementation	IRC has two offices: one in Jaam Nagar House and other in R.K.Puram. Currently users from these two offices shall access the system on corporate intranet. However it is expected that the system should be accessible from the internet if so considered necessary at a future date.
		53			How many approval workflows are required? Details about the workflows, if available	As of now these will be made available at the time of detailed SRS.
		54			Volume of data to be migrated from legacy application	Refer to S.No: 12
		55			Format in which the legacy data is available	Legacy data is available in Dbase files or in manual files.
		56			User Training would be at single location or multiple locations?	IRC has two offices: one in Jaam Nagar House and other is in R.K.Puram so training is expected to be held in both the offices.
		57			Total number of users to be trained in each User Role?	There are total 25 users of ERP and 3 to 4 users from IT department for system and database administration training.
		58			Whether Consortium is allowed to participate? We assume that consortium is allowed.	Consortiums are not allowed for this project
		59			Whether CMM Level 3 is allowed or only those bidder who are CMM-5 assessment. We are CMM -3 and process are in place to be CMM 5.	Refer to S.No: 23
ESDS Software		60			Is Consortium allowed?	Refer to S.No:58
		61			Instead of CMMI LEVEL 5 you can ask for as per DATACENTER set of standard, As Datacenter has different set of standards such as ISO 27001 and ISO 20000	Refer to S.No: 23
	6, Bid Process	62		The bidder should have executed at least 3 similar assignments in the past.	The bidder or consortium partner should have executed at least 3 similar assignments in the past.	Consortiums are not allowed however qualifying criteria remains unchanged.

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Sterlite	6, Bid Process	63		The bidder should be SEI CMM I Level 5 assessment	The bidder should be SEI CMM I Level 3 assessment	Refer to S.No: 23
	6, Bid Process	64		The bidder should have completed Single Order value of Rs 50 lacs for ERP implementation in India	The bidder or its partner should have completed Single Order value of Rs 50 lacs for ERP implementation in India	The qualifying criteria remains unchanged
	6, Bid Process	65		The bidder should have revenue of at least Rs 5 crore/annum in last three years in India.	The bidder should have revenue of at least Rs 100 crore/annum in last three years in India.	The qualifying criteria remains unchanged
		66			What will be the tenure of warranty support post implementation? As per the RFP, page 67 it says "maintenance cover for a period of 1 year after handing over the automated system". However on page 68 of RFP, it shows just 26 weeks of maintenance in 'Project Timelines'?	Refer to S.No: 34
		67			Can last day of submission be extended?	Yes the date has been extended. The last date of submission is 11th July 2011 by 2:00pm.
		68			For data centre alternatives, can we have clarifications on the submission of the commercial bid in terms of alternatives proposed by the bidder? How it will be considered for evaluation?	The bidders are expected to give the best alternative as the proposed solution by them.
		69			How many Barcode Readers and generation machine are required?	4 Barcode Readers will be required.
		70			Member's I-cards will have Bracode or Matchstrips?	Barcode
		71			What is the scope of data migration for finance records?	Refer to S.No: 12
		72			Who will build integration points to portal? Who will be responsible for change in portal?	Any change in the portal will be handled by the portal vendor.

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		73			What about overlap of some transaction existing in portal? Do you build the same modules in new system? (e.g. inventory module , library management has ph 1 and ph 2 both)	The new application requires seamless integration with portal for end users without any major re-development.
		74			Who will be responsible for Datacenter facility set up? Who would be responsible for manpower requirement?	The civil, electrical and bandwidth will be provided by IRC. The setup of the servers, networking equipment and application will be handled by the new vendor.
		75			Would information flow be bidirectional i.e. from portal to ERP and vice versa?	Yes it can be.
		76			Does support includes data center upkeeping also? Onsite support?	Application upkeep is vendor's responsibility and physical upkeep of the Data Centre is the responsibility of IRC
		77		Data Storage and Disaster Recovery	What would be its extent? What are SLA (concurrent users, uptime etc.)?	Following SLAs need to be stipulated: Response time : less than or equal to 5 seconds, Uptime greater than or equal to 98 %, Failure recovery time: minor bugs less than or equal to 6 hrs. major bugs less than or equal to 24 hours
		78			Would 3 year maintenance price be included and evaluated in the scope of current tender?	Yes, 3 year maintenance price will be included and evaluated in the scope of current tender.
		79			For e-commerce transaction, ACH Reconciliation - is it a manual process or fully automated?	The vendor is expected to automate the complete functionality of the finance department.
		80			In HRB – ICT Requirements are only TA/DA and finance integration? There is a gap between process and IT requirement	The ICT requirements are clearly given in Section 2.8 of the RFP document.
		81			Approval process – has to be time and iteration bound.	Not clear.
		82			Is it overlap with general Ph II ICT requirement?	Not clear.
		83			Schedule: When servers needs to be up and running?	The vendors to decide and suggest the same.

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		84			Deliverables don't show the expected completion time?	The timelines are given in the section 4.12 of the RFP document. The deliverables have to be according to this timeline.
		85			Does ERP need multi currency, multi language support?	ERP will need only multi currency support.
		86			Scope of procurement of data replication, backup, recovery software?	Not clear.