Pre-Bid Clarifications

for

Request for Proposal

for Selection of System Integrator

for Supply, Implementation and Support of

Integrated e- Procurement system

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
1.	Section 9.3.3.1 Pre-qualification criteria for the System Integrator, Page 60 (RFP Volume I) and Annexure IV Evaluation Criteria, Pre-qualification criteria for the System Integrator, Page 90 (Volume I), Experience	Eligibility Criteria: The Bidder must have a proven record of at least one implementation of the solution proposed in any of the previous three financial years and must satisfy the following: • Must be necessarily web based and client-end PKI enabled with inbuilt work flows • Cumulatively processed at least 500 tenders in this implementation • E-Tendering module of the proposed solution must have been mandatorily implemented/ used in the cited experience `above in the last three financial years.	Kindly modify the requirement to: Eligibility Criteria: The Bidder must have a proven record of at least one implementation/ under implementation of the solution proposed in any of the previous three financial years and must satisfy the following: • Must be necessarily web based with inbuilt work flows • Cumulatively processed at least 100 tenders in this implementation • E-Tendering module of the proposed solution must have been mandatorily implemented/ used/ under implementation in the cited experience `above in the last three financial years.	As per RFP
2.	Section 9.3.3.1 Pre-qualification criteria for the System Integrator, Page 60 (Volume I) and Annexure IV Evaluation Criteria, Pre-qualification criteria for the System Integrator, Page 90 (Volume I), Certification	Eligibility Criteria: The bidder of the proposed e Procurement solution must be a SEI - CMM Level 3 / SEI -CMMi Level 3 / equivalent company Proof / Documents Required: Customer Reference List along with OEM Self Certification	Kindly modify the requirement to: Eligibility Criteria: The bidder of the proposed e Procurement solution must be a SEI - CMM Level 3 / SEI -CMMi Level 3 / equivalent company Proof / Documents Required: Copies of the valid SEI CMM Level 3 / CMMi LEVEL 3 certification	***Section 9.3.3.1 Pre-qualification criteria for System Integrator – Point No : 6*** ***To be Read As*** "The bidder of the proposed e Procurement solution must be a SEI - CMM Level 3 / SEI - CMMi Level 3 / equivalent company – Proof/Documents Required:

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
				Copies of valid SEI CMM Level 3/ CMMi LEVEL 3 Certification
3.	Annexure IX: Index of formats and supporting documents, Table 0-1 Information required in support of fulfilment of Pre-qualification and Technical Criteria, Page 110 (Volume I), Form I: Details of the Organization for bidder	Mandatory Supporting Documents: a)Certificate of Incorporation from Registrar Of Companies (RoC) b) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company c) Certificate for Single Ownership of Intellectual Property / Certificate from the competent patent office i.e. Registrar of Copy Rights Act in the name of OEM. OR	Kindly modify the requirement to: Mandatory Supporting Documents: a)Certificate of Incorporation from Registrar Of Companies (RoC) b) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company **OR** In case of licensing model, please provide valid and relevant Licensing agreement, IPR and Copies of any Agreements to be signed by end-user	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		In case of licensing model, please provide valid and relevant Licensing agreement, IPR and Copies of any Agreements to be signed by end-user		
4.	Annexure IX: Index of formats and supporting documents, Table 0-1 Information required in support of fulfilment of Pre-qualification and Technical Criteria, Page 110 (Volume I), Form III: e-Procurement Implementation Experience (5 forms, one for each project reference)	Form III: e-Procurement Implementation Experience (5 forms, one for each project reference) Mandatory Supporting Documents: a) Letter from the Client to indicate the Award of Contract b) Letter / Experience Certificate from the Client on • the number of tenders processed in last financial year through the e-Procurement system • e-Procurement modules implemented in last 3 financial years	Form III: e-Procurement Implementation Experience (Minimum 1 form, one for each project reference) Kindly modify the requirement to: Mandatory Supporting Documents: Contract/ Self Certification from Prime Bidder	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
5.	General	Consortium	Please allow consortium to bid for Integrated e-Procurement system RFP.	As per RFP
6.	Annexure XIV Project Timelines And Payment Term, Page 151 (Volume I)	Payment Terms during contract period	As there is good amount of third party items like hardware, networking components etc., please consider payment of 10% mobilisation advance against bank guarantee of same value.	As per RFP
7.	Page 135	Data Digitization & Migration	What is the volume of data (records or pages) are to be migrated or digitized. Are only active/live tenders and related data are to be migrated or historical data is expected for conversion? If yes, what is the volume and years of historical data to be migrated?	Refer to Section 2 (a) III.C for the details on data migration No active/live tenders
8.	Page 191	Estimated training requirements Table A-6: Capacity Building Requirements for e Procurement Implementation	Who would be required for class room training? Are the big volume numbers (e.g. Suppliers, Dept. Users) are expected to undergo class room training as well?	All the users as specified in the RFP Yes

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
9.	45	7.2 RESPONSIBILITIES OF CH IPS	Will CHiPs provide required infrastructure for SI consultants to work from their premises?	No, Refer to Section 7.3 of Volume I of RFP In addition to this 4 support manpower during the entire period of project shall be stationed at CHiPS Office. The sitting arrangement to these staff will be provided by the CHiPS and remaining all the other IT and communication infrastructure shall be the responsibility of SI.
10.	Integrated_e-Procurement_RFP Volume I Final.pdf – Section c.2. User Profiles and Account Management [Page 29]	Necessary user account creation, management policies and procedures shall be defined and implemented by the SI including obtaining approval for each user id created in the systems. Separate user id shall be created for each employee, which uniquely identifies that employee across the department network.	As part of solution does CHIPS expect COTS based Complete User/Identity Lifecycle Management Solution which will perform user account provisioning, workflow, password management, self- service portal, delegated administration etc. If COTS based Identity Management solution is required then please provide □ No. of target systems which needs to be integrated □ Total No of users and segregated user count across different user community. □ Expected concurrent users	The details of Number of users is provided in the RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
			accessing the application.	
11.	Integrated_e-Procurement_RFP Volume I Final.pdf – Section c. OEM &Product Capability [Page 99]	XV ERP's portal solution should provide wide range of security features such as Authentication, Single Sign-On (SSO), Authorization and Integrated User management	What is will be scope of SSO, is it only ERP application to be integrated with SSO? As part of solution does CHIPS expect COTS based Single Sign On Solution?	Key applications to which the integrated eProcurement system to be integrated is provided in RFP.
12.	Vol I – 3.2.3 - b - Pg. 26	Installation & Configuration of Enterprise Management System (EMS) for monitoring and management of e Procurement Infrastructure.	Kindly clarify if the desired EMS from SI will also be responsible for monitoring & management of SDC devices & services shared for e Procurement OR does SDC has its own EMS for the purpose of monitoring existing DC & DR infrastructure & performance data will be shared with SI for calculation of SLA metrics.	The proposed EMS shall monitor and manage the entire infrastructure that is shared and/or procured for the integrated eProcurement system. However, CHiPS reserves the right to procure this component separately and supply to SI.

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
13.	Vol I – ANNEXURE XIII - Pg. 133	Annexure XIII: Facilities And Services Provided By Swan And Sdc For E-Procurement System – Infrastructure Management Servers -Available	Kindly specify the configuration of the Infrastructure Management Servers. Is CHiPS open to implementation of EMS solution on Virtualized environment?	SI can implement the EMS solution as per his deployment plan.
14.	Vol I – 3.2.3 - b - Pg. 26	Implementation of Helpdesk solution and provide issue resolution support for addressing the issues reported by the internal & external users of Information systems deployed in the project.	Are you looking for a complete Helpdesk Solution based on ITIL standards? Do you have any current implementation of a Helpdesk solution in use?	Yes No
15.	Vol I – 3.2.3 - b - Pg. 27	Monitor and record, server & network performance and take corrective actions to ensure performance optimization on a daily basis.	Kindly provide the desired duration for maintaining the historical performance data as recorded by EMS solution.	As per the data retention policy
16.	Page 31, c.7	Business Continuity & Disaster Recovery Requirements	What is the RTO/RPO for the applications?	A downtime of 1 hour for Disaster Recovery
17.	Page 31, c.7.c	The e-Procurement solution should also be implemented in the DR site, at SI's cost, to ensure that e Procurement services are available to the stakeholders as per SLA.	Generally we consider DR site to be 50% sized as Production. Is our Understanding correct?	It is the responsibility of SI to carry out the hardware sizing for the entire project as the DR site sizing will impact the O&M Payment to the SI

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
18.	Page 31, c.7.c	SI to procure necessary IT infrastructure for e Procurement solution for implementation in SDC and DR Site.	Can you please confirm the availability of Networking components, network connectivity & RACK availability in DR site? We need to provide only the servers and Software's for DR site only.	The detailed list of components available at SDC is provided in the RFP.
19.	Integrated_e-Procurement_RFP Volume 1 Final/MIS/Contract Management(MIS.7)/Page 284	Capture information on project analytics Per cent of work completed against time elapsed, work extensions Delays due to contractor, due to department Projects on track, delayed, completed, abandoned Payments made vis-à-vis Project completion Contractor performance by Class of Registration, Contract Value, Type of Contract/project Defaulting contractors (Non completion of projects, delayed projects, etc.) pg 284	The e-Procurement scope does not have any Project related transaction entries. Then how shall the system provide MIS on Project analytics and progress.	It is part of the Project Management software tool functionality.
20.	Integrated_e-Procurement_RFP Volume 1 Final Page 100 Note vi	For the evaluation criteria the bidders have to give a demonstration of the system from any live site, where the system is deployed and running.	You are requested to remove the words - from any live site, where the system is deployed and running. This is a restrictive condition because the clients do not agree to provide public view to their internal system.	It is for the convenience of the bidder. If the bidder wishes to demonstrate the solution from any live system, the bidder can demonstrate otherwise the bidder has to demonstration the solution as per the

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
				requirements mentioned in the RFP. No Power Presentation is allowed.
21.	Integrated_e-Procurement_RFP Volume 1 Final OEM and Product Capability Page 98	The proposed integrated Application should support - the Operating Systems Microsoft Windows, UNIX, Linux and the proposed integrated application should be capable of supporting all standard Databases like Sybase, SQL, Oracle& DB2. Operating System: All:1 Any 2: .5 Otherwise: 0 Database: All: 1 Any 3: .5 Otherwise: 0	You are requested to replace - the proposed integrated application should be capable of supporting all standard Databases like Sybase, SQL, Oracle& DB2. WITH The proposed integrated application should natively support at least one market leading database like Oracle/SQL Server/DB2/Sybase. Also please remove the points system.	As per RFP
22.	Integrated_e-Procurement_RFP Volume II Legal Final Page 33/Clause 4.2 - The business model and the implications for payment	The operating and financing model for the e-procurement project is build Own Operate and Transfer (BOOT) model in the public private partnership (PPP) parlance	This model does not reflect in RFP Volume I. Is this the correct and final model. Please explain.	**Section 4.2(a) of Volume II of RFP – to be Read as** "The operating and financing model for the e-procurement project is bought out model in the business parlance." **Section 3 of Volume II of RFP – to be Read as** "CHiPS has contracted the SI for the e-Procurement solution, system

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
				and services as per the bought out model. Such agreement(s) is (are) referred to herein as the "Agreement."
23.	Integrated_e-Procurement_RFP Volume 1 Final OEM and Product Capability Page 98		You are requested to include - All the delivered licenses should be Unrestricted, Full Use (Read, Write and Modify) and module wise	As per RFP
24.	Page 21 (Section f)	E-Procurement system designed and implemented by the SI shall ensure seamless integration with the above mentioned systems.	We recommend to modify the statement as "E-Procurement system designed and implemented by the SI shall ensure seamless integration with the above mentioned systems through a specific SOA based integration and service bus platform."	The appropriate integration mechanism shall be adopted by SI for the integration of application.
25.	Page 91 (Section II)	High Availability: 0.5	Kindly modify requirement to: Active-Active High Availability: 0.5	As per RFP
26.		5. Manageability (remote): 0.5	Kindly modify requirement to: 5. Unified Manageability (remote): 0.5	As per RFP, However, SI can plan for the appropriate manageability mechanism
27.		7. Integration Capability with 3rd Party systems: 1	Kindly modify requirement to: 7. Service Oriented Integration Capability with 3rd Party systems: 1	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
28.	Page 137 (Table 2)	While assessing the BoM, the bidders shall consider the requirement of necessary redundancy/backup in the servers through clustering implemented inc active-active or active-passive mode to meet availability and performance requirements of the system.	We recommend the system should be active-active. No active-passive system should be supported.	As per RFP
29.	The proposed integrated Application should support - the Operating Systems Microsoft Windows, UNIX, Linux and the proposed integrated application should be capable of supporting all standard Databases like Sybase, SQL, Oracle& DB2. (Page 98, point IV)	Choice of the Operating System	We recommend that for the database layer, platform should be based on UNIX based or LINUX platforms, for their inherent robustness, reliability and better security	As per RFP
30.	E-Auctions and E-Reverse Auctions (page 19, point d)	Concern - Performance and Reliability of E-Reverse Auction functionalities	1. In our experience, we have observed, that oftentimes in reverse auction systems, during the peak load period (when the auctions happen), the response becomes slow. Moreover, during such period, if any error happens at any layer (even if	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
			recoverable in nature), the process crashes and one needs to start completely afresh. Would ChiPS consider a solution, that would ensure that the continuity of the application is maintained and there is no application outage felt by the users if recoverable errors happen during the reverse auction process. If yes, we request ChiPS to mention this functionality in the RFP. 2. Even if one has implemented clustering at layers to eliminate single point of failure, if a server failure happens during a reverse auction process, there is bound to a temporary outage of the application and the reverse auction process needs to start all over again. This is not a desirable situation. Would ChiPS consider active-active clustering for the database, so that even if one of the database servers fail during the reverse auction process, there is no application outage and the reverse auction sessions connected to the failed node are transparently shifted to the live	It is the responsibility of the SI to deploy the solution in a most efficient manner so that it will sustain all such unexpected failures

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
			node. If yes, request to please mention this in the RFP	
31.	DR Site	RPO and RTO	The RFP in various places elaborates on 24/7 service availability. However, there is no clear mention of a pragmatic Recovery Point Objective (RPO) and Recover Time Objective (RTO) that ChiPS wants to achieve. Achievability of RPO and RTO is primarily dependent on the choice of the technology underneath. E.g., aggressive RPO and RTO is possible only with software resident synchronization capabilities rather than third part replication capabilities. Therefore, what kind of RPO and RTO, ChiPS is looking forward to achieve?	A downtime of 1 hour for Disaster Recovery
32.	Data Lifecycle Management	General Point	The RFP does not clearly specify the expected data volume, data growth per year etc. . However, from the RFP it is clear that the project involves managing the lifecycle of large volumes of data. Such management is best possible by using various data partitioning features. We recommend that a mention of data lifecycle	It is the responsibility of the SI to propose the required features for the Integrated eProcurement System.

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
			management capabilities be mentioned in the RFP, because they have direct impact on the database design	
33.	6.8 PROTECTION OF CONFIDENTIALITY AND INTEGRITY OF DATA (page 40)	Confidential data in the database must be encrypted by the application and the data which must not be modified shall be hashed and digitally signed by the application at the time of original data population itself	Encryption and decryption of the data is a resource intensive process. They are best done by using the in-built capabilities of the database itself, rather than by an external agent like the application. Would ChiPS consider encrypting the data by using database resident encryption capabilities, thereby providing much better performance. If yes, request to incorporate this in the RFP	SI shall propose the appropriate encryption and decryption mechanism considering the fact that the data in integrated eProcurement system is highly confidential. As per the RFP requirements.
34.	6.7 AUDIT OF DBA ACTIONS (page 40)	All DBA actions and any action on the database by any user must be logged automatically by the database server/ profiling tools and audit logs should be preserved securely	It looks evident in this case that the audit data needs to be kept securely, so that even the DBA doesn't have access to the audit data. Failure to do so would make the entire exercise of auditing the DBA actions meaningless. Is our understanding correct? If yes, we request to exclusively mention this fact in the RFP	All the actions, by any person, shall be logged.

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
35.	RETENTION OF OWNERSHIP AND CONTROL OVER THE DATABASE (page 39)	d)As per RFP to the database structure or to the master data shall be effected by the SI unless the process defined at (b) above is gone through. To this end, all the actions of the Database Administrator of the SI shall be logged. e) Any direct access to database must not be allowed and the database administration activities (especially all those actions that result in modification of data, schema and master data) shall be executed through an application which verifies and audits users, code and actions done on the database.	Regarding Point d): Although processes for changing the Master Data and the structure of database are charted out clearly in the RFP in the point d) of the column C, technically the DBA can do any change in the database, by easily bypassing the process. Would ChiPS consider a preventive security feature of database, using which even the DBAs would be prevented from making any changes to the business data? If yes, we request to explicitly mention this in the RFP Regarding Point e): Theoretically even if such a process is established, no one prevent the DBA to bypass the application and make changes to the business data. Would ChiPS consider a preventive security feature of database, using which even the DBAs would be prevented from making any changes to the business data? If yes, we request to explicitly mention this in the RFP.	SI shall adopted appropriate security measures.

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
36.	Application Availability (Table 2-1, page 15)	Table 2-1 Envisaged benefits from e-procurement, One of the potential benefits for the suppliers is 24/7 availability of the system. At the same time, at page 36 (f.Availability section), it is mentioned that "e-Procurement system should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. ..."	Merely removing single point of failure doesn't guarantee 24/7 application availability. Service availability depends on how fast the services could be made available from the surviving artifacts in case there is a system or site failure. Such high levels of service can only be achieved by active-active clustering at all layers.	It is the responsibility of the SI to propose the appropriate features for the Integrated eProcurement System to adhere to the SLA defined in the RFP.
37.	Page 8 Section 1/Last Paragraph	GoC also has an option to maintain the system transferred to itself at the end of the contract period, by itself through its nodal agency or its organisations. In such cases the government of Chhattisgarh continues to pay the annual technical support services charges to the OEM directly at the price discovered through this bidding process. This option of payment of ATS to the OEM by the Government of	Please confirm what shall be the period of contract and till which year	As per the RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		Chhattisgarh shall be applicable. as along as GoC wishes to continue the use of e-procurement system, after the end of the normal contract period. The prices discovered through this bidding process (the current RFP) will be valid for this period.		
38.	Page60/9.3.3/9.3.3.1, point #6	The bidder of the proposed e Procurement solution must be a SEI - CMM Level 3 / SEI -CMMi Level 3 / equivalent company	What specific Self-Certification from OEM is expected here? Please breif.	***Section 9.3.3.1 Pre-qualification criteria for System Integrator – Point No : 6*** ***To be Read As*** "The bidder of the proposed e Procurement solution must be a SEI - CMM Level 3 / SEI - CMMi Level 3 / equivalent company – Proof/Documents Required: Copies of valid SEI CMM Level 3/ CMMi LEVEL 3 Certification
39.	Section d, Page 19	E-Auctions and E-Reverse Auctions The auction engine is envisaged to facilitate the government for sale of used assets or other assets such as land where auctions are conducted in traditional mode currently.	Since forward auction is considered, is the sales process part of scope? If so does it cover complete Order to Cash process?	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
40.	Section b, Page 19 Section 9, Page 167	Procurement Planning and Indent management	Is there a separate planning system which caters to departmental procurement planning or whether planning will be treated as part of eProcurement solution scope?	As per RFP
41.	Section 10, Page 167	if budget for that procurement is pre-approved	Is there an external financial budgeting application which will provide the budget information at the required levels for implementing the controls during procurement?	As per RFP
42.	Section 47, Page 173	Allow linking of the indent number with the overall project code, if the procurement is part of a larger project with multiple procurements (indents)	Project code will be provided by an external Project Management application through an integration. Please verify if this assumption is correct.	Yes
43.	Section 217, Page 224	EMD/Bid Security Payment	Accepting EMD/Bid Security and their payments will need financial receivables and payables functions implemented as part of this engagement. Please verify if this assumption is correct.	Yes
44.	Section 330, Page 247	Report on the corrigenda covering Overall platform, Department, Procuring authority	Please elaborate on corrigenda requirements for the overall platform.	It is a MIS report requirement

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
45.	Section 338, Page 248	Report on transaction fees	What are the various transaction fees expected and whether they will all be captured as part of eProcurement payables and receivables functions?	It is a MIS report requirement
46.	Section 4, Page 251	Both Reverse and Forward auctions	Since forward auction is considered, is the sales process part of scope? If so does it cover complete Order to Cash process.	As per RFP
47.	Section 58, Page 277	Track project delays on the part of the contractor	Tracking of project delay is expected to be in scope of external Project Management system. Please verify this assumption.	As per RFP
48.	Section 1, Page 286	System shall provide bilingual interface i.e. English and Hindi for the user in accessing and using the e Procurement portal.	Bilingual interface is expected only on the portal. Please verify this assumption.	As per RFP
49.	Section 42, Page 293	The department administrator should be able to select and associate multiple forms with his department, from the forms library	Will these forms be in document (image, pdf, word, excel etc) forms and need to attached as part of tender.	This includes any format from the library
50.	Section 2, Page 295	The proposed system should be OS independent i.e. should run on any Operating System	Please elaborate on OS expectations.	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
51.	Annexure IX: Index of formats and supporting documents, List of forms and formats, FORM III, Page 116	* Please provide details for all 5 Major Organizations in similar format	Kindly modify the requirement to: *Please provide details for minimum 1 Organization in similar format	As per RFP
52.	Annexure IV: Evaluation Criteria, 2. Technical-qualification Criteria, b. Bidder Capability, Page 97	Relevant Past Experience of the Bidder Minimum Qualifying score for the parameter - 12	Kindly modify minimum Qualifying score for the parameter based on minimum one implementation/ under implementation project reference. It should not be based on maximum 5 project references.	***Section 2(b) .II.A of Volume I of RFP to be read as "***Experience in design, development & implementation of e-Procurement Solutions for the Central/ State Governments / PSUs with at least 500 tenders processed in one year during the past 3 years. 1mark for each reference, max 5 references and under Maximum score for sub-parameter is 5"
53.			1.) What data from existing procurement system is to be carried/migrated? What format is the data? What happens to exiting open items?	Refer to Section 2 (a) III.C for the details on data migration
54.	Section 4.1, pg. 33	The application shall be tailored to suit the needs of the department with all the customisation needs of the	Hope all the customizations / requirements have been specified in the functional requirement list (starting pg. 153). Are we expecting	The indicative list of requirements are provided in the RFP. SI shall collect the requirements at the time of SRS

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		departments addressed	any other requirement from departments over and above the one's specified here	
55.		integration with MCA21 & income tax department	What exactly is the scope of the integration	Shall be as per e - Pramaan guidelines of DeitY as and when these systems are made available
56.			Material Masters been created as part of existing procurement project	Yes
57.			Material codification currently? Is data cleansed? Is any standard followed? Are services to be included?	It is the responsibility of the SI to cleanse the data and create material mater required for the application in co-ordianation with the department concerned.
58.			What system is currently being used for Finance transactions	Through payment gateway of NSDL, Axis Bank, CC Avenue
59.	Pg. 172, item # 41	Shall generate auto number based on a schema specified by the CHiPS for every administrative sanction and technical sanction accorded through the system	What is the schema which is being mentioned here	As per the department's requirement

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
60.		Training to User	Training Timelines proposed in the RFP seem to be insufficient; unless such users have prior experience of working on SAP! Kindly clarify the intent and also whether such timelines could be proposed from SI accordingly?	Can propose but the overall timelines shall not change
61.	RFP, Vol 1Annexure XIII, Page 140	Application software Maintenance	SI recommends to consider any changes required for gaps identified in the business processes that needs 4 Person days efforts within the operational support. Betond 4 days efforts it would be taken as CR(change request). This is to plan for resource capacity accordingly.	As per RFP
62.		Operational Support Model	SI would recommend onsite-offshore model for support services with onsite presence for a short period for critical modules. Please confirm if there is any specific requirement related to the deployment model)	Requirements of RFP and SLA need to be adhered
63.		Operational Support hours	Please confirm if the support would be required for normal business hours i.e. 9.00-600PM (Monday-Saturday)	As per RFP
64.			DR Site	DR site will be at New Delhi, GoI Data Centre

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
65.			OEM Declaration: There are 4 OEM declarations. Kindly merge them into one	All 4 formats need to be submitted as per RFP.
66.	Page-90 Point 5	The Bidder must have a proven record of at least one implementation of the solution proposed in any of the previous three financial years and must satisfy the following: • Must be necessarily web based and clientend PKI enabled with inbuilt work flows • Cumulatively processed at least 500 tenders in this implementation • E-Tendering module of the proposed solution must have been mandatorily implemented/ used in the cited experience `above in the last three financial years.	The Bidder must have a proven record of at least one implementation in any of the previous three financial years and must satisfy the following: (either from single order or multiple orders) • Must be necessarily web based and clientend PKI enabled with inbuilt work flows • Cumulatively processed at least 500 tenders/e-auction/e-procurement in this implementation	As per RFP
67.	Page-90 Point 6	The bidder of the proposed e Procurement solution must be a SEI - CMM Level 3 / SEI -CMMi	The bidder of the proposed e Procurement solution must be a SEI - CMM Level 5 / SEI - CMMi Level 5 /	***Section 9.3.3.1 Pre-qualification criteria for System Integrator – Point No : 6***

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		Level 3 / equivalent company	equivalent company	***To be Read As*** "The bidder of the proposed e Procurement solution must be a SEI - CMM Level 3 / SEI - CMMi Level 3 / equivalent company – Proof/Documents Required: Copies of valid SEI CMM Level 3/ CMMi LEVEL 3 Certification
68.	Page-97, IIA	Experience in design, development & implementation of e-Procurement Solutions for the Central/ State Governments / PSUs with at least 500 tenders processed in one year during the past 3 years. 1mark for each reference, max 5 references	Experience in design, development & implementation of e-Procurement Solutions for the Central/ State Governments / PSUs with at least 500 tenders/E-Auction/E-Procurement processed in one year during the past 3 years. 2 mark for each reference, max 3 references	As per RFP
69.	Page-97, II B	Integration experience with ERP/COTS solution 1mark for each reference, max 5 references	Integration experience with ERP/COTS solution/Legacy Application 2mark for each reference, max 3 references	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
70.	Page-97, IIC	Integration experience with payment gateway 1 Mark for each reference, max 3 references	Integration experience with payment gateway 1 Mark for each reference, max 3 references	As per RFP
71.	9.3.3.1 Prequalification Criteria point no. 2 Company profile / Page no 58	The OEM - company should have a global presence and turnover of more than Rs. 1000 crores per year from software sales in India for the last three years or Rs. 20,000 crores in equivalent of India currency globally for the last three years	In many state level e-Procurement projects, no service provider has had an annual billing exceeding Rs. 10 Cr, and even if extended for 5 years; the overall billing has remained far less than the value set as requirement criteria for the participating company turnover requirement. Companies with core understanding and domain expertise in to Public Procurement will never have such a turnover or business model. As per CVC guidelines, the competing organization should have only 1/5th of the turnover of the total contract value as an eligibility required participate in such projects. The maximum allowed should be the equivalent value of the contract value, in CHiPS case, Rs. 1000 Cr. Cannot be the contract value. Thus	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
			we urge the good authorities of CHiPS to take such factors in to consideration.	
72.	9.3.3.1 Prequalification Criteria point no. 3 Support Undertaking / Page no 58	OEM should provide the authorisation and support for the proposed solution in the required format. SI shall build minimum 10% of man-month effort from OEM services throughout the project lifecycle till Go Live or start of O&M phase to minimum under audit and expert services. SI should continue to own sole responsibility of implementation."	This point is in contradiction to point 1, where CHiPS is mentioning about COTS, if we are deploying product (COTS) the effort should be less in man months offered. This is not analytically sound. Thus we urge the good authorities of CHiPS to take such factors in to consideration.	As per RFP
73.	9.3.3.1 Prequalification Criteria point no. 4 Presence in India / Page no 58	"The product company should have minimum 10 year presence in India"	The turnover of the company apart, the total duration of existence of any company to participate should be ideally 3 years, maximum of 5 years of operations, registrations within any state jurisdiction falling under the laws of the nation (India), asking for 10 years again is very restrictive. Thus we urge the good authorities of CHiPS to take such factors in to consideration.	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
74.	As per 9.3.3.1 Prequalification Criteria point no. 7 Implementation Partners / Page no 59	COTS software shall be implementable or deployable and maintainable by more than two partners other than the manufacturer or agency developed the COTS software	A company which meets the current qualifications such as Rs. 1000 Cr turnover, 5000 people man-power etc will not or should not require any implementation partner or System Integrator. Kindly clarify on the nature of Joint Venture permitted.	As per RFP
75.	As per 9.3.3.1 Prequalification Criteria For System Integrator Point no. 3 & 5/ Page no. 59, 60	**Point 3.** The Bidder shall have an average annual turnover of Rs. 50 crores (revenue) during the last 3 financial years ending 31st March 2013 from IT/ ICT / ITeS related operations, asevidenced by the audited accounts of the company. **Point.5** The Bidder must have a proven record of at least one implementation of the solution proposed in any of the previous three financial years and must satisfy the following: • Must be necessarily web based and clientend PKI enabled with inbuilt work flows	The focus on domain expertise i.e. associated with enabling or conducting tenders is very slim, i.e. just 500 tenders, whilst the turnover expectation is set at Rs. 50 Cr. Keeping in line with the question raised above, we would urge the CHiPS authority to modify the requirements for more active participation by revising the focus on domain expertise to at least 1000 tenders per year and a turnover of under Rs. 10 Cr.	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		• Cumulatively processed at least 500 tenders in this implementation • E-Tendering module of the proposed solution must have been mandatorily implemented/ used in the cited experience `above in the last three financial years.		
76.	Volume I/9.3.3.3/pg. 58	Prequalification Criteria :		
77.		Company profile	Company profile The OEM - company should have a global presence and turnover of more than Rs. 1000 crores per year from software sales in India for the last three years or Rs. 20,000 crores in equivalent of India currency globally for the last three years. The turnover should be relaxed to 100 Crores, for the good quantity of bids.	As per RFP
78.		R&D Training &Support facilities in India	OEM should have in minimum 5,000 (five thousand) manpower India. The Manpower strength should be relaxed for	As per RFP
79.		Unicode	Application should be Unicode Compliant	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
80.	Volume I/9.3.3.3/pg. 59	Pre-qualification criteria for the System Integrator		
81.		Turnover	The Bidder shall have an average annual turnover of Rs. 50 crores (revenue) during the last 3 financial years ending 31st March 2013 from IT/ ICT / ITeS related operations, as evidenced by the audited accounts of the company	As per RFP
82.		Certification	The bidder of the proposed e Procurement solution must be a SEI - CMM Level 3 / SEI - CMMi Level 3 / equivalent company. Can a System Integrator have CMM Level 3 Certification..	As per RFP
83.	Volume II/5.8/ Pg. 43	Insurance	Insurance of the hardware. Whether is it covered for full five years.	For the complete contract period
84.	Volume I/pg. 61	Business Model		
85.			Location & infrastructure of DR is required.	DR site will be at New Delhi, GoI Data Centre
86.			Hosting charges has to be shared by SDC required clarification.	As per RFP
87.			In DR setup what facility will be provided to SP for hosting the DR setup?	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
88.			The details of intellectual property ownership of all distinct elements of the software	
89.			The ATS conditions for all the software applications proposed	As per RFP
90.			Certification from the software and hardware vendors (including COTS products vendors) on the Infrastructure proposed by bidder that proposed hardware is compatible with the software and meets the performance requirements considering the number of locations, users and transactions.	As per RFP
91.			All the software, hardware etc., being proposed by the bidders to meet the requirements of this project shall be owned by CH PS.	As per RFP
92.			Unpriced Bill of material of all the components with the specifications (e.g. software,hardware, etc.), excluding the costs as per format provided in Form VI in Annexure IX	As perRFP
93.			The bidders are expected to price their commercial bids, with an understanding that the different elements like hardware, software	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
			etc., proposed for the projects are fully paid for thecapital and operational costs by CHiPS, during the normal period of the contract.	
94.	9.3.9/pg. 65	**Source Code**	CH PS shall have a non-exclusive, non-replicable and transferable right (license) to use the source code of the proposed e procurement software in the event of OEM being bankrupt or ceases its business or stop supporting offered software product / programs to run this project during and beyond the project on a perpetual basis. OEM should submit a self-declaration to this affect as part of authorisation certificate as indicated in Annexure XVI.	CHiPS shall have a non-exclusive, non-replicable and non-transferable right (license) to use the source code of the proposed e procurement software in the event of: i. If the source code is required by the 3rd party Government of India testing agency, M/s STQC in this case, for testing or any other security auditing agencies. OR i. OEM being bankrupt or ceases its business or stop supporting offered software product / programs to run this project during and beyond the project on a perpetual basis. OR i. OEM being taken over by the any other firm/ company and

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
				the company taking over decides not to provide the support for the offered software product / programs to run this project. System Integrator, who builds custom developed modules for this RFP, using the OEM-provided Application Programming Interfaces (APIs) and Software Development Kits (SDKs), needs to provide source code of these custom built modules, along with all the documentation of the APIs and SDKs from the OEM, and updates to the same, as and when they are implemented at the Customer premises. For any Developed Materials, which are Software and for which the Source Code is not generally available to CHiPS, a current copy of such source Code shall be maintained in escrow.

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
95.			1) In RFP it says staging server is provided by SDC .This staging server is shared or dedicated. 2) Does the staging server require separate database server? 3) In the RFP the minimum hardware requirement and quantity is not mentioned for application database, staging, portal server, DR servers. Local HA of the servers are required? 4) At DR site who will be providing the DR Tool? 5) More information is required on DR infrastructures. 6) In ANNEXURE XIII it says SDC (primary and DR site) will provide antivirus server/gateway whether this antivirus scan the files which is getting uploaded to the e-proc application. More details are required	Staging server is for the purpose of pre-production testing. Staging server is for the purpose of pre-production testing. SI shall carry out the hardware sizing It is the responsibility of SI to provide the servers at DR and all other infrastructure including the storage shall be provided by the CHiPS
96.	E-Tendering (ET)	System shall implement online procurement journal listing the procurements/projects planned by various government departments in the State. Procurement journal shall act as one stop shop	Need more clarification on procurement journal	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		reference for information related to all procurement opportunities with the Government in the State		
97.	E-Tendering (ET)	For projects/procurements planned by the respective Departments of CHiPS, system shall facilitate creation of Prior Information Notices (PIN), in uniform formats for each category (goods/works/services), for posting in procurement journal	Need more clarification on functionality of PIN.	As per RFP
98.	E-Tendering (ET)	System shall facilitate issuing the Expression of Interest (EoI) notification and evaluation of responses received for EoI Notice. The functional requirements provided below for 'e-tendering till award of LoA' shall be applicable for EoI notification and evaluation of responses received from bidders. In this case, evaluation of technical and commercial bids shall not be included in the process.	What will happen after EOI. Buyer shall publish LTE /OTE after EOI. Will it be published separately or with the list of selected suppliers in the EOI.	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
99.	E-Tendering (ET)	System shall facilitate creation of a separate workspace/virtual tender box for each tender where all information related to a specific NIT shall be stored (e.g. details of associated officers related to the tendering process, name of the specific Call for tenders, description, opening/closing dates, related documents (EOI/RFP), pre-bid minutes, amendments, tender responses received, evaluation results, LoA, audit trails for the tendering process carried out etc). The key objective of this requirement is to ensure that all the tender related information right from tender initiation till award of contract is available and retrievable to the end users at one place.	Need more clarification	As per RFP
100	E-Tendering (ET)	System should allow the tender creating authority to configure the tender to allow modification and withdrawal of bids before	Bid withdrawal facility should be applicable for all types of tenders .why such specific types of tender are defined.	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		submission deadline. This is especially required for tenders that need to comply with ADB / WB procurement norms.		
101	E-Tendering (ET)	System shall recommend a time schedule, based on predefined process templates and associated bidding schedule defined for the type and value of procurement.	Functionality is not clear. Need more clarification.	As per RFP
102	E-Tendering (ET)	System shall implement a master list of evaluation criteria for procurement of goods/works and services based on type and value of procurement.	What do you mean by Master list of evaluation criteria	As per RFP
103	E-Tendering (ET)	System shall facilitate capturing the bidder's option once (i.e. the first time it is uploaded) for each document uploaded by the bidder in the system on whether such document is allowed for sharing with general public or for restricted sharing within the government etc.	Who will get the control of defining confidential folder? Bidder/Buyer	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
104	E-Tendering (ET)	System shall facilitate accepting the commercial bid quotes only through the input fields defined in the commercial bid formats and not through the attachments.	How system will restrict if a bidder upload any document containing commercial data?	As per RFP
105	E-Tendering (ET)	System should facilitate defining the commercial bid formats in both aggregated and detailed manner.	Need more clarification	As per RFP
106	E-Tendering (ET)	The detailed commercial bid format for a given item in the summary page should be dynamic in nature and shall support adding additional items with details of S.no. Item code/description, unit price, quantity and total price for the item. Total price of all the items should be automatically calculated which should flow into the related grouped item in the summary page.	Need more clarification	As per RFP
107	E-Tendering (ET)	The detailed commercial bid format should be linked with the related aggregated item in the summary page of the commercial	Need more clarification	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		bid.		
108	E-Tendering (ET)	Provide for a single click or multi-stage release/publishing of the NIT depending upon the Departments requirements	Need more clarification on Multi-state release functionality	As per RFP
109	E-Tendering (ET)	Support dynamic assignment of officers for evaluation of bids, depending on the stage of evaluation and the policies of the department.	This functionality requires further clarification	As per RFP
110	PQC	The OEM should have at least 3 references in PSU/ Government Departments/ Large private enterprise in India, each having more than 500 users using this application.	Please confirm if customer names can be provided with reference to this point.	Customer list should be provided along with self –certification and supporting documents.

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
111	PQC	The OEM should have • a 24x7x365 support centre, • R&D Facility and • Training facilities In India. OEM should provide support for issues with service level. The product vendor should have a road map for the e- procurement product. OEM should have in minimum 5,000 (five thousand) manpower India.	Would CHIPS be signing the NDA for sharing the required information, if not, we suggest if they can consider the global annual report.	As per RFP
112	Source Code	CHiPS shall have a non-exclusive, non-replicable and transferable right (license) to use the source code of the proposed e procurement software in the event of OEM being bankrupt or ceases its business or stop supporting offered software product / programs to run this project during and beyond the project on a perpetual basis. OEM should submit a self-declaration to this affect as part of authorisation certificate as	1. OEMs do not provide source code for their Commercial-off-the-Shelf (COTS) products, which is their Intellectual Property Right (IPR). However, these software provide Application Programming Interfaces (APIs) and Software Development Kits (SDKs) for Independent Software Vendors (ISVs) to extend the functionalities of the product, based on Customer requirements. 2. The System Integrator, who builds custom developed modules for a specific RFP, using the OEM-provided APIs and	

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		indicated in Annexure XVI. The latest version of the Source Code for the entire solution shall be kept in a repository (a 3rd party escrow account), after the initial certification by a 3rd Party and before the 'Go Live' by the SI. The SI shall ensure that the Source code shall be updated during the entire contract duration on a periodic basis with the time interval between consecutive updates not exceeding six months. Bidders should submit a declaration to this affect.	SDKs, should be asked to provide source code of these custom built modules, along with all the documentation of the APIs and SDKs from the OEM, and updates to the same, as and when they are implemented at the Customer premises. 3. IBM OEM software license is perpetual. In case a Customer does not want to upgrade or move to a newer version, he may continue to use his current software license as long as he needs it, without infringing upon the License Agreement. 4. We suggest, CHIPS may ask for extended support for over 5 years	

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
113	Bidder Capability	The proposed integrated Application should support - the Operating Systems Microsoft Windows, UNIX, Linux and the proposed integrated application should be capable of supporting all standard Databases like Sybase, SQL, Oracle& DB2. Operating System: All:1 Any 2: .5 Otherwise: 0 Database: All: 1 Any 3: .5 Otherwise: 0	We suggest that supported Databases and OS should be two or more instead of All and any two, the point should be given accordingly/ i.e. One point for 2 or more database and 0.5 point for less than two. This is with a view that CHIPS may not require using more than one/ two database or OS over a period of time for eProcurement application.	As per RFP
114	Bidder Capability	OEM of the Application will deliver new enhanced functionalities not only through product upgrade, but also as incremental packages so that customer can choose only relevant functionalities from the entire list and deploy them without disrupting day-to-day operations. It	We request CHIPS to remove this clause. This would not be possible with enterprise applications as there are standard release done as part of product roadmap.	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		should not require major upgrade to get new features and functionalities.		
115	Bidder Capability	The solutions should support various user interface options like portal, mobile and user friendly forms like adobe. All 3: 1 Any 2: .5 Otherwise:0	We would require more clarity. Please elaborate	As per RFP
116	Bidder Capability	The solution should have capability to design a user interface which can work across any devices namely desktop, tablet and smartphone.	We would require more clarity. Please elaborate	As per RFP
117	OEM & Product Capability	The solution should also have audit management capability to plan audit (internal or external) and document the findings against the queries raised.	Elaborate on the functional requirement on this capability. Scope not very clear	As per RFP
118	OEM & Product Capability	The proposed solution should be able to support in-memory technology to handle large amount	Please define scalability requirement and use case so that we provide the required solution. The current requirement seems	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		of transactions and data for enhanced performance and real-time analytics.	to be aligned to a specific solution vendor/ OEM in the market	
119	Treasury/Financial Management Systems		What are the systems which need to be integrated ? Is there any ERP?	As per RFP
120	National Procurement Portal		what kind of portal services ? It is mentioned publishing and document exchange - is it with internal team or with suppliers ?	As per RFP
121	Indent management	Indent Management module facilitates the CHiPS department users for creation and submission of indent requests for procurement of goods and works, supports estimation of costs for works, goods, and aggregation of demand for goods	is there any current system where the Item master is maintained?	As per RFP
122	Purchase Order Management	System should be able to segregate items by different suppliers, and also accumulate similar requirements from different baskets into one at the time of releasing the purchase order.	Is there any current system for PO management	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		Facilitate validation of order cost with available departmental budget, to avoid cost overruns. Automatic creation of PO, once the requisition has been approved by the appropriate authority.		
123	Language	System shall provide bilingual interface i.e. English and Hindi for the user in accessing and using the e Procurement portal.	Hindi interface is Mandatory or optional ?	As per RFP
124	High Availability		High Availability is it active - Active or Active - Passive ? How much uptime is required ?	As per RFP
125	Functional Architectural Diagram	E-PROCUREMENT FUNCTIONAL ARCHITECTURE	Please explain scope of Identity and Access Management Component - will it be applicable to internal users or be extended to external users like bidders etc. if so share the number of internal and external users	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
126	Enterprise Class Business Intelligence tools		Will the BI solution contain capabilities like Dashboard , Planning and Budgeting , ado reporting , drill-down reporting . Will it have any kind of predictive analysis component etc. ? Can you please distribute the number of 100 users across different heads explained in the query ?	As per RFP
127	Integration		What will be the scope of Integration ? Which all departmental application to be integrated ? Will it be Web Services based integration or any Service Bus required for the same ? Will there be any approval workflow requirement ?	As per RFP
128	Security Management and Security review		What is the scope for data security? Will there be any component for centralized audit log management for database, network, server application and user privileges and reporting for any anomalies? How many anticipated security events would be generated?	As per RFP
129	Functional Architectural Diagram		For batch transfer what is the size of batch data?	As per RFP

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
130	Operations and Maintenance of Procurement system		How many network devices? How many help desk personnel?	As per RFP
131	Patch Management		Are only servers to be covered in patch management or endpoint desktops also to be included ? If so how many desktops ?	As per RFP
132	Hardware Platform		Any preferred HW platform ?	SI shall propose the appropriate platform
133	OS platform		Any preferred operating system platform ?	SI shall propose the appropriate Operating system platform
134	Virtualization		Will virtualization be allowed ?	
135	Testing and UAT		will separate hardware and resource be required for the infrastructure ?	
136	FORM VIII - OEM declaration	The page says OEM authorization to bidder / System Integrator	There are 4 OEM authorization formats in the RFP (Page - 118, 119, 305, 307), It is Confusing, Please suggest only 1 format for OEM (Generally the RFP will be having only 1 OEM Authorization format)	The requested two OEM declarations are for difference purpose. Hence, it may be provided as per the formats defined in the RFP.

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
137	FORM IX - OEM declaration	The page says OEM authorization to bidder / System Integrator	There are 4 OEM authorization formats in the RFP (Page - 118, 119, 305, 307), It is Confusing, Please suggest only 1 format for OEM (Generally the RFP will be having only 1 OEM Authorization format)	The requested two OEM declarations are for difference purpose. Hence, it may be provided as per the formats defined in the RFP.
138	Annexure XVI - Software Manufacturer Authorization & Support Form	The page says OEM authorization to bidder / System Integrator	There are 4 OEM authorization formats in the RFP (Page - 118, 119, 305, 307), It is Confusing, Please suggest only 1 format for OEM (Generally the RFP will be having only 1 OEM Authorization format)	The requested two OEM declarations are for difference purpose. Hence, it may be provided as per the formats defined in the RFP.
139	Annexure XVII – Equipment's Manufacturer Authorization & Support Form	The page says OEM authorization to bidder / System Integrator	There are 4 OEM authorization formats in the RFP (Page - 118, 119, 305, 307), It is Confusing, Please suggest only 1 format for OEM (Generally the RFP will be having only 1 OEM Authorization format)	The requested two OEM declarations are for difference purpose. Hence, it may be provided as per the formats defined in the RFP.
140	Section 6.2 a(1) of volume I of RFP		The Application System and the Customised Code are deposited with the CHiPS or any designated Escrow agent before and after the initial certification by a 3rd Party, for any subsequent	***Section 6.2 6.2CONTROL OVER E-PROCUREMENT APPLICATION – Point No : a(1)*** ***To be Read As "***System Integrator, who builds custom developed modules for this RFP, using the

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
			changes made to the software during maintenance period.	OEM-provided Application Programming Interfaces (APIs) and Software Development Kits (SDKs), needs to provide source code of these custom built modules, along with all the documentation of the APIs and SDKs from the OEM, and updates to the same, as and when they are implemented at the Customer premises. For any Developed Materials, which are Software and for which the Source Code is not generally available to CHiPS, a current copy of such source Code shall be maintained in escrow. "
141	Annexure XVI - Software Manufacturer Authorization & Support Form	**Annexure XVI – Software Manufacturer Authorization & Support Form** (To be provided in original as part of **Pre-qualification Proposal (Envelope – A)**on letter head signed by the authorized representative of OEM in favour of		***Annexure XVI - Software Manufacturer Authorization & Support Form- To be read as "***(To be provided in original as part of **Pre-qualification Proposal (Envelope – A)**on letter head signed by the authorized representative of OEM in favour of

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		'bidder' for the tender) To, The CEO CHiPS Government of Chhattisgarh Raipur, CG. Subject: Tender for the Integrated e-Procurement project in State of Chhattisgarh Dear Sir, This is with reference to the above Tender & requirements therein, we authorize _____ to offer their prices for our products as listed below - 1. Product / Component a) b) c) 2. Product / Component a) b) c)		'bidder' for the tender) To, The CEO CHiPS Government of Chhattisgarh Raipur, CG. Subject: Tender for the Integrated e-Procurement project in State of Chhattisgarh Dear Sir, This is with reference to the above Tender & requirements therein, we authorize _____ to offer their prices for our products as listed below - 3. Product / Component a) b) c) 4. Product / Component a) b) c)

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		We _____ would be responsible for support of providing ATS support, updates, patches, security updates, and bug fixes for the entire period of contract for all the locations for the above products as required in the Tender. Confirm that the products meet the technical & functional requirements & Products quoted are latest version / specification and not the end of life. Proposed The e-Procurement product is commercially available Off-The-Shelf (COTS) is software application listed in reputed analyst reports by Gartner or Forrester or IDC for the previous year in the leaders quadrant of Gartner Magic Quadrant / leaders or strong wave or among top five global strategic sourcing / procurement / Supplier Relationship Management (SRM)		We _____ would be responsible for support of providing ATS support, updates, patches, security updates, and bug fixes for the entire period of contract for all the locations for the above products as required in the Tender. Confirm that the products meet the technical & functional requirements & Products quoted are latest version / specification and not the end of life. Proposed The e-Procurement product is commercially available Off-The-Shelf (COTS) is software application listed in reputed analyst reports by Gartner or Forrester or IDC for the previous year in the leaders quadrant of Gartner Magic Quadrant / leaders or strong wave or among top five global strategic sourcing / procurement / Supplier Relationship Management (SRM) solution, which is readily

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		solution, which is readily deployable with or without configuration to suit the customer's specific process requirements and does not involve developing the application from scratch. Proposed COTS e-Procurement software solution shall also be available with complete transparency including operation manuals, help documents and online community. We _____ also assure that CHiPS shall have a non-exclusive, non-replicable and non-transferable right (license) to use the source code of the proposed e procurement software in the event of OEM being bankrupt or ceases its business or stop supporting offered software product / programs to run this project during and beyond the project on a perpetual basis. We permit SI for the latest version of the Source Code for the entire solution be		deployable with or without configuration to suit the customer's specific process requirements and does not involve developing the application from scratch. Proposed COTS e-Procurement software solution shall also be available with complete transparency including operation manuals, help documents and online community. We _____ also assure that CHiPS shall have a non-exclusive, non-replicable and non-transferable right (license) to use the source code of the proposed e procurement software in the event of: i. If the source code is required by the 3rd party Government of India testing agency, M/s STQC in this case, for testing or any other security auditing agencies.

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
		kept in a repository (a 3rd party escrow account), after the initial certification by a 3rd Party and before the 'Go Live'. We also assure you that we _____ indemnifies Information Technology Department, Government of Chhattisgarh against all third party claims of infringement of patents, trademarks arising from the use of the above software for the entire period of contract. Date: SIGNATURE OF AUTHORISED PERSON Place: FULL NAME OF SIGNATORYDESIGNATION AND SEAL OF SIGNATORY Date: COUNTERSIGNATURE OF BIDDER Place: NAME *DESIGNATION AND SEAL*		OR ii. OEM being bankrupt or ceases its business or stop supporting offered software product / programs to run this project during and beyond the project on a perpetual basis. OR iii. OEM being taken over by the any other firm/ company and the company taking over decides not to provide the support for the offered software product / programs to run this project. System Integrator, who builds custom developed modules for this RFP, using the OEM-provided Application Programming Interfaces (APIs) and Software Development Kits (SDKs), needs to provide source code of these custom built modules, along with

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
				all the documentation of the APIs and SDKs from the OEM, and updates to the same, as and when they are implemented at the Customer premises. For any Developed Materials, which are Software and for which the Source Code is not generally available to CHiPS, a current copy of such source Code shall be maintained in escrow. We also assure you that we _____ indemnifies Information Technology Department, Government of Chhattisgarh against all third party claims of infringement of patents, trademarks arising from the use of the above software for the entire period of contract. Date: SIGNATURE OF AUTHORISED PERSON Place: FULL NAME OF SIGNAT OFDESIGNATION AND SEAL OF

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	CHiPS Reponses
				SIGNATORY Date: COUNTERSIGNATURE OF BIDDER Place: NAME *DESIGNATION AND SEAL*

==========END OF THE DOCUMENT==========