

Request for Proposal for implementation of Enterprise Resource Planning System at MMTC Limited

Corrigendum No-I dated 01/05/2015 to Tender Reference No:
MMTC/CO/COMP/ERP/CONTRACT/2013/1270/01 dated 19.03.2015



A Govt. of India Enterprise

(Core-1, SCOPE Complex, 7, Institutional Area, Lodi Road)

New Delhi – 110 003 (India)

In reference to Tender Reference No: MMTC/CO/COMP/ERP/CONTRACT/2013/1270/01 dated 19.03.2015 and the pre-bid meeting held on 15.04.2015 at MMTC Corporate Office, New Delhi, MMTC received large number of queries from prospective bidders in reference to the above mentioned RFP. MMTC has considered all such queries received till 14.04.2015. The queries have been addressed in following manner:

1. Annexure "A": Amendments to certain clauses / terms & conditions in the RFP. These amendments will become an integral part of RFP.

2. Annexure "B" : Clarifications with respect to certain queries.

All other terms and conditions of the RFP remain unchanged.

Annexure A: Amendments to certain clauses / terms of tender

Sl. NO	RFP Volume	Page No and Section Reference	Original Clause	Revised Clause
1	Volume I	Section 7.2 Page No 46 Application and other standards	Interoperability – Clause #3 Support for multiple industry standard databases with ODBC, JDBC and Unicode compliance	Interoperability –Clause #3 The bidder is free to propose any of the leading database solution that meets the requirement of MMTC as per the RFP
2	Volume I	Section No. 14 Page No 93 Data Migration Requirements	Clause #2 Migration of complete records available in electronic form is required to be performed to acceptable quality and standards as prescribed in this RFP	Clause #2 MMTC needs Data Migration process for storing the existing data and to copy/move the data present in the form of forms, files and existing old systems (few) into the new ERP Solution being deployed. It is clarified that Data of all the last 3 Fiscal years and data of all HR and Payroll have to be migrated in the new system. In the process, rest of the data consisting the data from ERP and Non ERP systems stored in out-of-date or obsolete formats is to be evaluated, indexed and de-duplicated and will be mapped to the new system. The rest of the Data needs to be migrated as archival records with indexing and Meta tagging done for easy retrieval.
3	Volume I	Section 15.7 Page No 98 Training	Indicative Training Plan for the MMTC employees	Indicative Training Plan for the MMTC employees The below table has the details of types of training and number of participants for each training.

Sl. NO	RFP Volume	Page No and Section Reference	Original Clause	Revised Clause																								
		Requirements	<p>The following is an indicative training plan for users of various MMTC offices based on the nature of their responsibilities. .</p> <table border="1"> <thead> <tr> <th>Particular</th> <th>User Matrix</th> </tr> </thead> <tbody> <tr> <td>Sensitization Workshop</td> <td>Higher Management and above (approx. 20 users)</td> </tr> <tr> <td>Management Dashboard Training</td> <td>50 users (approx.)</td> </tr> <tr> <td>ERP Training for Champions</td> <td>25 (as nominated by MMTC)</td> </tr> <tr> <td>Core Functional User Training</td> <td>Two(2) user per ERP module per Division or location (as nominated by MMTC)</td> </tr> <tr> <td>Technical Administration Training</td> <td>40</td> </tr> </tbody> </table> <p>Training Approach</p>	Particular	User Matrix	Sensitization Workshop	Higher Management and above (approx. 20 users)	Management Dashboard Training	50 users (approx.)	ERP Training for Champions	25 (as nominated by MMTC)	Core Functional User Training	Two(2) user per ERP module per Division or location (as nominated by MMTC)	Technical Administration Training	40	<table border="1"> <thead> <tr> <th>Particular</th> <th>User Matrix</th> </tr> </thead> <tbody> <tr> <td>Sensitization Workshop</td> <td>Higher Management and above - 20 users *</td> </tr> <tr> <td>Management Dashboard Training</td> <td>50 users *</td> </tr> <tr> <td>ERP Training for Champions</td> <td>25 users *</td> </tr> <tr> <td>Core Functional User Training</td> <td>Two(2) user per ERP module per Division or location *</td> </tr> <tr> <td>Technical Administration Training</td> <td>40 *</td> </tr> </tbody> </table> <p>* These numbers are based on current assessment & actual may vary during the project implementation</p> <p>Training Approach</p> <p>A training needs assessment of MMTC ERP core team members as well as end users will be conducted by SI as a component of process improvement and change management. Training needs should be continuously refined and frequently reconfirmed with the end user</p>	Particular	User Matrix	Sensitization Workshop	Higher Management and above - 20 users *	Management Dashboard Training	50 users *	ERP Training for Champions	25 users *	Core Functional User Training	Two(2) user per ERP module per Division or location *	Technical Administration Training	40 *
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			<p>A training needs assessment of MMTC ERP core team members as well as end users will be conducted by SI as a component of process improvement and change management. Training needs should be continuously refined and frequently reconfirmed with the end user community as the project progresses.</p> <p>Training would be in the form of hands-on training on the ERP system. The SI will have to identify specific functional trainers to provide classroom based hands on training to the identified users. The SI will also provide detailed online training manuals in each functional area of ERP system. The SI is required to make suitable efforts while designing the training plans so that the functional knowledge transfer to MMTC end users and officials happens in a time bound manner.</p>	<p>community as the project progresses.</p> <p>The sensitization workshop, Management dashboard, ERP Training for Champions and Core functional user trainings will be conducted at MMTC premises (Corporate office or Regional office as the case may be) where in the Infrastructure such as Desktops and Projector will be provided by MMTC.</p> <p>The Technical Administration training will be conducted by SI's at its own training centre using its own infrastructure. The bidder is also expected to provide for ONE refresher training for the Technical Team.</p> <p>The SI will have to provide all training manuals and other tutorials for these trainings. These trainings may be arranged in batches to be effective.</p>
4	Volume I	Annexure II Page 116, Functional Requirement Specifications	The functional requirements for various functions/ divisions at MMTC is attached as a separate sheet to this document	The Functional Requirement Specification document in Excel format would be made available to all Bidders however the Bidders are expected not to change any content or the order of the FRS listed. Any bidder having found to have tampered with the document, such

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				bidders proposal will be termed unresponsive which can be liable for disqualification.
5	Volume I	Annexure IV Page 123, IT infrastructure specifications	Servers for ERP Solution , Clause (d) <ul style="list-style-type: none"> • Server quoted should be based on 64 bit RISC or EPIC architecture 	Servers for ERP Solution , Clause (d) to be read as <ul style="list-style-type: none"> • Server quoted should be based on 64 bit RISC or EPIC or Intel architecture
6	Volume I	Annexure IV Page 127, IT infrastructure specifications	Server Systems for Non-ERP Solution, Clause (C) <ul style="list-style-type: none"> • Server quoted should be based on 64 bit RISC or EPIC architecture. 	Server Systems for Non-ERP Solution, Clause (C) to be read as <ul style="list-style-type: none"> • Server quoted should be based on 64 bit RISC or EPIC or Intel architecture
7	Volume II	Section 4.2 Page 26, Pre-Qualification Criteria	Clause # 8A,8B and 8C Documentary Proof to be Submitted - Work Order and Completion Certificate / client Citation	Clause 8A,8B and 8C to be read as Documentary Proof to be Submitted: The Bidder needs to show evidence of projects by submitting a work order and completion certificate / client citations OR client's citation that the ERP project is likely to be completed by 31 st March 2016.
8	Volume II	Section 5.3 Page No 41, Technical Evaluation Criteria	Clause #1 of Technical Evaluation Scoring Matrix Past Track Record of the Proposed ERP Implementation (Govt./ PSU) The bidder is	Clause #1 of Technical Evaluation Scoring Matrix Past Track Record of the Proposed ERP Implementation (Govt. / PSU). It is clarified that the word proposed ERP means similar implementation irrespective of platform /

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			expected to submit ERP implementation citation with similar organizations certified	OS / ERP solution while meeting MMTC's requirements as per the RFP. The bidder is expected to submit ERP implementation citation with similar organizations certified.															
9	Volume II	Section 8.4 Page No 55, Payment Schedules and Milestones	Subsection 8.4.1 Milestones and Payment Schedules for Implementation Phase	Subsection 8.4.1 Milestones and Payment Schedules for Implementation Phase															
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			2.	On sign off of User acceptance testing	20%	format provided by MMTC and to remain valid till the project Go-Live.
			3.	On Completion of stabilization period following phase I Go live	20%	3. On sign off of User acceptance testing and Completion of Data Migration
			4.	On Completion of stabilization period following phase II Go live	30%	4. On Completion of stabilization period following phase I Go live
			5.	On Sign off Mobilisation of Handholding support team and operationalization of Central Helpdesk along	10%	5. On Completion of stabilization period following phase II Go live
						6. On Sign off Mobilisation of Handholding support team and operationalization of Central Helpdesk along with submission of updated user manuals and configuration manuals
						7. On generation of Annual Financial Statements from the new system as per MMTC formats

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				with submission of updated user manuals and configuration manuals	
			6.	On generation of Annual Financial Statements from the new system as per MMTC formats	10%
10	Volume II	Section 6 Page 184, Commercial Proposal	Sub section 6.1 Clause (n) No upward adjustment of the commercial price shall be made on account of any variations except for service tax component.		Sub section 6.1 Clause (n) MMTC will consider changes in relation to Service tax and VAT only.
11	Volume II	Annexure II Page No.72, Annexure - II Formats for Prequalification Proposal	Form B. 9 Solution Characteristic Coverage of functions in the ERP solution that are available as a single application integrated on a single interoperable platform.		Form B. 9 Solution Characteristic Coverage of functions in the ERP solution that are available should be an application integrated on interoperable platform.

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12	Volume III	Section 13.3 Page No 20 , Liquidated Damages / Penalties	<p>Clause (a)</p> <p>If SI fails to complete/achieve the payment milestones/service levels as provided for in this Agreement and the SLA before the scheduled date or the extended date for various specified activities , MMTC, at its discretion, may without prejudice to any other right or remedy available to MMTC under the Agreement, deduct or recover from the System Integrator a sum of 0.5% of the corresponding milestone / service levels payment of delayed / undelivered stores/ services for every week of delay or part of a week in the form of Liquidated Damages and no further proof regarding loss would be required, subject to the maximum value of the Liquidated Damages being not higher than 10% of the total payments to be made to SI in pursuant to this Agreement.</p>	<p>Clause (a)</p> <p>If SI fails to complete/achieve the payment milestones/service levels as provided for in this Agreement and the SLA before the scheduled date or the extended date for various specified activities , MMTC, at its discretion, may without prejudice to any other right or remedy available to MMTC under the Agreement, deduct or recover from the System Integrator a sum of 0.5% of the contract value for every month of delay, in the form of Liquidated Damages and no further proof regarding loss would be required, subject to the maximum value of the Liquidated Damages being not higher than 10% of the total contract value to be made to SI in pursuant to this Agreement.</p>
13	Volume III	Section 11.5 of Schedules Page no.67, Annexure A	<p>Clause (d) of subsection penalties</p> <p>Payment of 40% of the equated quarterly payment is linked to the compliance with the SLA metrics. The positive and negative points earned during each quarter will be added to compute the net score out of 100. This</p>	<p>Clause (d) of subsection penalties</p> <p>Payment of 40% of the equated quarterly payment is linked to the compliance with the SLA metrics. The positive and negative points earned during each quarter will be added to compute the net score out of 100. This percentage will be applied to the 40% of the quarterly</p>

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			<p>percentage will be applied to the 40% of the quarterly payment to arrive at the amount payable to the operator for that quarter</p> <p>a. The SI will get 100% of 40% of the quarterly payment if the baseline performance metrics are complied.</p> <p>b. In case of lower performance on all the metrics, the SI will get 20% of the 40% of Quarterly Payment</p> <p>c. In case of Breach of performance on all metrics, the SI will get 0% of the 40% of quarterly payment.</p>	<p>payment to arrive at the amount payable to the operator for that quarter</p> <p>a. The SI will get 100% of 40% of the quarterly payment if the baseline performance metrics are complied.</p> <p>b. In case of lower performance on all the metrics, the SI will get 36% of the 40% of Quarterly Payment</p> <p>c. In case of Breach of performance on all metrics, the SI will get 0% of the 40% of quarterly payment.</p> <p>d. In case if sum of the totals is negative and/ or if the calculated % of the score is negative then the SI will get 0% of the 40% of quarterly payment.</p>

Annexure B: Clarifications to queries

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
1.	Under Application & Infrastructure Availability Section SLA no.6	RTO Measured during the regular planned /unplanned (MMTC at its discretion can ask SI to do a drill) DC-DR Drill or an DC / DR outage Baseline: <= 4 hours	Does MMTC requires Disaster Recovery Management tool that provides real time visibility into RPO/RTO from application/service and also provides single click recovery at application level or site level to perform DR Drill/failover?	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
2.	Under 18.2 Role and Responsibilities of MMTC Section Point no.13	Periodic testing of readiness of DRC .	Does MMTC intends to have DR management solution that is capable of handling the firewall policy updates that are happening at production to be monitored and if any change in the policy is done at DC the same should be identified and replicated across the DR firewall to reflect the respective changes.	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
3.	Under 13.1.1.6 System Administration, Maintenance & Management Services Section Point no. 13	Carry out DC and DRC failure testing and half yearly BCP real drills.	Does MMTC requires DR monitoring tool that enables UI, and web automation for various servers and network devices?	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
4.	Under 13.1.1.6 System Administration, Maintenance & Management Services Section Point no. 13	Carry out DC and DRC failure testing and half yearly BCP real drills.	Does MMTC intends to have parallel workflow execution as part of the DRM tool?	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
5.	General Query	General Query	Does MMTC intends to have auto discovery of application interdependencies and Business Impact Analysis as part of Disaster Recovery Management tool?	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
6.	General Query	General Query	Does MMTC requires agentless DC & DR monitoring and automation of various DR operations?	Please refer to Section 8.1 of Volume I of the RFP for Data Centre & Data Recovery Requirements
7.	General Query	General Query	As MMTC intends to have virtualization at DC and DR site. Does MMTC requires automation of operations at Hypervisor layer?	Please refer to Section 8.1 of Volume I of the RFP for Data Centre & Data Recovery Requirements
8.	General Query	General Query	Does MMTC requires reports on RPO/RTO deviation, DR drill execution based on ISO 22301 standard?	Please refer to section 7.3 of Volume I on standards
9.	Vol 1, Page 125, Antivirus		RFP is for ERP implementation while Anti Virus specification mentioned in Page no-125-126 talks about End Point Anti Virus features.	The client side infrastructure is not part of the scope however for other infrastructure the bidder is expected to propose latest technology in line with the solution proposed
10.	Vol 1, Page 125, Antivirus		W.r.to above said point, we are unable to see specification for Server Anti Virus.	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
11.	Vol 1, Page 125, Antivirus	Should restrict e-mail bound Virus attacks in the real time without compromising the performance of the system.	AV Specification also talks about Email based virus/Spam protection and as per the scope of the RFP; AV is required for Servers only thus ideally email channel security should be treated separately. This is a mail security specification. Hence request it to be clarified or modified	The client side infrastructure and email are not part of the scope however for other infrastructure the bidder is expected to propose latest technology in line with the solution proposed
12.	Vol 1, Page 125, Antivirus	Should have installation support on both gateway and Mailing server	This is a gateway mail security specification and email server. Hence request it to be clarified	Email solution is not part of the SI's scope
13.	Vol 1, Page 126, Antivirus	Should support scanning of a single mailbox or a one off scan	As per the scope of the RFP; AV is required for Servers only thus ideally email channel security should be treated separately. This is a mail security specification. Hence request it to be clarified or modified	Email solution is not part of the SI's scope
14.	Vol 1, Page 126, Antivirus	Should support insertion of disclaimers to message bodies	Specification refers to mailing solution security. Hence request it to be clarified	The bidder is not expected to bid for mailing solution however the bidder is expected to provide interface to the existing mailing solution
15.	Vol 1, Page 38, Data Migration	Perform data cleansing for incorrect/ incomplete data	Completion of Incomplete data and data cleansing should be the scope of MMTC	The bidder is expected to perform this task in consultation with MMTC
16.	Page 185, Point (t)	All costs incurred due to delay of any sort, shall be borne by the Bidder.	Please revisit the clause and make suitable changes defining the responsibility for delay and accordingly the associated cost.	Please refer to section 18 of Volume I and Section 6 of Volume III of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
17.	Page 185, Point (w)	If the price for any of the services is not explicitly quoted in the commercial bid or mentioned as zero, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted, and MMTC has the right to source services for which no price was quoted or quoted as zero, at no additional price.	Please revisit the clause - Only for those services whose price has been quoted as zero will be available at no additional price and not for all other services not quoted.	The Bidder is expected to quote for every line item individually to be provided as per the solution proposed
18.	Vol 1, Page 108, Roles and Responsibilities	On-going maintenance support, upgrades and enhancements of the solution (including 3rd party components as applicable)	Please validate the understanding that Upgrades are not under current scope and will be treated as change requests.	The bidder is expected to upgrade/ provide patches as part of the ATS policy
19.	Vol 1, Page 35, Compliance of Standard	The SI shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data	Please Validate the understanding that all reports in the scope of the project will be in english only.	The proposed solution should support bi lingual formats. Please refer to Section 7.1 of Volume I of the RFP
20.	Vol 1, Page 36, Testing and Hosting	The SI shall facilitate MMTC or its nominated agencies to conduct User Acceptance Testing, Application Security testing (vulnerability testing and penetration testing)	Please confirm- Full responsibility of Application Security testing and Infrastructure Security should lie with MMTC or nominated third party only and that SI has no part to play in it.	Please refer to Section 5.3.4 of Volume I of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		and Infrastructure Security		
21.	Vol 1, Page 51, OEM Services	The SI is required to procure the services of experts from ERP OEM and make them available to MMTC. These services are basically review, expert advice and quality assurance services	please validate the understanding that the Services of experts from OEM will be for review purpose only.	It is the responsibility of SI to assess the required man days for the OEM audit services and propose the same.
22.	Vol 1, 5.1. Statement of Work / Page No. 30	Facilitate MMTC in the estimation of Networking and Security requirements and all user computing infrastructure comprising hardware and software, and help in the procurement, installation, configuration and commissioning of the same as and when required.	Please provide more clarification on the point "Facilitate MMTC in the estimation of Networking and Security requirements"	The SI is expected to assess the Networking and Security requirements for the proposed solution and recommend the same to MMTC and assist MMTC on the same
23.	Vol 1, 5.2.3 Requirements Gathering and Analysis / Page 32	The SI shall ensure that the ERP system would require the use of unique user IDs and passwords for authentication purposes and digital signatures/ Biometric as applicable	We understand that Digital certificate/Biometric is required for accounting purpose, please share the count of the license required.	The system should be compatible to use Bio Metic/ Digital Signatures as applicable in the future

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
24.	Vol 1, 5.2.4 System Design / Page No. 33	Access control mechanisms, data security and audit trails to ensure that databases are not tampered with or modified by unauthorized users.	We understand Database being critical part of any organization IT Infra, please suggest the requirement of Database Activity Monitoring solution for the same.	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
25.	Vol 1, 7.5. Security Requirements and features / Page No. 49	The SI will have to establish all the necessary procedures	We understand that bidder has to develop the security framework and policies for IT Infra, please confirm is this the requirement of establishing the ISO 27001 policy framework development.	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
26.	Vol 1, 7.5. Security Requirements and features / Page No. 49	The SI will have to establish all the necessary procedures	Does Establishing necessary procedure include IT security policies as well as per ISO 27001?	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
27.	Vol 1, 7.5. Security Requirements and features / Page No. 49	All systems should have integrated security features that are configurable by the system administrator to control access to the application, functional modules, transactions, and data.	Please confirm is the requirement related to Identity and Access management, if Yes please share the count of users for which license is required.	Please refer to Section 8.3 of Volume I of the RFP
28.	Vol 1, 7.5. Security Requirements and features / Page No. 49	5. System administrator should be able to define functional access rights and data access rights by assigned user ID, functional role, and owner organization.	Mentioned requirement is related to Identity and Access Management, where users can be assigned the role base access towards the application. Please share the count of	Please refer to Section 8.3 of Volume I of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			users for which license is required.	
29.	Vol 1, 7.5. Security Requirements and features / Page No. 50	13. System should have security incident management procedures. This incident management procedure has to use Technical Support facilities and should be reported in the incident management System.	We understand that Security Incident and monitoring tool is required to manage the security events across the network, please confirm the EPS or list of devices which will generate logs and forward to SIEM for investigation purpose.	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
30.	Vol 1, 7.5. Security Requirements and features / Page No. 50	15. Proper protection against malicious software should be ensured. This would include implementation of an effective anti-virus solution, scanning viruses at regular intervals or on certain triggers and updating the solution as and when new patch is received from the anti-virus solution provider.	Please confirm the user count for which Antivirus has to be factored.	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
31.	Vol 1, 7.5. Security Requirements and features / Page No. 50	Should ensure suitable technical and procedural controls to protect the network. Wherever the ERP project network comes in contact with an untrusted network, additional security measures should be taken like firewall, IDS, DMZ, proxy server, encryption etc.	Please confirm is bidder is responsible to provide Firewall, proxy solution as part of the solution.	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
32.	Vol 1, 8.3. Deployment Architecture / Page No. 58	The SI shall deploy the application only after it is security audited and certified. Any module added or changed shall have to be audited further.	Please confirm if Audit of the infrastructure has to be carried out by Bidder.	Please refer to Section 7.6 of Volume I of the RFP for Audit Requirements
33.	Vol 1, 8.3. Deployment Architecture / Page No. 58	The SI shall deploy the application only after it is security audited and certified. Any module added or changed shall have to be audited further.	Please confirm if VAPT has to be performed and what will be the frequency	Please refer to Section 9.3 of Volume I of the RFP for Testing requirements

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34.	Vol 1, 8.3. Deployment Architecture / Page No. 58	The SI shall deploy the application only after it is security audited and certified. Any module added or changed shall have to be audited further. 1. Tool-based Static Analysis (Source Code scanning) of code for critical applications 2. Black-box scanning of applications for vulnerabilities and their subsequent patching 3. Testing for vulnerabilities through manual audits based on the Open Web Application Security Project (OWASP) Top 10, subsequently code is hardened to remove the vulnerabilities found. This process performed iteratively shall certify the application to be safe for hosting	We understand these are type of Audit scanning that has to be performed within network. Please confirm the infrastructure scope which will come under the VAPT audit.	Please refer to Section 7.6 of Volume I of the RFP for Audit Requirements
35.	Vol 1, page 37, section 5.7	Data Migration of Legacy Data	Hardware and software required for migration shall be responsibility of customer, Compatibility of versions need to be checked.	Please refer to Section 5.7 of Volume I of the RFP
36.	Vol 1, page 123 ,	Each server should have minimum 2 x	2* LTO 4 drives is required for Backup or	The understanding is correct

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
	Servers for ERP solution	DVD ROM and 2 x LTO4 drives	any other purpose.	
37.		Servers scalable to upto 16 processor	Server required must be scalable to 16 processor per server. Or its core per processor.	The broad minimum specifications are provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of the RFP
38.		Servers offered will have minimum 8 GB per core, DDR2	DDR2 is outdated technology, DDR4 is available	The understanding is correct
39.		Storage must be supplied with 100 numbers of 146GB	Is total requirement is 14.6 TB	The broad minimum specifications are provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of the RFP
40.		Must have Virtualization engine embedded within storage controller or virtualization appliance for high performance storage virtualization processing	what does this mean (Virtualization engine within storage controller) is this storage virtualization for other heterogeneous storages.	The bidder is expected to provide for a virtualisation environment at Server farms
41.		Must be supplied with 16 numbers of 1TB, disk drives to be deployed in Raid 5 configuration for Backup BCV copy. Appropriate license quantities of BCV / PIT software licenses should be	is Disk to Disk to Tape backup is required or this is for snapshots	The broad minimum specifications are provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		provided		
42.	Vol 1, page 130	Backup Software	what is the Backup policy, Backup window, retention time.	Please refer to Section 13.1.1.9 of Volume I of the RFP
43.	Vol 1, page 130	Tape Library	Specifications for tape lib	The broad minimum specifications are provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of the RFP
44.	Under Application & Infrastructure Availability Section SLA no.6	RTO Measured during the regular planned / unplanned (MMTC at its discretion can ask SI to do a drill) DC-DR Drill or an DC / DR outage Baseline: <= 4 hours Breach: Default of the Baseline	Does MMTC requires Disaster Recovery Management tool that provides real time visibility into RPO/RTO from application/service and also provides single click recovery at application level or site level to perform DR Drill/failover? It is suggested to use industry standard DR monitoring & automation solution to monitor the desired SLA's in real time in terms of RPO/RTO from service/application perspective considering all the underlying components and to conduct various DR operations such as switchover, switchback, failover, etc.	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
45.	Under 18.2 Role and Responsibilities of MMTC Section Point no.13	Periodic testing of readiness of DRC .	Does MMTC intends to have DR management solution that is capable of handling the firewall policy updates that are happening at production to be monitored and if any change in the policy is done at DC the same should be identified and replicated across the DR firewall to reflect the respective changes. This feature will allow creating DC and DR infrastructure consistent that allows users to seamlessly access the application from DR while switchover/failover.	
46.	Under 13.1.1.6 System Administration, Maintenance & Management Services Section Point no. 13	Carry out DC and DRC failure testing and half yearly BCP real drills.	Does MMTC requires DR monitoring tool that enables UI, and web automation for various servers and network devices?	The bidder should assess the requirement and propose a solution that best meets the requirement as per the RFP
47.	Under 13.1.1.6 System Administration, Maintenance & Management Services Section Point no. 13	Carry out DC and DRC failure testing and half yearly BCP real drills.	Does MMTC intends to have parallel workflow execution as part of the DRM tool?	Please refer to the Section 8.1 Volume I of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
48.	General Query	General Query	Does MMTC intends to have auto discovery of application interdependencies and Business Impact Analysis as part of Disaster Recovery Management tool? Parallel workflow execution allows bringing up various applications from the DR site in case of failover or DR drill simultaneously, which helps to adhere to the defined RTO SLA. In absence of Parallel workflow execution there is threat of violation of defined RTO in situation of failover/DC outage.	Please refer to the Section 8.1 Volume I of the RFP
49.	General Query	General Query	Does MMTC requires agentless DC & DR monitoring and automation of various DR operations?	Please refer to the Section 8.1 Volume I of the RFP
50.	General Query	General Query	As MMTC intends to have virtualization at DC and DR site. Does MMTC requires automation of operations at Hypervisor layer?	Please refer to the Section 8.1 Volume I of the RFP
51.	General Query	General Query	Does MMTC requires reports on RPO/RTO deviation, DR drill execution based on ISO 22301 standard?	Please refer to section 7.3 of Volume I on standards

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
52.	MMTC_RFP_for_ERP_Implementation, Section 13, Performance Requirements, Page 78	The number of users and approximate concurrency figures are given at Section 8.3 of Volume I of the RFP document. Actual requirement of users / module will be ascertained by the SI during implementation.	Incase the actual users load is greater than the one mentioned in this RFP, the bidder in such a case might need additional resources to support the increased load. Kindly confirm as to how shall the same be reflected in the Commercials for the Bidder as the same isnt reflected in the Commercial format in Form D.11 (on pg 259).	The number of Users and Concurrent users details are provided in Section 8.3 Volume I of the RFP
53.	MMTC_RFP_for_ERP_Implementation, Section 13.3, Centralized helpdesk, Page 89	The SI shall establish and provide central helpdesk facility from MMTC corporate office in New Delhi	Bidder assumes that the Infrastructure for the Helpdesk team, which would operate out of the MMTC Corporate Office, including Workspace, Desktops, Telephony Setup etc shall be extended by MMTC at no charge to the bidder.	The understanding is correct however the Infrastructure provided will commensurate with the requirement
54.	MMTC_RFP_for_ERP_Implementation, 13.1.1.2 (17), page 81	It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in MMTC processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to MMTC.	It is difficult for SI to assume impact of such changes on the system, Bidder request such change should be kept out of base scope. Any major change which requires extensive development and configuration activity shall be considered scope.	Please refer to Section 9.2.7 Volume I of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
55.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 56	Procurement, installation and commissioning of Non IT components for DC and DRC will be done by MMTC based on the recommendations by the SI.	Please confirm if the SI has to supply and install the Non IT component as well.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
56.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 55	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are. 4. Access Control System, Physical Security and surveillance	Please confirm if RFID based access control is required or Bimetric based access control needs to be required for data center	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
57.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 55	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are. 4. Access Control System, Physical Security and surveillance	Please define the 'Physical security' scope.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
58.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 55		What all rooms to be covered underd surveillance and what kind of CCTV shall be provided(IP based or analog)	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
59.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 55		Please confirm the scope of 'Power supply'. Does it included supply of Transformer , HT Panel Etc.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
60.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 55		Please confirm if UPS required is in N+N configuration or N+1. Also please define the battery back up required.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
61.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 56		Please confirm if Generator required is in N+N configuration or N+1/N. What would be the back up required.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
62.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 56	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are.	Please confirm the redundancy level to be considered.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
63.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 56	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are.	Also please confirm if cooling needs to be considered for rooms other than Server room (Such as UPS/Battery room)	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
64.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 56	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are.	Please confirm if clean agent or traditional handheld fire prevention system to be considered.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
65.	8.1. Data Centre and Disaster Recovery Center requirements, Page No. 56	Procurement, installation and commissioning of Non IT components for DC and DRC will be done by MMTC based on the recommendations by the SI.	Please confirm if the SI has to supply and install the Non IT component as well as mentioned in the same section or only consultancy is involved.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
66.	13.1.1.12 Maintenance of non-IT Infrastructure at DC and DRC, Page No. 87	The cost of maintenance of the non-IT Infrastructure at DC and DRC would be borne by MMTC.	Please confirm if AMC needs to be excluded for the non IT infra from overall scope	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
67.	18.2 Role and Responsibilities of MMTC, Page No. 109	Responsibility of MMTC- Provide power requirements, general facility & infrastructure support, environmental support systems, fire safety appliances & control measures in all locations other than those explicitly stated as the SI's responsibility.	Please define the SI responsibility in terms of Physical Non IT infrastructure.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
68.	General	Regarding Main Electrical power source availability & its approval.	Please clarify whether main power supply point with adequate capacity is available at the locations. Any HT power or substation related activity if required shall be defined	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC
69.	General	Electrical Drawings	Please provide single line diagram etc for the existing system	Presently the drawings are not available however if the bidder requires any inspection of the location, the same can be arranged with prior written intimation
70.	General	Civil & Interior Drawing	Please confirm whether any civil & Interior work is to be done for both the locations.	All Non IT Infrastructure is not in scope for the SI however the Bidder is expected to assess and recommend to MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
71.	General	Civil & Interior Drawing	Please provide section drawing of Floor where server room etc is planned	Presently the drawings are not available however if the bidder requires any inspection of the location, the same can be arranged with prior written intimation
72.	General	redundancy level of data center	Please define the Tier level/redundancy level of data center required	Please refer to Section 8.1 Volume I of the RFP
73.	Section 5.9 Page 41	The SI must provide centralized Technical Support for the O&M period from the date of Final goes live.	This is referring to BASIS component so can SI consider this service from offshore or it has to be necessarily onsite.	The Centralised Technical support team will be Onsite
74.	Pre-Qualification Criteria	Work order and completion certificate / client citation	We would like to inform you that we would not be able to submit the Work Orders due to signing of Non-Disclosure Agreement with the clients. Request you to modify the Documentary Proof as Work Order / Completion Certificate / Letter signed by Authorised Signatory.	The letter signed by Authorised signatory is not acceptable however the Bidder may present the credentials before the evaluation committee at the time of evaluation, if such document is declared as confidential
75.	Vol - II : 149; 3.2.1; Mode of Submission	e) A board resolution /authority letter authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP shall be included in the Pre-qualification proposal.	e) A board resolution /authority letter from the Authorized Signatory authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP shall be included in the Pre-qualification proposal.	It is allowed as long as the Authorised Signatory has been appointed by the Board

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
76.	Vol - II : 153; 3.2.5.;Rights to the Content of the Proposal	All proposals and accompanying documentation of the Technical proposal will become the property of MMTC and will not be returned after opening of the Technical Proposal. The bidders who do not qualify the Technical evaluation, their Commercial proposals will not be opened. MMTC is not restricted in its rights to use or disclose any or all of the information contained in the proposal to experts/consultants engaged in the evaluation of bid responses and can do so without compensation to the bidders. MMTC shall not be bound by any language used by the bidder in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.	The Proposal of the bidder contains extremely sensitive and confidential information of the bidder including prices quoted. Wipro will submit a proposal only on condition of MMTC agreeing to maintain the confidentiality of the proposal. Further, the content of the proposal (which is the bidder's offer) is the property of the bidder and by virtue of submitting the same to MMTC it cannot become MMTC's property. Request to please delete this clause accordingly.	All proposals from the Bidders will be treated with confidentiality

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
77.	Vol - II : 184; 6.1; Commercial Proposal Guidelines	p) Prices must be quoted entirely in Indian Rupees and must be exclusive of all applicable taxes. However bidder is required to provide details of all applicable taxes and levies in the price bid format.	To be added : In case of any new taxes or levies being attracted to the transaction after the date of submission of response by SI or if any existing taxes or levies are changed thereafter, the same shall be borne by MMTC.	Please refer to Section 13 Volume 3 of the RFP
78.	Vol - II : 185; 6.1; Commercial Proposal Guidelines	t) All costs incurred due to delay of any sort, shall be borne by the Bidder.	t) All costs incurred due to delay of any sort attributable solely to the Bidder, shall be borne by the Bidder.	Please refer to Section 18 of Volume of the RFP
79.	Vol - II : 215; Form B.16; Patent Rights/ Copyrights Information	As per Draft	We cannot provide this undertaking warranting non-infringement of third party IPR rights. It will require B2B confirmations from OEMs as well which OEMs never provide as a principle. We are, however, okay with the indemnity for third party IPR infringement provided for in Volume III.	The bidder is expected to provide the undertaking from the participating OEM
80.	Volume-I: Page 28 of 133 - MMTC current ERP modules	In house developed modules	Do you intend to retain any of the in house developed modules. If so, please list the modules	No
81.	Volume-I: Page 28 of 133 - MMTC current ERP modules	In house developed modules	If the SI partner finds it commercially and technically prudent to retain some of the inhouse developed modules and build interfaces with ERP, would that be allowed or should all these modules be replaced?	No

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
82.	Volume-I: Page 47 of 133	Industry Standards. The system shall adhere to all the standards published by the Department of Electronics Information Technology, Government of India. (http://deity.gov.in/)	While all specific requirements as detailed in the RFP would be complied with, we would like to know the coverage of any other standards that are detailed in deity.gov.in that is not part of this RFP.	The Bidder is expected to assess and follow as per the requirement of the RFP
83.	Volume-I: Page 51 of 133	7.1. OEM Services - The SI is required to procure the services of experts from ERP OEM and make them available to MMTC	Should this be included as part of the overall costing or is this service needed on a 'pay per usage' basis? Also, it would be good if there is an indication of the total man days of such expert services requirement from the ERP OEM	The Bidder is expected to assess and propose as per the requirement of the RFP
84.	Volume-I: Page 54 of 133	Table 4 External interfaces with ERP Application	Are these the only external systems that need interfacing with ERP or are there any other systems that need interfacing	Please refer to Section 7.8 of Volume 1 of the RFP
85.	Volume-I: Page 74 of 133	11. Project Deliverables Schedule - System Testing completion T+34 weeks	System testing should precede data migration. As such the data migration activity shall happen once the system testing sign off is given	A tentative project deliverable schedule is provided in the RFP however the Bidder can propose a deliverable schedule without affecting the total timelines

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
86.	Volume-I: Page 74 of 133	11. Project Deliverables Schedule - Data Migration T+32 weeks	This activity must succeed system testing and as such cannot have an end date earlier than that of system testing. If data migration is meant only to have the final strategy sign off, then it is fine. If this is meant as complete data migration activity, then we need to revisit the timelines	A tentative project deliverable schedule is provided in the RFP however the Bidder can propose a deliverable schedule without affecting the total timelines
87.	Volume-I: Page 74 of 133	11. Project Deliverables Schedule User training at Corporate Office & Regional Office at Delhi - T+32 weeks	End user training would typically start once the realization phase sign off is given. This is a final preparation activity and has to succeed the system testing activity. IF the task involves only preparation of training artefacts, then this query need not be answered. if the entire user training is envisaged within this timeframe, then we need to revisit this	A tentative project deliverable schedule is provided in the RFP however the Bidder can propose a deliverable schedule without affecting the total timelines
88.	Volume-II: Page 40 of 134	d) Proof of capability demonstration	Will the scenario for PoC be shared by MMTC or can the bidder pick one of the scenarios from the FRS document and build PoC on that?	Please refer to Section 5.2 (d) of Volume 2 of the RFP
89.	Volume-III, 21.1, Pg. 30.	Obligation to maintain insurance	Bidder shall maintain all insurance required under applicable law. Bidder understands that MMTC does not expect Bidder to procure insurance	Please refer to Section 3.2.12 of Volume 2 of this RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			specific for this project.	
90.	Vol-II, 4.2. Pre-Qualification Criteria, Point 6, page 27 of 134	Bidder should have certification of ISO/IEC 20000 and CMMi Level 5	We request you to modify the documentary evidence criteria as "the certificates should be valid on the date of submission of bid. If the certificate(s) is expired and under renewal, necessary documents pertaining to renewal must be submitted".	Please refer to Section 4.3.4 of Volume 2 in the RFP
91.	Volume-I: 5.2.4 (Pg 33)	Build a complete audit trail of all transactions (for e.g. add, update and delete) using transaction log reports, so that errors in data, intentional or otherwise, can be traced and reversed.	Pls clarify the retention period for logs (online and offline)	Please refer to Section 13.1.1.9 in Volume 1 of the RFP
92.	Volume-I: 5.2.4 (Pg 34)	The SI shall make necessary provisions for management reports, dashboards, business intelligence tools, SMS gateway and Data migration in line with the expectations of users provided in the functional requirements	Can we use leveraged monitoring tool (enterprise management tool) for monitoring ?	Please refer to Annexure 4 in Volume 1 of the RFP
93.	Volume-I: 5.2.4 (Pg 34)	The SI shall make necessary provisions for management	Pls provide the expected volume for SMS ?	The Bidder is expected to assess and propose as per the requirement of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		reports, dashboards, business intelligence tools, SMS gateway and Data migration in line with the expectations of users provided in the functional requirements		
94.	Volume-I: 5.2.4 (Pg 34)	The SI shall make necessary provisions for management reports, dashboards, business intelligence tools, SMS gateway and Data migration in line with the expectations of users provided in the functional requirements	Pls provide the data format and size for migration ?	Please refer to Section 14 of Volume 1 of the RFP
95.	Volume-I: 5.4 (Pg 37)	The SI shall ensure that adequate skilled technical and qualified staff is available to operate and manage the DC at desired levels	Remote monitoring and management using leveraged delivery model allowed ?	Please refer to Section 13.1 of Volume 1 of the RFP
96.	Volume-I: 5.4 (Pg 37)	The SI shall be responsible for Installation, configuration and commissioning of central servers for hosting ERP system at Data Centre (DC) in the existing facility at MMTC premises in their corporate office in	Can we use Virtual Private Cloud hosted at our own data center, for production data center ? Instead of MMTC DC ?	No

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		New Delhi		
97.	Volume-I: 5.6 (pg 38)	Facilitate MMTC in the estimation for Networking & Security requirements and all user computing infrastructure comprising hardware and software, and help in the procurement, installation, configuration and commissioning of the same as and when required.	Pls confirm the responsibility of partner other than sizing inputs	Please refer to section 5.1 of Volume 1 of the RFP
98.	Volume-I: 5.9 (pg 40)	Operation and Maintenance of the entire ERP System, including Application and IT infrastructure for a period of Five (5) years, extendable to Three (3) further terms of Two (2) years each from the date of Final Go Live	Does 5 year include the implementation phase ?	Please refer to Section 10 and 11 of Volume 1 of the RFP
99.	Volume-I: 5.9 (pg 41)	The SI must provide a centralized Helpdesk and Incident Management Support till the end of contractual period	please provide the Number of user to be supported by this helpdesk?	Please refer to Section 8.3 of Volume 1 of the RFP
100.	Volume-I: 7.4 (pg 49)	The system should support interfacing with PDA, Smart Card readers, RF devices, data acquisition system, webcam, barcode	It is assumed that hardware and software supply and management of PDA, Smart Card readers, RF devices, data acquisition system,	The understanding is correct

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		reader, biometric system etc.	webcam, barcode reader, biometric system etc is out of scope	
101.	Volume-I: 7.6 (pg 51)	MMTC may undertake an exercise of Audit and Certification of ERP system through a third party, after the completion of system implementation.	what will be the Frequency of audit per year	It is envisaged that there will only one audit for the entire system implemented however MMTC at its discretion may decide to conduct more of this exercise
102.	Volume-I: 13.1.1.6 (pg 84)	365x24x7 monitoring and management of the servers in DC and DRC.	Can we use leveraged team and Remote monitoring and management ?	The Bidder is expected to assess and propose as per the requirement of the RFP
103.	General	Network Bandwidth	Bandwidth between MMTC Branches to DC and DR and between DC and DR will be MMTC Responsibility	Yes however the Bidder has to provide estimates of the bandwidth requirement
104.	General	DR / BCP	Pls confirm the # of drill per year (Dry Run and Full Fledged)	Please refer to section 13.1.1.6 of Volume 1 of the RFP
105.	General	DR / BCP	Can DR capacity be used for UAT / Dev or QA during business as usual scenario.	No
106.	General	Baseline	pls provide number of users / baseline for each functionality	Please refer to Section 8.3 of Volume 1 of the RFP
107.			(a) Professional Qualification : B.E/B.Tech /Masters in Computer Science / MCA / Post - Graduate	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
108.	Vol-I, Pg#28, Section # 4.2 Existing Information Systems	The Data Center hosts the complete IT infrastructure for running all IT applications of MMTC which is located at its Corporate Office at Scope Complex, New Delhi. It consists of Server farm, SAN storage, Citrix server farm with application load balancer, security components like firewalls, IPS, Anti-virus.	Can Bidder leverage MMTC's existing Network & Security infrastructure such as "Firewall, Network Intrusion Prevention System, Load Balancer, Anti-Virus" solutions?	No
109.	Vol-I, Pg#28, Section # 4.2 Existing Information Systems	Network	We presume that MMTC will provide the required Network devices like switches, Routers & connectivity for the proposed ERP solution and Network management is out of scope for bidder and will be managed by MMTCs existing team. Please confirm	No, please refer to Section 8.1 of Volume 1 of the RFP
110.	Vol-I, pg#58	Vulnerability Assessment of the Server shall be carried out	Is the Bidder expected to provide the Vulnerability Assessment services for the proposed infrastructure and applications as part of solution? If so, what is the frequency of Vulnerability Assessment to be done?	Please refer to Section 9.3 of Volume 1 of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
111.	Vol-I, Pg#84	Regular analysis of events and logs generated in all the sub-systems including but not limited to servers, operating systems, security devices, etc. to identify vulnerabilities.	Do MMTC have deployed any centralized log collection & monitoring solution? If so, please provide the details of the same and confirm if Bidder allowed to utilize the existing system for forwarding the logs for further analysis by MMTC existing team?	No
112.	Vol-I, Pg#87	AntiVirus: The SI shall supply antivirus enterprise edition. For DC & DR servers, the SI has to procure antivirus licenses mandatorily.	Please confirm if Bidder allowed to leverage MMTC's existing Antivirus solution for managing the AV agents of proposed servers? Please provide the existing AV solution with product version details, which will help Bidder to procure the required additional licenses	No
113.	Vol-I, pg#126	<p>Syslog Server: (c) Ability to collect and sort logs from</p> <ul style="list-style-type: none"> o Unix and Windows servers o Network devices o Security devices <p>(e) The Software should help to prioritize responses to alerts, manage escalation procedures and automate response policies.</p>	Is Bidder expected to provide the ful-fledged Centralized log monitoring and correlation solution & related services? Please clarify.	Please refer to Annexure 4 Volume 1 of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
114.	Volume II, Section 8.2, Pg 54	Performance Bank Guarantee (BG)a) A Performance Bank Guarantee (PBG) of 10% of value of the contract would be furnished by the bidder in the form of a Bank Guarantee as per the format provided in this RFP from a scheduled commercial bank other than Co-operative bank or Gramin bank.c) In the event of the bidder being unable to service the contract for whatever reason, MMTC would invoke the PBG.	Please include the following clause: "Customer shall invoke the PBG only on occurrence of material breach. PBG shall be invoked only after the Customer provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked."	Please refer to Section 14 of Volume 3 of the RFP
115.	Volume 1, Page 127	The storage array, SAN switches and multi-protocol routers will be configured with the management software. AT Primary DC and at DRC, the solution requires multiple copies of the production volumes to be made within the storage array. For this functionality storage array will be configured with Business Continuance Volume/ equivalent	The storage array, SAN switches and multi-protocol routers (if required as per solution) will be configured with the management software. AT Primary DC and at DRC, the solution requires multiple copies of the production volumes to be made within the storage array. For this functionality storage array will be configured with Business Continuance Volume/ equivalent software.	The bidder is expected to assess and propose the solution that meets MMTC requirements
	Section- Storage And Backup Solution, Clause b			

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		software.		
116.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause c	The replication used in this solution is storage based - storage to storage replication between Primary DC to DR Site. From the storage array the data moves through SAN and multi-protocol router to WAN links. The replication mechanism will be achieved through a storage array Replication software.	The replication used in this solution is storage based - storage to storage replication between Primary DC to DR Site. From the storage array the data moves through SAN/multi-protocol router to WAN links. The replication mechanism will be achieved through a storage array Replication software.	The bidder is expected to assess and propose the solution that meets MMTC requirements
117.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause c	DR Site Data centers, will implement Zero data loss solution. Only the storage arrays, SAN and operational servers need to be proposed for DR.	In order to achieve Zero Data Loss, which means Zero RPO a three way DR solution will be required. Please clarify if a 3 WAY solution with ZERO data loss is required. Please also share the RPO and RTO for the each site . Please also provide the details of the sites with the link details.	The Bidder is expected to assess and propose as per the requirement of the RFP
118.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause c	Routers	Request you to please make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	The bidder is expected to assess and propose the solution that meets MMTC requirements
119.	Volume 1, Page	Router	Request you to please	The bidder is expected

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
	128 Section- Storage And Backup Solution, Clause c		make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	to assess and propose the solution that meets MMTC requirements
120.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause c	Must be Enterprise class storage solution.	Request you to please change the clause to Must be a Tier 1 Storage meant to handle enterprise mission critical data operations.	The bidder is expected to assess and propose the solution that meets MMTC requirements
121.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause c	Must be supplied with 48 numbers (or higher in case the solution requires) of 4 Gbps Front End ports.	Must be supplied with 48 numbers (or higher in case the solution requires) of 4 Gbps Front End ports (192 Gbps of aggregate bandwidth) / 8 Gbps ports to meet the required 192Gbps aggregate bandwidth.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
122.	Volume 1, Page 129	Storage must be supplied with 100 numbers of 146GB, 15K RPM FC disk drive to be deployed in Raid 1+0 configuration for Production Applications.	Storage must be supplied with 100 numbers of 146GB or higher 15K RPM FC disk drive to be deployed in Raid 1+0 configuration for Production Applications.	The bidder is expected to assess and propose the solution that meets MMTC requirements
	Section- SAN Storage (For Primary DC and DR Site), Clause g			
123.	Volume 1, Page 128 Section- Storage And Backup Solution Section- SAN Storage (For Primary DC and DR Site), Clause q	Must have the ability to support minimum of two operating environments or logical storage partitions to support different workloads and each should have isolation in terms of cache usage, front	Request you please remove this clause as this is vendor specific.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		end and backend adapters and the subsystem firmware.		
124.	Volume 1, Page 129	The Storage system should support open standards-based, to avoid interoperability issues.	The Storage system should support open standards-based, to avoid interoperability issues in terms of the OS , SAN switches , backup solution etc.	Please refer to Annexure 4 of Volume 1 of the RFP
	Section- SAN Storage (For Primary DC and DR Site), Clause v			
125.	Volume 1, Page 130 Section- SAN Storage (For Primary DC and DR Site, Reliability, Availability and Serviceability), Clause h	The disk subsystem should incorporate sufficient fault prevention techniques. An impending failure of drives should be suitably detected and analyzed so that corrective actions can be taken. The SI shall describe such mechanisms incorporated in the quoted system.	Request you to please remove this , this is vendor specific.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
126.	Volume 1, Page 131 Section- SAN Switch, Clause c	Switch should have non-blocking architecture with minimum 64 ports in a single domain concurrently active at 8 Gbit/sec full duplex with no oversubscription. Switch should protect existing device investments with autosensing 1, 2, 4, and 8 Gbps capabilities.	Switch should have non-blocking architecture with minimum 64 ports in a single domain concurrently active at 8 Gbit/sec full duplex with no oversubscription. Switch should protect existing device investments with autosensing 2, 4, and 8 Gbps capabilities.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
127.	Volume 1, Page 132 Section- Router	The SI will provide two Router each for the Primary Data	Request you to please make FC IP routers as optional as some of the	The broad minimum specifications is provided in the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		Center and the DR Site	latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
128.	Volume 1, Page 55	Backup	RFP has asked for the Tape lib and Disk based backup device but we are unable to find the specifications for the same. Please let us know if SI can provide the backups solution as per their best practices.	The bidder is expected to assess and propose to meet the requirements of MMTC
	Section- Infrastructure Requirements,			
129.	Page-125	(j) Each server should have minimum 2 x DVD ROM and 2 x LTO4 drives with each drive connected to a dedicated adapter available to all the partitions without reboot.	Each physical server should have minimum 1 number of shared DVD ROM available to all the partitions.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
130.	Page-125 Operating System	(a) The Operating System for the above servers should be of same OEM brand as the servers and should have minimum features like full binary compatibility across versions and shall permit activation of additional processors without requiring a reboot.	Justification for change: The highest enterprise version of Operating System will make sure that all the features and functionalities required for a mission-critical infrastructure are included in the operating system e.g. real-time performance monitoring, capacity planning, virtualization, clustering, workload management etc.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
131.	Page-125 Development, Quality Server & Training Server	(c) Development, Quality & Training server set up shall be the exact miniature	(c) Development, Quality & Training server set up shall be the exact miniature replication of	We expect that all three environment should be with the same configuration so that there will not be

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		replication of production environment in 3-tier architecture.	production environment in 3-tier architecture.	any conflict while moving from one environment to the other
132.	Page-128 Non ERP Servers	(g) Server should have DVD ROM, DAT drive, minimum 2 x Gigabit Ethernet port.	Server should have DVD ROM, minimum 2 x Gigabit Ethernet port.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
133.	Page 125	(b) Software should be capable of remote control of desktops, laptops and other end-user devices.	Please relocate remote control capability software to a different heading as EMS software is more around management and monitoring of DC infrastructure and End User computing and does not factor remote control tools	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
	Enterprise Management (b)			
134.	Page 125 Enterprise Management (d)	(d) Software should be capable of Security management.	Please relocate security software under security	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
135.	Page 124 Enterprise Management	Enterprise Management	Technical specifications for EMS are listed under Enterprise Management System (EMS) on page 118, then what are the specifications which are listed under Enterprise Management on page 124, how do you differentiate between	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			the two ? What is the difference in these two sections ?	
136.	Page 125 Enterprise Management	Antivirus	Please relocate Antivirus functionality to a different section.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
137.	Page 67 9.3. Testing	9.3.3 Integration and System Testing	No Clarity to use Automation tool.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
138.	page 180 Testing Plan	Plans and methodologies for testing , types of testing - Testing tools proposed	SI can use Any tool or should propose commercial tools available in Gartner Magic Quadrant. Kindly clarify.	The bidder is expected to assess and propose a solution that best fits the requirement
139.	Generic		How You will ensure quality of application. How you will manage regression testing? What about test Management? Not mention clearly in RFP.	The bidder is expected to assess and propose a solution that best fits the requirement
140.	Volume II, Page 29	The Bidder must have a team of at least 250 Functional ERP Professionals on its rolls having experience in implementing all the major modules.	Request to amend the clause as below: The Lead Bidder & Consortium Partner jointly must have a team of at least 250 Functional ERP Professionals on its rolls having experience in implementing all the major modules.	Not allowed

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
141.	Volume II, Page 29	The Bidder should have at least one own/authorized training centre, located in India with a training capacity of at least 50 trainees.	Request to amend the clause as below: The Lead Bidder/ Consortium Partner should have at least one own/authorized training centre, located in India with a training capacity of at least 50 trainees.	Not allowed

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
142.	Volume II, Page 41	<p>Past Track Record of the Proposed ERP implementation (Govt./ PSU). The bidder is expected to submit ERP implementation citation with similar organizations certified.</p> <p>The following aspects to be demonstrated in projects cited as part of the requirements:</p> <ol style="list-style-type: none"> 1. IT Infrastructure Planning and similar Implementation Services 2. Application suitability 3. User base 4. Multi-location experience 5. Duration of Project (multi-year, O&M) Number of Organizations where the proposed solution/ product has been implemented <p>Two (2) marks for each line items , Maximum 10 Marks</p> <p>General Requirements</p> <p>The system to handle 'bonding sales' scenario</p>	<p>Request to amend the clause as below:</p> <p>Past Track Record of ERP implementation (Govt./ PSU). The bidder is expected to submit ERP implementation citation with similar organizations certified.</p> <p>The following aspects to be demonstrated in projects cited as part of the requirements:</p> <ol style="list-style-type: none"> 1. IT Infrastructure Planning and similar Implementation Services 2. Application suitability 3. User base 4. Multi-location experience 5. Duration of Project (multi-year, O&M) Number of Organizations where the proposed solution/ product has been implemented <p>Two (2) marks for each line items , Maximum 10 Marks.</p>	<p>No. of Organisations where the solution has been implemented can be minimum One or more</p>
143.	Volume 1 - Annexure II - Functional Requirement		<p>Please provide details of the screens and reports where bi-lingual support is required</p>	<p>Please refer to Section 7.1 in Volume 1 of the RFP</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
	Specification		across all modules	
144.	Volume 1 - Annexure II - Functional Requirement Specification		Can we clarify more on this ?	Please refer to Annexure 3 - As- Is process
145.	Volume 1 - Annexure II - Functional Requirement Specification	The system to handle 'retention sales' scenario	Can we clarify more on this ?	Please refer to Annexure 3 - As- Is process
146.	Volume 1 - Annexure II - Functional Requirement Specification	The system to enter the invoice type (as per accounting Standards applicable in India) with the option to modify it at a later stage	Can we clarify more on this ?	Please refer to Annexure 3 - As- Is process
147.	Volume 1 - Annexure II - Functional Requirement Specification	Human Resource & Payroll Requirements	Do all the locations have the same attendance recording device? If no, will MMTC provide attendance output in the same format for all the locations?	All the attendance recording devices are same as of now
148.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if all the equipments for Security and Networking should be from same OEM for the ease of management, integration and be EAL3/ NDPP certified by international common criteria Lab for equipment level security	The bidder is expected to assess and propose a solution that best fits the requirement

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
149.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if DC/DR Network infrastructure should be fabric-based design with each devices one hop away from every other device	The bidder is expected to assess and propose a solution that best fits the requirement
150.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if The Network should also support features like Fibre Channel over Ethernet, Virtual Extensible LAN, PFC, ETS, DCB, DCBX, OVSDB etc capabilities	The bidder is expected to assess and propose a solution that best fits the requirement
151.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the offered solution should have easy management capabilities like auto provisioning that enables you to plug and play devices and should support open stack, puppet, scripting and should have easy management features	The bidder is expected to assess and propose a solution that best fits the requirement
152.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if Network nodes should offer minimal operation disruption with each Node providing feature like ISSU & Configuration Rollback.	The bidder is expected to assess and propose a solution that best fits the requirement
153.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the security devices should support layer 3 firewalling, layer 7 application based techniques, User role-based controls, Gateway Antivirus, NAT, DoS and QoS	The bidder is expected to assess and propose a solution that best fits the requirement

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
154.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the supported signature base should have high signatures in thousands for IPS as well as application based to have high coverage on threats.	The bidder is expected to assess and propose a solution that best fits the requirement
155.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the Security Solution should have actionable threat intelligence, dynamic policy enforcement based on threat data and should be open to support for custom and third-party threat feeds.	The bidder is expected to assess and propose a solution that best fits the requirement
156.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the proposed network and security components at DC and DR should have security compliance with Network device protection profile and Network Equipment, Building System physical protection and should meet EMC and safety standards.	The bidder is expected to assess and propose a solution that best fits the requirement
157.	Network and Security Infrastructure at CO and other Project locations	Request for Clarification	Please clarify if The proposed device can have integrated Routing capabilities like OSPF, BGP, MPLS, and Security layer 3 firewalling, IPSEC VPN layer 7 application based techniques, Intrusion Prevention, User role-based controls, Gateway Antivirus, NAT, DoS and QoS. with in the same appliance to reduce the	The bidder is expected to assess and propose a solution that best fits the requirement

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			complexity and management efforts.	
158.	Network and Security Infrastructure at CO and other Project locations	Request for Clarification	Please clarify if the device should be scalable to ort up to 500 Mbps of WAN bandwidth and should have sufficient interfaces for redundant interfaces towards WAN, LAN and interconnectivity. The proposed component should have security compliance with Network device protection profile and should meet EMC and safety standards.	The bidder is expected to assess and propose a solution that best fits the requirement
159.	Volume I, Section 5.6 , page 37	Facilitate MMTC in the estimation for Networking & Security requirements and all user computing infrastructure comprising hardware and software, and help in the procurement, installation, configuration and commissioning of the same as and when required.	There are no minimum technical specifications of Network and Security Solution has been provided in this RFP and Lack of specification for networking and security in RFP is a cause of big concern to size and provide Industry standard solution. Also, This can be crucial because of current cyber threat landscape is propagating and It leaves open to service provide comfort level to suggest tools and solutions best suiting their interest and may not be suited for MMTC Interest. Hence, Request you to please add minimum	The bidder is expected to assess and propose a solution that best fits the requirement

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			technical specification for Network and Security Infrastructure for DC and DR sites to size the design the solution properly.	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>we suggest to add following componetns and minimum Technical Specification.</p> <p>A) DDoS Solution: We recommend to add following requirement as part DDOS Solution :</p> <ol style="list-style-type: none"> 1. The system must provide models with multiple interface pairs to allow connectivity to multiple service providers. 2. The system must implement hardware bypass in all of its service (protection) interfaces. 3. The system must be deployable inline as a layer 2 “bump in the wire” introducing no frame encapsulation changes. 4. The system must use stateless attack detection and filtering. 5. The system must have the option of supporting an SSL security module within the system to provide visibility into SSL-secured traffic. 6. The system must be able to trigger the request for an upstream cloud mitigation either manually or automatically in case the volume of DDoS attack exceeds the ingress capacity of the ISP link/links. 7. The system must be able to block Invalid Packets (including checks for Malformed 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>8. The system must provide the ability to block bot-originated traffic according to system-supplied signatures.</p> <p>9. The system should also support GeoIP tracking and use IP and domain reputation to block threats.</p> <p>10. The system must provide DDoS protection from active DDoS campaigns based on IP reputation.</p> <p>B) Advanced Malware and Security Analytics : As MMTC would adopt a defence in depth strategy to provide multiple layers of defence to safeguard the system. There is a need for Advanced Malware Analysis and Security Analytics Solution for Advanced unknown malware and targeted attacks using mix of forensics solutions and sandboxing: Suggest that Solution should:</p> <p>1) Proactively detect unknown and already-present malware (Must be able to track the flow & provide automated intelligence to forensics tool)</p> <p>2) Enable manual or automated post-intrusion incident containment and response (Should facilitate integration with forensics tools to search, isolate recovery</p>	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
	Volume I, IT Infrastructure Specification, Page 123, Database Server	(c) The database should be provided with features which will prevent the database administrator to delete/ erase the audit trails.	Suggest to have Dedicated Database Security solution that will offer customers dependable, real-time protection of business-critical databases, and the sensitive information they contain, in a manner that aligns security management policies and processes, and introduces virtually no performance degradation, IT architectural changes, or costly downtime.	The bidder is expected to assess and propose a solution that best fits the requirement
		(d) The database should be provided with features which will allow securing/encrypting the sensitive/ classified data.	<p>Factor for a Database monitoring solution features:</p> <ul style="list-style-type: none"> • Provides protection against all database threat vectors to meet compliance requirements. • Identifies threats as they occur and intervenes to stop 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>attacks — reducing risk and liability.</p> <ul style="list-style-type: none"> • Provides flexible reporting. • Deploys quickly and non-intrusively, with minimal resources. • Protects databases running on today's modern IT infrastructure, including virtualized and cloud environments. • Provides security in an easy-use form factor: downloadable software (not an 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>appliance). Suggested Specifications: 1)The solution should have the ability of monitoring all database activities and protection against insiders with privileged access, should support at a minimum, IBM DB2, Oracle, Sybase, Teradata, MySQL, Microsoft SQL, support granular monitoring of database transactions with real-time alerts and prevention of breaches, should support granular monitoring of queries, objects and stored procedures with real-time alerts and prevention of breaches. 2)The solution should have the ability to independently monitor and audit all database activity, including administrator's activity and select transactions. The solution should support Auditing including monitoring of DBA activity and should prevent DBA manipulation or tampering with logs or recorded activity. 3) The solution should have the ability to generate alert on policy violations. It shouldn't</p>	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>just record activity, it should provide real time monitoring and rule based alerting. 4)Should track and audit administrative commands such as GRANT, have the ability report on database access including logins, client IP, server IP and source program information, monitor and report on data manipulation language (DML) commands and data definition language (DDL) commands.</p>	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
160.	Volume I, Page 58, Vulnerability Assessment	<p>Server Security:</p> <ol style="list-style-type: none"> 1. Vulnerability Assessment of the Server shall be carried out 2. Servers shall be hardened regularly 	<p>Suggestions on Vulnerability (General, Application & Database) Testing tools:</p> <p>Suggestion on the features for the solution :</p> <p>Vulnerability Management</p> <ul style="list-style-type: none"> • Should identify asset type's out-of-the-box, including desktops, servers, routers, switches, applications and operating systems, be able to track individual assets By IP address and by name, use Asset identification techniques such as Ping sweep, UDP probe, Asset, Application and OS fingerprinting, TCP discovery 	The bidder is expected to assess and propose a solution that best fits the requirement
			<ul style="list-style-type: none"> • Should Identify newly connected devices and previously undiscovered assets on the network. The solution should support Non-intrusive checks as well intrusive checks, should be able to classify assets according to business value. • The Solution should perform a targeted scan (i.e. check for a specific set of vulnerabilities), provide real-time (immediate) scans should provide ability to be stopped or 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>paused, should support storage of credentials for systems, for use in authenticated scanning.</p>	
			<ul style="list-style-type: none"> • The Solution should support integration with threat feeds, allowing vulnerabilities to be correlated against real-time threat information, should be able to integrate with third party trouble ticketing systems for tracking remediation. • The reports should include data from multiple scans. The Solution should have policy compliance features, such as identifying empty or improperly configured ACLs, audit settings, password policies, etc. 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<ul style="list-style-type: none"> • The Solution should have the ability to detect both corporate wireless and rogue devices. In addition to identifying wireless devices themselves, the module should use several interrogation techniques to analyze wireless clients, access points, bridges, and routers from the “wired side.” • It should use industry standard vulnerability lists such as CVE, CERT, SANS20, BS 7799/ISO 17799 (International Standard for Information Security Management) and other private sources and should allow custom checks to be created in open standard format, such as OVAL. 	
			<ul style="list-style-type: none"> • Should include checks for DoS, buffer overflow, network device vulnerabilities, potential unwanted programs, web vulnerabilities, virus, malware, spyware, printer and print server vulnerabilities. • The solution should be able to correlate latest threat feed and provide information risk level at each segment and organization level, The solution should 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>support risk-based scoring metrics.</p>	
			<ul style="list-style-type: none"> • The solution should allow simple import of the system data from system security solution for improved accuracy. Using the data from system security, the admin can then identify assets that are already protected by other countermeasures, allowing you to focus remediation on more vulnerable assets and reduce emergency patching. <p>Web Application Security Monitoring :</p> <ul style="list-style-type: none"> • The Solution should have the ability to perform web application scanning. The solution should provide scan configuration, vulnerability checks and scan report for web applications 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<ul style="list-style-type: none"> • It should identify susceptibility to database-specific risks, including SQL injection, buffer overflow, and malicious or insecure PL/SQL code. • It should be able to set the entry URL, path to include, exclude and parameters to exclude during a web application scan. • It should be shipped with checks to detect vulnerabilities in web platforms like Microsoft Internet Information Server, Apache, Websphere, Lotus Domino, Novell, iPlanet, and Netscape Enterprise Server 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<ul style="list-style-type: none"> • The Solution should have the ability to test web applications for poor coding practices, weak input checking, configuration mistakes exposing unintended data, and data manipulation. • It should include the following areas of testing: Authentication, Buffer Overflows, CGI Attacks, Cross Site Scripting, Database, Ecommerce, HTTP Header • It should include required checks for PCI as well as provides coverage of the 2010 OWASP Top 10 categories. Database Vulnerability Monitoring: 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<ul style="list-style-type: none"> • The Solution should have the ability to perform database scanning, conducting more than 3500 vulnerability checks against leading database systems such as Oracle, Microsoft SQL Server, IBM DB2, and MySQL databases. • It should scan multiple databases across the enterprise from a centralized console, automatically discover database in the network, locate sensitive information in table and identify them, provide the Database version and patch status by doing quick port scan, be able to detect weak password for databases and point out accounts with simple, weak and shared passwords. • It should also scan hashed password for example in SHA1, MD5 or DES, identify susceptibility to database-specific risks, including SQL injection, buffer overflow, and malicious or insecure PL/SQL code 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
161.	General	File Movement & Tracking system	<p>As movement of files and document is looking to be one of the key requirements of the project as mentioned in the RFP, so based on our experience of working with various Govt organizations we strongly feel that following features should also be included in the RFP :</p> <ul style="list-style-type: none"> • System should be based on Manual of Office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances) • DAK Management with features like DAK register etc • Whitehall based file movement (File view with all Documents are shown on one side and NoteSheet on other side) 	The bidder is expected to assess and propose a solution that best fits the requirement
			<ul style="list-style-type: none"> • Supports for Green Note sheet • Secure notes and annotations. • Support for Hindi • Should be based on document management and workflow management system 	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
162.	General	Document Management system	<p>Request you to include the following specification to ensure best of breed solution: Archival of Documents</p> <ul style="list-style-type: none"> - Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents 	The bidder is expected to assess and propose a solution that best fits the requirement

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
163.	General	Document Management system	<p>Request you to include the following specification to ensure best of breed solution:</p> <p>Document View</p> <ul style="list-style-type: none"> - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent and support Linux based browser - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users 	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
164.	General	Document Management system	Since there will be various confidential files and documents in the department, we recommend that system should also have capability of enforcing centrally defined access permissions to documents even when they are sent outside the repository.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
165.	General	Document Management System	<p>Since the Document Management System will be storing critical documents of department which needs to be archived for long term, we recommend the department should archive documents in PDF/A format with support for annotations (PDF/A is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects. The benefits of using PDF/A is that it is independent of application and hardware , supports better compression and linearized based faster web view)</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>
166.	General	Scalability	<p>Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of proposed Content & document management module :</p> <p>The system should store only index information in database while images should be stored in separate file server.DMS should be designed for storing high volumes. DMS should store image and binary document in a</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			separate file server and not in RDBMS.	
167.	General	Performance	Request you to include the following specification to ensure best of breed solution: Since bandwidth is normally a constraint in India and to enable faster access of content we suggest the system should support pre-fetching of remote Images, for fast retrieval at local sites and the system should support for caching of remote content for fast future accesses	The broad specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
168.	General	Email Capabilities	We understand that the entire system should have configurable email notification and template definitions module which can be used across the core function modules of the project. Please confirm our understanding is	Please refer to Section 7.8 of Volume 1 of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			correct	
169.	General	Scanning	<p>We understand that less paper initiative is key requirement of project and so there will be requirement of capture solution for scanning paper documents with support for following :</p> <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning <p>Please confirm our understanding is correct</p>	Document scanning is not part of the SI's responsibility

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		<p>crores and above in India. Documentary Proof to be Submitted : Work Order and Completion Certificate / client Citation</p>	<p>The Bidder must have System Integrator experience of ongoing/ completed project during the last five years (from the date of publishing of the RFP) in one project having ERP/Software Development and related IT services implementation of project value of Rs 10 crores and above in India or abroad OR The Bidder must have System Integrator experience of ongoing/ completed project during the last five years (from the date of publishing of the RFP) in two project having ERP/Software Development and related IT services implementation of project value of Rs 8 crores and above in India or abroad OR The Bidder must have System Integrator experience of ongoing/ completed project during the last five years (from the date of publishing of the RFP) in three projects having ERP/Software Development and related IT services implementations , each of project value of Rs 6</p>	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>crores and above in India or abroad. Documentary Proof to be Submitted : Work Order/ Purchase Order / Certificate from Client</p>	
170.		General question	Will MMTC provide PCs and connectivity in MMTC head office for SI team to work during implementation of the project ?	No, The SI has to make their own arrangements only space will be provided by MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
171.	4.2 Pg 27 of 133 (Vol I)	Existing Information Systems	<p>a) Please share the subject areas in existing Business Intelligence platform of MMTC, the dashboard names and the number of reports within each dashboards?</p> <p>b) What is MMTC's expectation from the new Business Intelligence implementation vis-a-vis the existing implementation, i.e. replace it, complement it, etc.</p>	Please refer to the Section 9.2 of Volume 1 of the RFP. Also details are provided in the As-Is processes in the RFP
172.	5.3.1 SL No. 1 Pg 35 of 133 (Vol I)	Compliance to Standards	<p>Please confirm whether both English and Hindi will be required in a) Form labels (static text), b) Reports, and c) Data entry (Text input). How many such screens are available in Hindi in existing ERP system ?</p>	The proposed solution should support bi lingual formats. Please refer to Section 7.1 of Volume I of the RFP
173.	5.3.1 SL No. 3 Pg 35 of 133 (Vol I)	"The SI shall ensure adherence to all relevant standards as defined and notified by Government of India (GOI) from time to time"	<p>Unless the standards are defined and available during the 'Requirements Gathering' phase, it will be very difficult to adhere to these standards during the later stages of the project. It will have an adverse impact on cost and timelines. We request that all standards be made available to the SI during the 'Requirements Gathering' phase itself</p>	All standards from GOI are on Public Domain and it is expected that the bidder adheres to these guidelines and standards as and when published

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
174.	6 Pg 42 of 133 (Vol I)	Functional Landscape	What are the specific requirements around GRC indicated in Figure 7.	The bidder needs to propose a solution in line with access controls and process controls specified in the RFP
175.	7 Pg 45 of 133 (Vol I)	Technical Architecture & Requirements	<p>We understand that following ERP modules are identified for implementation.</p> <ul style="list-style-type: none"> i. Finance & Accounts ii. HR & Payroll iii. Sales & Distribution iv. Commodity v. Trading BI & Reporting vi. Inventory & warehouse Management <p>Please provide maximum concurrent user load during peak hours for each modules with breakup of light, medium and heavy users.</p> <p>Also are there any external users accessing ERP system. If yes, please provide maximum concurrent external user load during peak hours for each modules with breakup of light, medium and heavy users.</p>	Please refer to Section 8.3 of Volume 1 for concurrency.
176.	7 Pg 45 of 133 (Vol I)	Technical Architecture & Requirements	What is user growth anticipated per year for ERP system?	The bidder needs to assess in accordance to the scalability required as specified in Section 8.3 of Volume 1 of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
177.	7 Pg 45 of 133 (Vol I)	Technical Architecture & Requirements	What is the volume of data to be migrated (in GB) from existing legacy system to new ERP system for new modules?	Please refer to Section 14 of Volume 1 of the RFP
178.	7 Pg 45 of 133 (Vol I)	Technical Architecture & Requirements	What is the expected level of performance requirement from the DR setup (as a percentage of the production) in case of disaster? (default 50% of production)	The DR set up is envisaged to be 50 % of the DC
179.	7 Pg 45 of 133 (Vol I)	Technical Architecture & Requirements	What is High Availability requirement of ERP system(24x7 or 8x5)? How much system downtime can MMTC afford?	Please refer to the Section 11.5 of Volume 3 of the RFP
180.	7 Pg 45 of 133 (Vol I)	Technical Architecture & Requirements	How many non-production environment planned for ERP system for maintenance and support? E.g. Development, Patching, Test, UAT, Pre-Production, Training etc.	The bidder is expected to assess and propose a solution that best meets the requirement of the RFP
181.	7.6 SL No. 8 Pg 51 of 133 (Vol I)	"The SI shall also provide access to MMTC and TPAA to audit its facility for the purpose of smooth conduct of audit and certification of ERP system"	The system is being implemented at MMTC DC and all infrastructure and system related components are at MMTC. So the requirement of auditing SI's facility is not clear.	In case there is a need to assess / audit the SI's facility, the SI should be able to facilitate the same.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
182.	7.7 Pg 51 of 133 (Vol I)	OEM Services	While the requirement of OEM Services for review, expert advice, and quality assurance during the ERP implementation is clear, what is not clear is the number of days for which these services are required. We propose that the minimum no. of days of OEM services be clearly mentioned in the RFP. This will ensure that there is some parity between the considerations being made by different bidders.	The bidder is expected to assess the effort based on the Product that they propose
183.	7.8 Pg 54 of 133 (Vol I)	Interface Requirements	Please confirm if the "Table 4 External interfaces with ERP Application" are the only external interfaces in scope. Please provide details of each interface - i.e. outbound or inbound, real-time or batch, and business entities (data) which will be exchanged	This activity will be done at the design stage with the successful bidder
184.	8.1. Pg 55 of 133 (Vol I)	"This means that at any point of time, maximum data loss MMTC can face is of last 4 hours data (RPO)."	RPO has been mentioned to be 4 Hrs. Kindly confirm the RTO required.	Please refer to Section 11.5 of Volume 3 of the RFP
185.	10 Pg 71 of 133 (Vol I)	Implementation Approach and Project Timelines	Please state if MMTC has any preference a particular functionality / modules that needs to be implemented in Phase-1 or Phase-2. of the implementation.	The Bidder is expected to implement as per Section 10 in Volume of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
186.	11 Pg 73 of 133 (Vol I)	Project Deliverables Schedule	Is it imperative that the Business Intelligence function is to be delivered along with the ERP function - or the bidder may propose a schedule where the Business Intelligence function is delivered at a later date?	The bidder is expected to assess and propose a solution that best meets the FRS requirement of MMTC
187.	13.1.1.1 Pg 78 of 133 (Vol I)	Routine Functional Changes	Creating new report formats should be kept out of scope or capped at a number (say 20 per annum) to be communicated to all bidders to ensure a balanced evaluation	Please refer to Section 9.2 in Volume 1 of the RFP
188.	13.1.1.2 Pg 79 of 133 (Vol I)	Application Software Maintenance and Support Services	Will all resources need to be based at MMTC corporate office for application support. Can the bidder provide support from any of its offices in India and maintain a skeletal helpdesk or 2-3 functional resources presence only at MMTC office.	The bidder is expected to provide resources for Handholding support and Centralised Helpdesk at MMTC office
189.	13.1.1.2 SL No. 10 Pg 80 of 133 (Vol I)	"Any changes to the application code that may be required because of patches to licensed software being used (if any). The SI shall migrate all the current functionality to the new/enhanced version at no additional cost to MMTC"	This requirement amounts to Technical Upgrade which may require significant changes to the implemented functionality because of earlier features being deprecated or new features being introduced. Technical Upgrades and associated work should be part of Change Requests and not	The bidder is expected to upgrade/ provide patches as part of the ATS policy

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			regular O&M	
190.	13.1.1.2 SL No. 17 Pg 80 (Vol I)	"It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in MMTC processes and workflows shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to MMTC"	The ERP system will be designed and implemented based on the Blueprint document prepared with inputs from users, from the organization's processes (existing and new), and various rules and regulations that govern how MMTC does business. Any changes to these basic tenets on which the ERP platform is built, will have significant impact on the way the ERP system functions and may even require complete re-design of certain components/modules. Hence such changes should always be considered as part of Change Requests and not regular O&M. This is also in line with what has been mentioned in the RFP Clause 15.2 Pg 94 of 133 (Vol I). Hence we request removal of this sub-clause	Please refer to Section 9.2 of Volume 1 of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
191.	13.1.1.3 SL No. 4 Pg 81 of 133 (Vol I)	"The SI shall provide from time to time the Updates/Upgrades/ New releases/New versions of the software and operating system as required.... at no additional cost without disturbing the implemented ERP system"	We request modification in the last line to read as: "... at no additional cost, if provided so by the OEM, without disturbing the implemented ERP system"	The bidder is expected to upgrade/ provide patches as part of the ATS policy
192.	13.1.1.4 SL No. 5 Pg 82 of 133 (Vol I)	"During the warranty period, SI shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to MMTC in case the procured hardware or software is not adequate to meet the service levels"	What is the warranty period for hardware? Is it same as the O&M duration i.e. 5 years after Go Live?	The bidder is expected to provide as specified in Section 5.9 and Section 13 in Volume 1 of the RFP
193.	13.3 Pg 88 of 133 (Vol I)	Hours of Operation of Centralized helpdesk: "... Any other date and time as requested by MMTC"	Since the SI will have to factor the cost of manpower for manning the Helpdesk, it is very important to have finite timings. This statement leaves it open-ended and makes it impossible to cost it appropriately. Hence we request that this sentence be removed.	Please refer to Section 13.3 in Volume 1 of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
194.	18.1 SL No. 5 Pg 108 of 133 (Vol I)	"Insure the entire hardware deployed at various locations for the entire location of the agreement against vandalism, theft, fire and lightning etc."	The standard norm for SI deals is to insure the components till Go Live of the system when the components are handed over to customer. Insurance should be only till the Go Live period. Post that all insurance should be done by MMTC.	Insurance is for the complete period of Agreement but not up to Go-Live only. Please refer to Section 3.2.12 of Volume 2 of this RFP
195.	Annexure IV 'Fault Management' SL No. 12 Pg 120 of 133 (Vol I)	"The tool shall integrate network, server and database performance information and alarms in a single console and provide a unified reporting interface for network and system components."	Does MMTC require multiple tools to handle network, server and database performance information. Kindly clarify	The bidder is expected to assess and propose that best meets the requirement
196.	Annexure IV 'Servers for ERP Solution' SL No. g) Pg 124 of 133 (Vol I)	"Servers offered will have minimum 8 GB per core, DDR2, ECC protected memory"	Request MMTC to modify as under - "Servers offered will have minimum 8 GB per core, DDR3 or higher, ECC protected memory". This will help MMTC to avail new technology and to ensure no obsolesce as DDR2 memory is becoming obsolete.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
197.	Annexure IV 'Servers for ERP Solution' SL No. i) Page 124 of 133 (Vol I)	"Each partition should have minimum 4 x 1 Gbps Ethernet and 4 x 4 Gbps FC (SAN) Ports."	Request MMTC to modify as under - "Each partition should have minimum 4 x 1 Gbps Ethernet and 2 x 8/16 Gbps FC (SAN) Ports from different physical adapters". This will ensure no obsolesce as 4 Gbps FC (SAN) ports are becoming obsolete. Also request to reduce the number of ports to 2 from 4, as only 2 ports per partition will be connecting to the SAN and for redundancy those ports should be ensured from two different physical adapters	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
198.	Annexure IV 'Servers for ERP Solution' SL No. j) Page 124 of 133 (Vol I)	"Each server should have minimum 2 x DVD ROM and 2 x LTO4 drives with each drive connected to a dedicated adapter available to all the partitions without reboot."	Request MMTC to modify as under - "Each server should have minimum 2 x DVD ROM and 2 x LTO6 drives with each drive connected to a dedicated adapter available to all the partitions without reboot". This will ensure new technology is available to MMTC as LTO4 Drives are becoming obsolete	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
199.	Annexure IV 'SAN Storage (For Primary DC and DR Site)' SL No. c) & d) Pg 128 and 129 of 133 (Vol I)	"Storage must be able to incorporate 10,000 RPM, 15,000 RPM FC and 7200 RPM SATA/SATA2 disks."	Request MMTC to modify as under - "c) Storage must be able to incorporate 10,000 RPM, 15,000 RPM FC / SAS and 7200 RPM SATA/SATA2/NLSAS disks". AS FC Disks are becoming obsolete and	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			are getting replaced by SAS Disks. Similarly SATA and SATA2 Disks are getting replaced by NLSAS Disks.	
200.	Annexure IV 'SAN Storage (For Primary DC and DR Site)' SL No. e) Pg 129 of 133 (Vol I)	"Must be supplied with 48 numbers (or higher in case the solution requires) of 4 Gbps Front End ports."	Request MMTC to modify as under - " e) Must be supplied with 48 numbers (or higher in case the solution requires) of 8 Gbps Front End ports". As 4 Gbps Front End ports in Storage is becoming obsolete and getting replaced by 8 Gbps Front End ports	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
201.	Annexure IV 'SAN Storage (For Primary DC and DR Site)' SL No. g) Pg 129 of 133 (Vol I)	"Storage must be supplied with 100 numbers of 146GB, 15K RPM FC disk drive to be deployed in Raid 1+0 configuration for Production Applications."	Request MMTC to modify as under - " g) Storage must be supplied with minimum numbers of 600GB, 15K RPM FC/SAS disk drive to be deployed in Raid 1+0 configuration for Production Applications. The Production Volume to be configured is 8 TB ". As 146 GB FC Disks are obsolete and getting replaced by SAS Disk of minimum 600 GB Capacity.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
202.	3.2.12 Pg 23 of 135 (Vol II)	"Insurance to be taken out by the Bidder"	<p>The standard norm for SI deals is to insure the components till Go Live of the system when the components are handed over to customer. Insurance should be only till the Go Live period. Post that all insurance should be done by MMTC.</p> <p>1. 100% of the total cost of ERP Product User Licenses (excluding advance payments, if any), as detailed in Form D.3 of the RFP, on supply at site</p> <p>2. a) 90% of the total 'Software and Hardware Cost' (excluding advance payments, if any), as detailed in Form D.6 of the RFP, on supply at site</p> <p>2. b) 10% of the total 'Software and Hardware Cost' (excluding advance payments, if any), as detailed in Form D.6 of the RFP, on Go Live</p>	Please refer to Section 3.2.12 of Volume 2 of this RFP
203.	Annexure IV Form D.2 Pg 113 of 134 (Vol II)	"Form D.2: Pricing Summary"	In Clauses 6.1 SL No. o) & p) Pg 49 of 134 (Vol II) of RFP it is mentioned that prices are exclusive of taxes and taxes will be payable over and above the payment schedule. However in the Pricing Summary prices are	The commercial evaluation will be carried out which is exclusive of taxes however the bidder needs to fill the applicable taxes provided in the price bid format.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			requested with taxes. Taxes change based on Govt. rules and regulations and the bidder has no control over it. Hence we request that all evaluations be carried out exclusive of taxes. Hence request that the Pricing Summary Sheet be modified to remove the tax components. Taxes will be extra as applicable. The bidder can be requested to submit details of applicable taxes (Sales Tax / Service Tax etc.) for each component, but these should not be considered as part of evaluation.	
204.	Annexure IV Form D.2 Pg 113 of 134 (Vol II)	"Form D.2: Pricing Summary"	Kindly clarify the 'Sub Total' mentioned in the Pricing Summary table is the total for which of the fields in the table. Also please clarify the 'Total Cost (TC) of the Project' is the total for which of the fields in the table	All the line items mentioned in the pricing summary
205.	FRS: General Requirements SL No. 164	"The system should synchronize LDAP users to facilitate a single sign on."	Is there any existing LDAP server that needs to be integrated with the proposed solution ?	No

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
206.	FRS: General Requirements SL No. 171	"The system should have a single log-on to provide access to all modules/functions"	Will there be any existing solution/application that needs to be brought under the realm of Single Sign-On (SSO)?	No
207.	FRS: General Requirements SL No. 173	"The system should support data encryption."	"Support" means this particular feature is available in the proposed system and "can be implemented in future" if there is any business need or compliance requirement. Please confirm.	No
208.	FRS: Finance & Accounts	Generic question	We understand the Budgeting system will source its actual data from the proposed ERP system. Please confirm if there may be additional sources with which interface may be required.	For interface requirements please refer to Section 7.8 in Volume 1
209.	FRS: Finance & Accounts	Generic question	How many outbound interfaces is expected from the proposed Budgeting System	For interface requirements please refer to Section 7.8 in Volume 1
210.	FRS: Finance & Accounts	Generic question	Please share the entity structure of MMTC.	Please refer to Section 2.3 in Volume 1
211.	FRS: Finance & Accounts	Generic question	Is budget approval hierarchy to be implemented? If so, how many levels of approval (workflow) may be required for budget submission?	This activity will be done at the design stage with the successful bidder

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
212.	FRS: Finance & Accounts	Generic question	Does MMTC have any reciprocal movement of cost allocation? How many stages are involved in cost allocation activities?	This activity will be done at the design stage with the successful bidder
213.	FRS: Finance & Accounts SL No. 313	"System to account for bills partially."	Does this mean that system needs to account for partially processed or paid bills ?	This activity will be done at the design stage with the successful bidder
214.	FRS: Finance & Accounts SL No. 664, 666	Budgeting – General	It is mentioned that system to do budgeting on User-definable periodic basis – a) Do different units have different budgeting cycles? b) Please confirm that yearly budgeting cycle as well as long term (multiple years) budget is also required?	This activity will be done at the design stage with the successful bidder
215.	FRS: Finance & Accounts SL No. 665	Budgeting – General - “System to integrate the corporate budgeting process with the budgeting and planning of individual units”	What is meant by 'unit' in this context? Will there be separate Planning and Budgeting implementations at the unit level, that should integrate with the Corporate Planning implementation where the plans will be consolidated? Or the Unit level planning as well as corporate Planning will be implemented in a single centralized application?	Budgeting will be as per Unit and Central level
216.	FRS: Finance & Accounts SL No. 669	Budgeting – General	Are the departments referred as different business areas ? Can MMTC share the organization hierarchy in terms of departments, business	Please refer to Section 2.2 , 2.3 and 2.4 in Volume 1

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			areas etc.	
217.	FRS: Finance & Accounts SL No. 672	Budgeting – General	What are the different type of options expected for “what-if analysis”	This activity will be done at the design stage with the successful bidder
218.	FRS: Finance & Accounts SL No. 675	Budgeting – General	Does it mean integrating the budgeting solution with MS OFFICE?	The bidder is expected to adhere to FRS no 675
219.	FRS: Finance & Accounts SL No. 679	Budgeting – General	What type of supporting details to be captured?	This activity will be done at the design stage with the successful bidder
220.	FRS: Finance & Accounts SL No. 688	Budgeting - General	<p>How many total number of reports may be required to be built (considering all lines of business, all entities, management reporting, manpower reporting, ad-hoc analytical reports, statutory etc.) out of the Planning and Budgeting System?</p> <p>Will it be possible to provide some sample reports which can help us understand the complexity of calculation/business rules to be developed?</p>	Please refer to section 9.2 of Volume of the RFP
221.	FRS: Corporate Functions SL No. 50	Corporate Planning	We understand that Planning and Budgeting solution needs to be integrated with proposed Document Management system. Please confirm.	The bidder is expected to provide compliance to the FRS

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
222.	FRS: Corporate Functions SL No. 55	Corporate Planning	Is MMTC looking for having a link within the Planning Application to Online Libraries?	The bidder is expected to provide compliance to the FRS
223.	FRS: MIS Reports	MIS Reports	a) Are the MIS reporting requirements mentioned meant as the functional requirements of the proposed Business Intelligence System? b) If not, please specify the subject areas of interest and the number of reports for each subject area. Are the MIS reporting requirements mentioned meant as the functional requirements of the proposed Business Intelligence System? c) If not, please specify the subject areas of interest and the number of reports for each subject area.	The bidder is expected to provide compliance to the FRS
224.	FRS: MIS Reports SL No. 694	MIS Reports	What is the proposed mechanism of consolidation of actuals data? Is there any formal tool proposed for the consolidation of actuals.	The bidder is expected to provide compliance to the FRS
225.	1.13.2 Pg 245 of 306 Vol I: Annexure	Budgeting (Process Detail)	Request to please explain Current years Proportional Budgeting Expenditure.	Please refer to Annexure 3

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
226.	SAN Storage (For Primary DC and DR Site)	Must be Enterprise class storage solution.	Since you do not have a high capacity requirement, you may do with a mid-range storage, which can also provide very good performance. Asking for Enterprise class storage will escalate the cost multiple times, without much performance advantage.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
227.		Must have Virtualization engine embedded within storage controller or virtualization appliance for high performance storage virtualization processing. SI will provide all hardware and software required to virtualize storage.	Storage virtualization may not be required unless you need to manage and virtualize multiple vendor storage arrays. You may ask for this functionality in future. Which means, the array should support storage virtualization, with or without external appliance.	The bidder is expected to provide for a virtualisation environment at Server farms
228.		Storage must be able to incorporate 10,000 RPM, 15,000 RPM FC and 7200 RPM SATA/SATA2 disks.	The latest and better technologies are 10K & 15K RPM SAS Drives and 7200RPM NL-SAS Drives.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
229.		Must be supplied with 48 numbers (or higher in case the solution requires) of 4Gbps Front End ports.	4Gbps ports is the past technology. Please ask for 24 x 8Gbps FC Front End ports	The broad specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
230.		Storage must be supplied with minimum 8 Backend ports / loops.	Please ask for Back-end bandwidth instead of ports. You must ask for 64Gbps back-end throughput.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
231.		Storage must be supplied with 100 numbers of 146GB, 15K RPM FC disk drive to be deployed in Raid 1+0 configuration for Production Applications.	146GB drives are things of past. Please ask for 600GB/900GB 10K SAS Drives and can be configured in RAID 1/0 or RAID5. Also its better to ask for usable capacity required, instead of number of disk drives.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
232.		Must be supplied with 5% hot spares disk drives.	1 Hotspare for every 30 Disk Drive is an industry norm. You may consider asking the same.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
233.		SI must supply, in case required, higher number of disk drives than the above stated capacities to meet the above stated ERP solution performance criteria.	if you are expecting high performance requirement, please consider asking 2TB on SSD Drives as well.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
234.		Must be able to support both RAID-10, RAID-5 and RAID6 technology.		The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
				the requirement of MMTC
235.		Must implement a disk sparring design that avoids the conventional overheads of double data movement.	Please explain..this point is not clear.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
236.		Must have the ability to support minimum of two operating environments or logical storage partitions to support different workloads and each should have isolation in terms of cache usage, front end and backend adapters and the subsystem firmware.	This is a feature of Enterprise class storage, You may not require such high category/ High price storage. Please consider removing this point, as there are other ways of separating the application workloads, which are present in mid-range storage as well.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
237.		Storage system must be able to support non-disruptive disk drive and cache upgrades.	Disk drives can be upgraded non-disruptively, but Cache cannot be done in that way. Please remove cache from this point.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
238.		(g) Backup software shall support Virus-scanning features and encryption features	Most of the leading backup software does not support Virus-scanning feature and should be deleted. Encryption should be mentioned as 256-bit	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			AES encryption.	the requirement of MMTC
239.		Should have in-built calendar based scheduling system and also support check-point restart able backups..	Request to add this essential feature for backup software	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
240.		Licensing of the software should not to be dependent on the number of CPUs of the client machines.	Request to add this essential feature for backup software	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
241.		The proposed backup solution shall provide granularity of single file, mailbox, object level restore.	Request to add this essential feature for backup software	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
242.	4.2. Pre-Qualification Criteria / 162	The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last five years (from the date of publishing of the RFP) in two projects having ERP and related IT services implementations,	Please confirm for all projects under experiences should be inclusive of Taxes	The understanding is correct

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		each of project value of Rs 25 crores and above in India OR		
243.	Technical BOM - H/W (Data Centre and Disaster Recovery Center) / 119	Architecture (RISC/EPIC/CISC)	We recommend Architecture (RISC/EPIC/CISC/ X86 /intel)	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
244.	Technical BOM - H/W (Data Centre and Disaster Recovery Center) / 119	(Data Centre and Disaster Recovery Center)	We should be allowed for site survey at DC & DR	If the bidder requires any inspection of the location, the same can be arranged with prior written intimation
245.	8.1. Data Centre and Disaster Recovery Center requirements/5 5	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are: 1. Racks 2. SAN Storage and Virtual Tape Library 3. Monitoring System 4. Access Control System, Physical	Request to provide specifications for the following items: 1. Racks 3. Monitoring System 4. Access Control System, Physical Security and surveillance 5. Power Supply, UPS, Backup and Generator 6. Precision AC 7. Fire Prevention System 8. Tape Library	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC. However Non IT infrastructure is not part of the scope for the SI

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		Security and surveillance 5. Power Supply, UPS, Backup and Generator 6. Precision AC 7. Fire Prevention System 8. Router for terminating traffic coming from the internet 9. Core switch and other layer 2 switch for the LAN 10. Core information security equipment like firewall, IPS and IDS 11. Antivirus 12. Remote support services in case of any physical intervention required 13. Network Termination Facility for the Network Service Providers	9. Core Switch 10. Router	
246.	8.1. Data Centre and Disaster Recovery Center requirements/55	The SI shall provide the tapes required for taking back up and will be responsible for the logistics of the tape to the off site location.	Please provide the MMTC policy for back up period and retention period in this regard.	Please refer to Section 13.1.1.9 of Volume I of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
247.	8.3. Deployment Architecture/57	The SI shall plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of the system. The vertical scalability in servers in terms of additional processors and RAM will have to be provisioned for handling future growth in transactions.	Please provide the percentage growth (YOY) increase in the number of users in this regard.	The bidder needs to assess in accordance to the scalability required as specified in Section 8.3 of Volume 1 of the RFP
248.	8.3. Deployment Architecture/59	The SI shall ensure that no single point of failure (SPOF) exists and enough redundancy is built in to the DC.	Kindly confirm if the redundancy is required only in DC and not in DR?	Please refer to section 8.3 of Volume 1 of the RFP
249.	8.1. Data Centre and Disaster Recovery Center requirements/55	The data center shall be established in MMTC Corporate office in New Delhi and the disaster recovery center shall be established in MMTC Mumbai office.	Against this in 8.2. Network connectivity there is a mention of DR Site at Chennai. Request clarity on DR location.	The DC will be based in New Delhi and DRC will be out of Mumbai
250.	8.1. Data Centre and Disaster Recovery Center requirements/55	The data center shall be established in MMTC Corporate office in New Delhi and the disaster recovery center shall be established in MMTC Mumbai	Please provide the percentage of DR requirement. As in 100% DR, 50% DR etc.?	The DR set up is envisaged to be 50 % of the DC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		office.		
251.	8.1. Data Centre and Disaster Recovery Center requirements/55	The SI shall provide specifications for the fire proof storage facility for storing of media.	Kindly confirm if the same is required only in DC and not in DR or Both. Request Clarity	It is for both the Centres , please refer to 8.1 of Volume 1
252.	8.3. Deployment Architecture/59	The SI shall ensure that no single point of failure (SPOF) exists and enough redundancy is built in to the DC.	As per RFP MMTC needs high availability (no SPOF in DC) but proposed logical diagram doesn't talk about redundancy of all Hardware (e.g. Firewall , IPS , and links), request to clarify on redundancy requirement.	The bidder is expected to assess and propose a solution that best fits the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
253.	8.1. Data Centre and Disaster Recovery Center requirements/55	<p>The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are:</p> <ol style="list-style-type: none"> 1. Racks 2. SAN Storage and Virtual Tape Library 3. Monitoring System 4. Access Control System, Physical Security and surveillance 5. Power Supply, UPS, Backup and Generator 6. Precision AC 7. Fire Prevention System 8. Router for terminating traffic coming from the internet 9. Core switch and other layer 2 switch for the LAN 10. Core information security equipment like firewall, IPS and IDS 11. Antivirus 12. Remote support services in case of any physical intervention required 13. Network Termination Facility for the Network Service Providers 	<p>In RFP security requirement is mentioned but in Hardware requirement section Security devices are not mentioned (Firewall , IPS). Please provide specifications for the same.</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMT. However Non IT infrastructure is not part of the scope for the SI</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
254.	8.1. Data Centre and Disaster Recovery Center requirements/55	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources	Kindly mention Area of Datacenter and DR center	If the bidder requires any inspection of the location, the same can be arranged with prior written intimation
255.		24 X 7 Support	Kindly clarify MMTC will provide IT infra and telephones for support people and development resource.	No
256.	Enterprise Management/125	EMS requirement	No of sites need to monitored are not cleared in Networking Monitoring and Management specification, Kindly clarify scope of monitoring of the assets at remote locations.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
257.	9.3.3. Integration and system Testing	Integration and system Testing	Is there any interface between SAP and Non-Sap system, if yes how many non- sap system are integrated	Please refer to section 4.2 of Volume 1 of the RFP
258.	9.3.3. Integration and system Testing	Integration and system Testing	How many interfaces are currently available with existing system?	Please refer to section 4.2 of Volume 1 of the RFP
259.	9.3.4. Load and Stress Test	Load and Stress Test	What are the acceptance criteria/requirements or performance benchmark for load and stress test, also please specify number of virtual users which will help in determining planning	The SI in consultation with MMTC needs to plan testing performance criteria

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
260.	Annexure IV- Technical specification for storage and backup	Each server offered should be scalable to upto 16 processor chips or higher. The processor quoted should be the latest available.	Each server offered should be scalable to 100% of ERP requirement. AS it will help you to ensure the vertical scalability for server as mentioned page 124 point (f)	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
261.	Annexure IV- Technical specification for storage and backup	Servers offered will have minimum 8 GB per core, DDR2, ECC protected memory. However, the total memory will be provided to efficiently meet the performance criteria's mentioned above.	Can we Change it to DDR3. As per our understanding, DDR3 and DDR4 is latest. It will also ensure the long time support compare to DDR2 which will phase out in the market.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
262.	Annexure IV- Technical specification for storage and backup	Each server should have minimum 2 x DVD ROM and 2 x LTO4 drives with each drive connected to a dedicated adapter available to all the partitions without reboot.	Each server should have minimum 1 x DVD ROM and 1 x LTO6 drives with each drive connected to a dedicated adapter available to all the partitions without reboot.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
263.	8.1. Data Centre and Disaster Recovery Center requirements	<p>Replication of ERP important Servers data at the passive site can be done at latency of maximum 20 minutes.</p> <p>Incremental backups should be taken daily and sent across to the DR site. This means that at any point of time, maximum data loss MMTC can face is of last 4 hours data (RPO). It is recommended that asynchronous replication of data between DC and DR should be performed with an interval of 4 hours.</p>	<p>We understand from this clause that for important/critical data RPO shall be 20 mins and for rest of the data RPO shall be 4 Hours. Please confirm.</p>	<p>Please refer to section 8.1</p>
264.	8.1. Data Centre and Disaster Recovery Center requirements	<p>Apart from backing up Data at the DR site, backups should be taken on external media (Tapes). The SI shall provide the tapes required for taking back up and will be responsible for the logistics of the tape to the off site location.</p>	<p>There are no specifications mentioned for tape library. Further there is confusion, as at one place Virtual tape library has been mentioned in the DC-DR components, while at one place tape library has been mentioned.</p> <p>We understand that at both DC and DR a tape library is required to be proposed as part of the solution. Please confirm.</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
265.	8.1. Data Centre and Disaster Recovery Center requirements	Apart from backing up Data at the DR site, backups should be taken on external media (Tapes). The SI shall provide the tapes required for taking back up and will be responsible for the logistics of the tape to the off site location.	There are no specifications mentioned for tape library. Also there is no mention of the backup window requirement. We request to modify the clause as "Apart from backing up Data at the DR site, backups should be taken on external media (Tapes). The SI shall provide the tapes required for taking back up and will be responsible for the logistics of the tape to the off site location. The SI shall propose the required tape library to meet 8 Hours backup window."	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
266.	Annexure IV- Technical specification for storage and backup	(d) DR Site Data centers, will implement Zero data loss solution. Only the storage arrays, SAN and operational servers need to be proposed for DR.	this clause is in contradiction to earlier clause mentioned on page-55, Where the RPO mentioned is 20 mins for critical data and 4 hours for non-critical data, Where as this clause refers zero data loss, which is not technically feasible with only 2 sites. Please clarify.	Please refer to Section 11.5 of Volume 3 of the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
267.	Annexure IV- SAN Storage (For Primary DC and DR Site)	(b) Must have Virtualization engine embedded within storage controller or virtualization appliance for high performance storage virtualization processing. SI will provide all hardware and software required to virtualize storage.	We understand that here virtualization refers virtualization of external third party storage systems, so that third party storage can be virtualized and all features like clone, snapshot, and replication on proposed storage can be used on the third party storage systems as well by virtualizing them under the new proposed storage. please confirm.	The bidder is expected to provide virtualisation environment at Server farms
268.	Annexure IV- SAN Storage (For Primary DC and DR Site)	(e) Must be supplied with 48 numbers (or higher in case the solution requires) of 4 Gbps Front End ports.	As the 4 Gbps technology is older generation and now 8/16 gbps connectivity is available, please if we can offer 8/16 Gbps ports while offering the same total throughput, i.e. 192 Gbps .Please confirm.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
269.	Annexure IV- SAN Storage (For Primary DC and DR Site)	(f) Storage must be supplied with minimum 8 Backend ports / loops.	With latest Storage coming with SAS technology, which better than FC, each SAS ports has 4 lanes, therefore 8 lanes means only 2 ports. Which is very less compared to number of front-end ports asked. We request you to please modify the clause as " Storage must be supplied with minimum 8 Backend ports of 6 Gbps with each ports having 4	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			lanes or appropriate number of ports to meet total backend throughput of 192 Gbps"	
270.	Annexure IV-- SAN Storage (For Primary DC and DR Site)	(g) Storage must be supplied with 100 numbers of 146GB, 15K RPM FC disk drive to be deployed in Raid 1+0 configuration for Production Applications.	FC drives are not available anymore. New storage coming with SAS disks and minimum drives size available with 15K RPM disks is 300GB. Therefore request you to modify the clause as "Storage must be supplied with 100 numbers of 300 GB, 15K RPM FC/SAS disk drive to be deployed in Raid 1+0 configuration for Production Applications."	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
271.	Annexure IV- (Routers)	2 numbers of Routers shall be provided at each locations as per the specifications provided.	As the most of the storage systems currently supports native IP based replication, FCIP routers are required. Please confirm if the proposed storage supports the native IP based replication, then FCIP routers, need not to proposed.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
272.	Page 122 Application Performance Management	7. Monitoring of third-party applications without any source code change requirements.	Kindly provide more details about third party applications. Subsequently if there isn't any source code change required than the responsibility of integrating these application would be MMTC responsibility. Kindly confirm upon our understanding and provide list of all third party applications in this regard.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
273.	Page 123 Application Availability Reports	9. The EMS should compute the credits/debits of the SLA metrics and arrive at the quarterly service charges payable to the Agency after applying the system of penalties and rewards.	List out the details of the tool that is being used to measure the applications availability.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
274.			The EMS tool that would be supplied as part of the BOQ will monitor the RFP BOQ supplied. In case the understanding contradicts, request to provide the list of all infrastructure tools & applications that needs to be monitored using the EMS being supplied.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
275.	Page 39 of 133	Operation and Maintenance of the entire ERP System, including Application and IT infrastructure for a period of Five (5) years, extendable to Three (3) further terms of Two (2) years each from the date of Final Go Live	Kindly detail out, if the 'technology refresh' is to be considered as part of the proposition. If No, Will the same would be required to be quoted separately. Please confirm upon our understanding	MMTC may consider Technology refresh at the time of completion of O&M period (5 years)
276.	Page 125 Enterprise Management (b)	(b) Software should be capable of remote control of desktops, laptops and other end-user devices.	Please relocate remote control capability software to a different heading as EMS software is more around management and monitoring of DC infrastructure and End User computing and does not factor remote control tools	The bidder is expected to assess and propose as per the requirement in the RFP
277.	Page 124 Enterprise Management	Enterprise Management	Technical specifications for EMS are listed under Enterprise Management System (EMS) on page 118, then what are the specifications which are listed under Enterprise Management on page 124, how do you differentiate between the two ? What is the difference in these two sections?	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
278.	Page 67 9.3. Testing	9.3.3 Integration and System Testing	No Clarity to use Automation tool. Is it supposed to be done using Manual testing. RFP not clarifying	It is upto the bidder to decide the method of testing

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
279.	page 180 Testing Plan	Plans and methodologies for testing , types of testing - Testing tools proposed	SI can use Any tool or should propose commercial tools available in Gartner Magic Quadrant. Kindly clarify.	The test plan document should have the information about the methodology, tools etc. The bidder has to provide the tools that is proposed to be used in the testing
280.	Generic		How You will ensure quality of application. How you will manage regression testing? What about test Management? Not mention clearly in RFP.	Refer to section 9.3.3 of volume I of RFP
281.	Page-124 Servers for ERP Solution	(c) Each server offered should be scalable to upto 16 processor chips or higher. The processor quoted should be the latest available.	Each server offered should be scalable to upto 16 processor chips or higher. The processor quoted should be the latest generation and highest clock speed & highest Cache available in the offered model. Justification for Required Change: By providing highest cache with highest clock speed, MMTC will get the best performance available	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			<p>in the industry. For any processor architecture highest cache without highest clock speed will lead to under utilization/performance .</p> <p>However MMTC has asked highest clock speed & highest cache CPU in the Non-ERP servers, and we request to make the same clause in ERP servers also.</p>	
282.	Page-125 Servers for ERP Solution	(e) Each server should have minimum dual AC input with independent power cords, fully redundant hot swappable power supply units and cooling fans.	<p>Each server should have minimum dual AC input with independent power cords. Also the compute enclosure should be configured with N+N power supply redundancy and any N number of power supply failure should not bring down the entire compute enclosure power, where N number of power can be taken out from any of the power supply.</p> <p>The power supply unit, PCI slot and cooling fan should be fully redundant and hot swappable.</p> <p>Justification for Required Change: N+N power redundancy level is the highest level in the redundancy and</p>	The bidder is expected to assess and propose as per the requirement in the RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			it is better then Dual (N+1) redundancy level.	
283.	Page-125 Servers for ERP Solution	(g) Servers offered will have minimum 8 GB per core, DDR2, ECC protected memory. However, the total memory will be provided to efficiently meet the performance criteria's mentioned above.	Servers offered will have minimum 8 GB per core, Low-voltage DDR3, ECC protected memory. However, the total memory will be provided to efficiently meet the performance criteria's mentioned above. Jutification for Required Change: The latest generation memory is DDR3. So please modify the clause for low-voltage DDR3 Memory for getting better performance as well as	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			less power-consumption compare to DDR2 Memory.	
284.	Page-125 Servers for ERP Solution	(j) Each server should have minimum 2 x DVD ROM and 2 x LTO4 drives with each drive connected to a dedicated adapter available to all the partitions without reboot.	<p>Each physical server should have minimum 1 number of shared DVD ROM available to all the partitions.</p> <p>Justification for Required Change: Per server 1 x DVD-ROM is sufficient to serve for all partitions in the server as it is shared between all. Also request to remove LTO-4 drives in the server and use the SAN-backup functionality as the SAN-based backup is more robust and simple to manage the backup/restore of the Operating System (which was the primary purpose of LTO drives).</p>	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
285.	Page-125	(a) The Operating System for the above servers should be of same OEM brand as the servers and should have minimum features like full binary compatibility across versions and shall permit activation of additional processors without requiring a reboot.	The Operating System for the above servers should be of same OEM brand as the servers and should be of highest Enterprise version of OS which includes minimum features like full binary compatibility across versions and shall permit activation of additional processors without requiring a reboot.	MMTC intention is to have seamless integration all the software and hardware supplied by the SI. However the bidder is expected to assess and propose latest technology that meets the requirement of MMTC. It is the responsibility of the bidder to manage the compatibility of the software and hardware.
286.	Page-128	(g) Server should have DVD ROM, DAT drive, minimum 2 x Gigabit Ethernet port.	Server should have DVD ROM, minimum 2 x Gigabit Ethernet port.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
287.	RFP - Volume 1	5.7 Data migration of legacy data	SI is responsible for Data extraction, cleansing & validations. We would recommend MMTC to take responsibilities for these activities as MMTC may have required experts to assist in data extraction, cleaning etc.	MMTC will provide the complete information about the existing database. It is the responsibility of the SI to develop the tools, extract data from the database, check the data integrity and migrate the data. However, the complete data validation is the responsibility of MMTC
288.	RFP - Volume 1	15.7 Training Requirements -> Training Approach	MMTC to provide number of people to be trained per functional area.	Refer to section 15.7 of Volume I of RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
289.	RFP - Volume 1	Functional Landscape	There is no much information about need for logistics planning functionality - like demand planning. How is the logistics planning like material requirements planning will be carried out. Please provide the process.	The information is provided in the As-IS document. However, a detailed information shall be collected by the SI during the design phase.
290.	RFP - Volume 1	7.1. Application-related Technical features (point # 1)	Application must be web based Please clarify whether all transactions are to be web based or certain key transactions are to be web based. It may be noted that ERP has provided web based access only in case of certain transactions	The application shall be web based
291.	RFP - Volume 1	8. Infrastructure Requirements	Should DR replicate entire DC or only core production systems relevant for carrying business processes	Refer to section 8.1 of Volume I of RFP
292.	RFP - Volume 1	8. Infrastructure Requirements	Please state the Retention period for data in production system	It is as per the retention policy of MMTC
293.	RFP - Volume 1	13.1.1.9 Backup and Restore Services	Whether there is any back-up tool / software being used. If so, would you expect to use the same for ERP landscape as well	No

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
294.	RFP - Volume 1	13.3. Centralized helpdesk	At the start of this section, it is given that SI to set-up and operate IT help desk functionalities. But in point 12, it is given that SI to provide 2 resources as help desk agents. Please confirm whether IT helpdesk will be completely set-up, owned and operated by SI or just help desk resource augmentation is sufficient.	It is the responsibility of the SI to provide the resources at Helpdesk and monitor all the complaints reported by the users.
295.	RFP - Volume 1	Commodity trading & risk management (CTRM)	How does MMTC manage index linked pricing for commodities, hedging of commodities, risks associated etc.	The detailed information about all the process shall be collected by the SI at the time of design phase
296.	RFP - Volume 1	5.7 Data migration of legacy data	Whether digitalization of data is required	No
297.	RFP - Volume 1	7.6 Audit Requirements	Please provide us timeline required for various audit requirements to be undertaken by MMTC.	Refer to Table 7 of Volume 1 of RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
298.	General	File Movement & Tracking system	<p>As movement of files and document is looking to be one of the key requirements of the project as mentioned in the RFP, so based on our experience of working with various Govt organizations we strongly feel that following features should also be included in the RFP :</p> <ul style="list-style-type: none"> • System should be based on Manual of Office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances) • DAK Management with features like DAK register etc • Whitehall based file movement (File view with all Documents are shown on one side and NoteSheet on other side) • Supports for Green Note sheet • Secure notes and annotations. • Support for Hindi • Should be based on document management and workflow management system 	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
299.	General	Document Management system	<p>Request you to include the following specification to ensure best of breed solution: Archival of Documents</p> <ul style="list-style-type: none"> - Categorization of documents in folders- subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents 	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
300.	General	Document Management system	<p>Request you to include the following specification to ensure best of breed solution:</p> <p>Document View</p> <ul style="list-style-type: none"> - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent and support Linux based browser - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users 	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
301.	General	Document Management system	Since there will be various confidential files and documents in the department, we recommend that system should also have capability of enforcing centrally defined access permissions to documents even when they are sent outside the repository.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
302.	General	Scalability	<p>Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of proposed Content & document management module :</p> <p>The system should store only index information in database while images should be stored in separate file server.DMS should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS.</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>
303.	General	Performance	<p>Request you to include the following specification to ensure best of breed solution: Since bandwidth is normally a constraint in India and to enable faster access of content we suggest the system should support pre-fetching of remote Images, for fast retrieval at local sites and the system should support for caching of remote content for fast future accesses</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
304.	General	Workflow Management System	<p>Request you to include the following specification to ensure best of breed solution:</p> <p>The required BPM solution for the Workflow Management system should be BPEL based Service Oriented Architecture. So please ensure that a BPM based system which should complies to workflow standards such as BPMN, BPEL, WFMC is required for automation of workflows</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>
305.	General	Email Capabilities	<p>We understand that the entire system should have configurable email notification and template definitions module which can be used across the core function modules of the project. Please confirm our understanding is correct</p>	<p>It is the responsibility of the SI to integrate the NIC email with the ERP solution</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
306.	General	Scanning	<p>We understand that less paper initiative is key requirement of project and so there will be requirement of capture solution for scanning paper documents with support for following :</p> <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning 	Scanning is not in scope
			Please confirm our understanding is correct	
307.	Storage and Back Up Solution	The storage array, SAN switches and multi-protocol routers will be configured with the management software. AT Primary DC and at DRC, the solution requires multiple copies of the production volumes to be made within the storage array.	The storage array, SAN switches and multi-protocol routers (if required as per solution) will be configured with the management software. AT Primary DC and at DRC, the solution requires multiple copies of the production volumes to be made within the storage array. For this	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		For this functionality storage array will be configured with Business Continuance Volume/ equivalent software.	functionality storage array will be configured with Business Continuance Volume/ equivalent software.	
308.		The replication used in this solution is storage based - storage to storage replication between Primary DC to DR Site. From the storage array the data moves through SAN and multi-protocol router to WAN links. The replication mechanism will be achieved through a storage array Replication software.	The replication used in this solution is storage based - storage to storage replication between Primary DC to DR Site. From the storage array the data moves through SAN/multi-protocol router to WAN links. The replication mechanism will be achieved through a storage array Replication software.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
309.		DR Site Data centers, will implement Zero data loss solution. Only the storage arrays, SAN and operational servers need to be proposed for DR.	In order to achieve Zero Data Loss, which means Zero RPO a three way DR solution will be required. Please clarify if a 3 WAY solution with ZERO data loss is required. Please also share the RPO and RTO for the each site . Please also provide the details of the sites with the link details.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
310.	SAN Storage (For Primary DC and DR Site)	Must be Enterprise class storage solution.	Request you to please change the clause to Must be a Tier 1 Storage meant to handle enterprise mission critical data	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			operations.	technology that meets the requirement of MMTC
311.		Storage must be able to incorporate 10,000 RPM, 15,000 RPM FC and 7200 RPM SATA/SATA2 disks.	Storage must be able to incorporate 10,000 RPM, 15,000 RPM FC/SAS and 7200 RPM SATA/SATA2 disks/ NL_SAS / MDL-SAS	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
312.		Storage must be supplied with 100 numbers of 146GB, 15K RPM FC disk drive to be deployed in Raid 1+0 configuration for Production Applications.	Storage must be supplied with 100 numbers of 146GB or higher 15K RPM FC disk drive to be deployed in Raid 1+0 configuration for Production Applications.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
313.		Must have the ability to support minimum of two operating environments or logical storage partitions to support different workloads and each should have isolation in terms of cache usage, front end and backend adapters and the subsystem firmware.	Request you please remove this clause as this is vendor specific.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
314.		The Storage system should support open standards-based, to avoid interoperability issues.	The Storage system should support open standards-based, to avoid interoperability issues in terms of the OS , SAN switches ,	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			backup solution etc.	technology that meets the requirement of MMTC
315.		The disk subsystem should incorporate sufficient fault prevention techniques. An impending failure of drives should be suitably detected and analyzed so that corrective actions can be taken. The SI shall describe such mechanisms incorporated in the quoted system.	Request you to please remove this , this is vendor specific.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
316.	SAN Switch	Switch should have non-blocking architecture with minimum 64 ports in a single domain concurrently active at 8 Gbit/sec full duplex with no oversubscription. Switch should protect existing device investments with autosensing 1, 2, 4, and 8 Gbps capabilities.	Switch should have non-blocking architecture with minimum 64 ports in a single domain concurrently active at 8 Gbit/sec full duplex with no oversubscription. Switch should protect existing device investments with autosensing 2, 4, and 8 Gbps capabilities.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
317.	Router	The SI will provide two Router each for the Primary Data Center and the DR Site	Request you to please make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
318.		Backup	RFP has asked for the Tape lib and Disk based backup device but we are unable to find the specifications for the same. Please let us know if SI can provide the backups solution as per their best practices.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
319.	4.2.Pre-Qualification Criteria	The COTS system must have been implemented during the last five financial years in at least three trading companies anywhere in the world Or one (1) in India.	With Reference to said pre-qualification. We request MMTC the following: a) While the SI Experience as mentioned in Point # 9 on ERP allows Trading / Banking / Financial Institutions, same should be applicable on OEM Experience too that the product should have been implemented in trading / financial / Banking Institutions.	The understanding is correct
320.	Volume-II , Page - 29 Point # 16		B) Documentary Proof required mentions that client citation should be submitted. We would like to state that customer contracts either direct or thru partner includes Non disclosure agreement clause which restricts OEM vendors not to disclose customer and their business details. We request if self certification from authorised signatory / of OEM is allowed as an option.	The letter signed by Authorised signatory is not acceptable however the Bidder may present the credentials before the evaluation committee at the time of evaluation, if such document is declared as confidential
321.	Page 56, Clause 8.3.	ERP System Project locations and User	We Request MMTC to also provide break of	Please refer to section Table 6 of Volume I of

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		Base	300 Functional Users as per different departmental functions like Finance, HR, trading, Retail Management, Sales and Distribution, Corporate Planning, Projects etc. All users will not be doing all the functions in the Organisation for eg. HR user will not do treasury function and so as Trading/ Retail user will not do Corporate Planning function.	RFP
322.		Functional User: 300	This will help MMTC to procure User licences as per Function and will also help in saving huge cost on licences and subsequent support and procurement.	Please refer to section Table 6 of Volume I of RFP
323.		Employee Base: 1460	In case of Overlapping of some users same should also be mentioned.	Please refer to section Table 6 of Volume I of RFP
324.		Self Service Users: 1460	As per Industry standards ERP OEM licences are available as Full User and Functional User. Loading all 300 users with full access of other functions will result in huge cost of the user who also will not be accessing other functions with in ERP.	Please refer to section Table 6 of Volume I of RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
325.	5.3. Technical Evaluation Criteria	The following aspects to be demonstrated in projects cited as part of the requirements: 1. IT Infrastructure Planning and similar Implementation Services 2. Application suitability 3. User base 4. Multi-location experience 5. Duration of Project (multi-year, O&M) Number of Organizations where the proposed solution/product has been implemented	We understand that the score will be given for 5 activities mentioned in the statement with 2 points for each activity. Please clarify the statement "Number of Organizations where the proposed solution / product has been implemented".	No. of Organizations where the solution has been implemented can be minimum One or more
326.	Main point 3. Solution Proposed, Sub-point 6	Offline processing capability	Please explain in details and and clarify what offline process or functional capability is required?	The solution is capable of processing even in off-line mode also
327.		Demonstration of scripts and proposed ERP (10) Marks	Please provide the demonstration script.	Please refer to section 5. 2 of Volume I of RFP
328.	4.1.3.1.5 Finance – Medical Accounts, P-26, VOL-1	The medical accounts division of MMTC finance primarily deals with the settlement of claims and making payments to regular and retired employees towards Outpatient treatment & In-	We assume the records are maintained for retired employees and the proposed ERP system need not create separate masters for each of the retired employees.	The retired employee information is for providing the medical support, Please refer to the FRS

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		patient treatment.		
329.	7.7. OEM Services, Page-52. Clause - 7.7. OEM Services	<p>The SI is required to procure the services of experts from ERP OEM and make them available to MMTC. These services are basically review, expert advice and quality assurance services. The ERP OEM shall support the implementation process to ensure success of the project by actively participating right from the business design stage itself by staffing the project with experts. The ERP OEM shall provide these services to MMTC during the Implementation project.</p> <p>3. Support for multiple industry standard databases with ODBC, JDBC and Unicode compliance</p>	<p>As part of the scope of the Project, SI is required to procure services of experts from ERP OEM and make them available to MMTC. We request MMTC to quantify the same. i.e to mention number of days for which OEM services would be required to be provided. Such Quantification will help MMTC for commercial comparison and doesnot leave the scope open.</p>	<p>It is the responsibility of SI to assess the required man days for the OEM audit services and propose the same.</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
330.	7.7. OEM Services, Page-52. Clause - 7.7. OEM Services	The SI is required to procure the services of experts from ERP OEM and make them available to MMTC. These services are basically review, expert advice and quality assurance services. The ERP OEM shall support the implementation process to ensure success of the project by actively participating right from the business design stage itself by staffing the project with experts. The ERP OEM shall provide these services to MMTC during the Implementation project. 3. Support for multiple industry standard databases with ODBC, JDBC and Unicode Compliance	As part of the scope of the Project, SI is required to procure services of experts from ERP OEM and make them available to MMTC. We request MMTC to quantify the same. i.e to mention number of days for which OEM services would be required to be provided. Such Quantification will help MMTC for commercial comparison and doesnot leave the scope open.	It is the responsibility of SI to assess the required man days for the OEM audit services and propose the same.
331.	5.3. Technical Evaluation Criteria, Vol-II, Page 43 of 134,	Solution Proposed 4. Future roadmap of the quoted product by OEMs	We understand that by this statement, MMTC wants that the product should be supported by OEM. Please Clarify.	Refer to section 13 of Volume I of RFP
332.	RFP Volume 1, Section 2, Page 13	Its vast international trade network, which includes a wholly owned international subsidiary in	Confirm whether ERP will also be implemented in this Singapore subsidiary?	Not in Scope

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		Singapore		
333.	RFP Volume 1, Section 4.1.1.8, Page 23	Neelachal Ispat Nigam Limited (NINL), a Company promoted by MMTC and Industrial Promotion & Investment Corporation of Orissa Limited (IPICOL) was set up as an integrated 1.1 Million ton capacity Iron and Steel Plant at Kalinga Nagar Industrial complex, Duburi, Orissa.	Confirm whether ERP will also be implemented in NINL?	Not in Scope
334.	RFP Volume 1, Section 4.1.3.4 Page 25	MMTC owns a wind firm at Gajendragad which produces wind energy. MMTC, along with ILF&S IDC, has established a joint venture company, Free Trade Warehousing Pvt. Ltd. (FTWPL) for jointly promoting free trade warehousing zones in India.	Confirm whether ERP will also be implemented in this division?	Not in Scope
335.	RFP Volume 1, Section 5.7, Page 38	Data Migration: Data mapping and cleansing	What is the volume of data, which is available in hard-copy and need to be converted in soft form and mapped in new ERP.	Refer to section 14 of Volume I of RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
336.	RFP Volume 1, Section 5.7, Page 38	Data Migration: Data mapping and cleansing	What is the volume of data, which is available in hard-copy and need to be scanned and to be kept in image form in DMS	Refer to section 14 of Volume I of RFP
337.	RFP Volume 1, Section 5.7, Page 38	Data Migration: Data mapping and cleansing	Kindly provide-	Refer to section 14 of Volume I of RFP
1. Break-up of legacy data - volume of master and transaction data.				
2. Different database platforms in use (Oracle or DB2 etc.)				
338.	RFP Volume 1, Section 5.7, Page 39, Point No. 2	SI shall validate the data before uploading the same to the production environment.	We propose that SI will provide the template and MMTC will populate the legacy data into given template and then validate the same. SI will then upload the same to the production environment.	MMTC will provide the complete information about the existing database. It is the responsibility of the SI to develop the tools, extract data from the database, check the data integrity and migrate the data. However, the complete data validation is the responsibility of MMTC
		MMTC has been advised to validate the data because they are the owner of the data.		
		Please confirm.		
339.	RFP Volume 1, Section 5.9, Page 41, Point No. 4	The SI must provide a centralized Helpdesk and Incident Management Support till the end of contractual period	Please clarify where is this centralized Helpdesk required : On-site or Offsite?	Centralized and on-site
340.	RFP Volume 1, Section 5.10, Page 40, Point No. 1	The SI must ensure phase wise implementation of ERP system at different project locations as defined	Need clarification on activities which are expected between Phase 1 and Phase 2.	Please refer to section 10 of Volume I of RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		in the RFP		
341.	RFP Volume 1, Section 10, Page No. 72, Table	Phase1- Corporate Office , New Delhi & Delhi Regional office Phase2- Rest of the Locations	Recommendation: We should combine both phases 1 and 2, to complete in T+52 weeks. And stabilization phase will start post go-live. Rationale: Since same process will work in Corporate Office and other locations, and running two systems (New ERP and Legacy system) would result in data inconsistencies.	Please refer to section 10 of Volume I of RFP
342.	RFP Volume 1, Section 7.1, Page 47, Point No. 5	Peripheral Support: The application solution should support peripherals Integration with devices like mobile devices, Tablets etc.	Please provide set of mobility requirement in terms of processes, transactions, display required on mobile device.	This is the future requirements
343.			Are there any existing mobile applications that need to be integrated? If answer is yes, then please provide the details.	No
344.	RFP Volume 1, Section 7.4, Page 49,	The system is required to cover critical business function and process modules and provide modularity that should support addition / removal of one or more modules as and when required.	Please clarify what does removal of module mean? Please provide business context example.	The proposed solution should be modular in nature

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
345.	RFP Volume 1, Section 15.7, Table 13- Training User Matrix, Page 98	Two(2) user per ERP module per Division or location	For developing an effective training strategy, share the number of users for core functional training and the training locations	Please refer to section 15 of Volume I of RFP
346.	RFP Volume 1, Section 15. Training and Change Management Plan, Page 94	General	Let us know about any compliance (e.g. SLA) related to training or certification requirements, if any, expected from SI as part of Training and Change Management Plan.	Please refer to Annexure A of Volume III of RFP
347.	RFP Volume III, Clause 6.1, Page 12	Roles And Responsibilities of SI	Acceptance and Testing Criteria is not specified, request to specify the same at RFP stage	please refer to section 9.3 of Volume I of RFP
		losses, liabilities, claims, damages, costs, and expenses including reasonable legal fees and other expenses and disbursements in connection therewith and interest charges thereon suffered or incurred by MMTC which arise out of, result from, or may be payable by virtue of any breach of any representation, warranty, covenant or agreement made or obligation required	2. Maximum cap should be 5% of Project Value instead of 10% of Project Value. 3. Maximum deduction in the event of failure to meet minimum service levels should be last three months fees paid under this Agreement 4. Sub Clause (c) should be deleted as MMTC is recovering the amounts for SLA's not met or failure to meet minimum service levels. 5. Termination by MMTC for failure to meet the obligations should be 30 days after the cure period of 30	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		to be performed under this Agreement by <COMPANY NAME>.	days has expired. Pl. confirm.	
			We further request that maximum cap on Liquidated damages shall be restricted to 5% of value of Supplies/Services delayed.	
			Pl. confirm.	
			Hence, we propose "Any dispute pertaining to invoice shall be raised within 7 working days from the date of it's submission otherwise it is deemed to accepted and due for payment."	
			Kindly confirm.	
348.	RFP Vol. 1 / 5.1. Statement of Work /Page 30	(3)Procurement, installation, configuration and commissioning of central servers for hosting the ERP system in the existing Data Center at MMTC Corporate Office in New Delhi (4)Procurement, installation, configuration and commissioning of central servers for hosting the proposed ERP system in the Disaster Recovery Center at MMTC	1. We understand that the adequate space is available in existing DC and DRC to accomdate the infrastructure for this Project. Is our understanding correct? 2. Please clarify whether DRC hosting is to be done at existing DRC at Chennai or MMTC Mumbai Office.	DC at New Delhi and DRC at Mumbai

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		Mumbai office		
349.	RFP Vol 1 / 5.1. Statement of Work /Page 30	Facilitate MMTC in the estimation of Networking and Security requirements and all user computing infrastructure comprising hardware and software, and help in the procurement, installation, configuration and commissioning of the same as and when required.	<p>We understand that SI needs to co-ordinate with MMTC for Network and security requirements. The Network and security infrastructure shall be procured by MMTC. Is our understanding correct?</p> <p>Also, please clarify if existing Network and security components like Router, Core switches, Firewall, IPS, UTM are going to be used by MMTC for this project or not.</p>	No, The bidder has to supply the network and security equipment. However The SI needs to assess the existing components for further use in consultation with MMTC
350.	RFP Vol 1 / 5.2.4 System Design/Page 33	(9) The SI shall make necessary provisions for management reports, dashboards, business intelligence tools, SMS gateway and Data migration in	SI need to integrate the ERP application with the SMS gateway to be provided by MMTC. The SMS and SMS gateway cost shall be borne by MMTC. Pl. confirm.	the understanding is correct

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		line with the expectations of users provided in the functional requirements.		
351.	RFP Vol 1/ 5.3.4 Testing and Hosting/ Page 36	(3) The SI shall host the ERP system at the facility finalized by MMTC	Please advise on the locations for Development and Testing for ERP application.	at DC
352.	Vol 1/ 5.4 Procurement, installation, configuration and commissioning of central servers for	The SI shall ensure that adequate skilled technical and qualified staff is available to operate and manage the DC at desired levels.	1. Kindly advise adequate skilled technical and qualified staff is required at DC for business operation shift or 24x7	The resource deployment is the description of the Bidder. It is the responsibility to maintain the application availability
	hosting the proposed ERP system in the Data Center at MMTC corporate office, New Delhi/ Page 36		or 2. Kindly advise adequate skilled technical and qualified staff is required at DC for business operation shift and 24x7 remote support for DC. 3. Whether staff is required at DR also?	
353.	Vol 1/ 5.4 Procurement, installation, configuration and commissioning of central servers for	The SI shall submit validation/audit statement from OEM as part of their bid for the products that have been proposed in the ERP system certifying	We understand that proposed Server sizing to be validated by ERP OEM only. Please clarify.	OEM has to certify the sizing done by bidder

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
	hosting the proposed ERP system in the Data Center at MMTC corporate office, New Delhi/ Page 36	that solution proposed by the SI is relevant and adequate with respect to their product.		
354.	Vol 1/ 5.9 Operation and Maintenance of the entire ERP System, including Application and IT infrastructure for a period of Five (5) years, extendable to Three (3) further terms of Two (2) years each from the date of Final Go Live/Page 40	The SI must provide a centralized Helpdesk and Incident Management Support till the end of contractual period	Please advise on the location of centralized helpdesk. Also, please confirm the infrastructure like Space, furniture, Desktop, LAN and connectivity shall be provided by MMTC or not.	New Delhi. MMTC will provide space, desktops, telephoneline and other minimum amenities.
355.	Vol 1/ 7.4. Non Functional requirement for the ERP Implementation / Page 48	The architecture should be proven to be highly scalable and capable of delivering high performance as and when the transaction volumes increase.	Please advise on the % scalability to be accommodated in hardware infrastructure for future transactional volume increase.	The proposed architecture should be scalable to any level in future.
356.	Vol 1/7.5. Security Requirements and features/ Page 49	The SI will have to establish all the necessary procedures / infrastructure/ technology / personnel to ensure that the ERP System Security is not compromised.	Please specify the security devices that need to be provided by SI.	The broad minimum specifications are provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
357.	Vol 1/7.5. Security Requirements and features/ Page 50	(17)Should ensure suitable technical and procedural controls to protect the network. Wherever the ERP project network comes in contact with an untrusted network, additional security measures should be taken like firewall, IDS, DMZ, proxy server, encryption etc.	Please specify the security devices that need to provided by SI.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
358.	Vol 1/ 7.8. Interface Requirements/ Page 54	E Payment - SI shall make provisions for appropriate banking interfaces for payment with authorized banking partners of MMTC	Does SI need to integrate the ERP application with the Payment gateway to be provided by authorized banking partners of MMTC? Pl. clarify.	Interface with bank for payment
359.	Vol 1/ 8.1. Data Centre and Disaster Recovery Center requirements/ Page 55	MMTC shall decide the location for the offsite backup.....	We understand off site location will be in New Delhi. Is our understanding correct. If it is in different city then please specify the same at this stage only.	DRC is at Mumbai
360.	Vol 1/ · Storage And Backup Solution/ Page 127	The backup and archival is proposed to be implemented at the Primary Data Center and DR site.	We understand that Database archival shall be required. If any other data archival is required, then please specify the same.	The data of the ERP solution should be backed up

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
361.	Vol 1/ 8.1. Data Centre and Disaster Recovery Center requirements/ Page 55	<p>The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are:</p> <ol style="list-style-type: none"> 1. Racks 2. SAN Storage and Virtual Tape Library 3. Monitoring System 4. Access Control System, Physical Security and surveillance 5. Power Supply, UPS, Backup and Generator 6. Precision AC 7. Fire Prevention System 8. Router for terminating traffic coming from the internet 9. Core switch and other layer 2 switch for the LAN 10. Core information security equipment like firewall, IPS and IDS 11. Antivirus 12. Remote support services in case of any physical intervention required 13. Network Termination Facility for the Network Service Providers 	<p>We understand that S.No 1,3,4,5,6,7 and 13 are Non IT requirements that will be procured, installed and commissioned by MMTC. SI needs to recommend the Non IT components during design and implementation phase. Pl. clarify.</p>	<p>only 4,5,6,7 and 13 are no-IT components</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		Procurement, installation and commissioning of Non IT components for DC and DRC will be done by MMTC based on the recommendations by the SI.		
362.	Vol 1/ 8.1. Data Centre and Disaster Recovery Center requirements/ Page 56	The monitoring and management should not result in procurement of a high end solution with large number of servers.	The specifications for EMS is provided in the RFP. We understand SI needs to comply specifications mentioned on Page 119 vol 1. The specifications shall device the server sizing for EMS solution.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
363.	Vol 1/ 8.1. Data Centre and Disaster Recovery Center requirements/ Page 56	Although providing network connectivity is not part of this RFP however the SI is required to come up with required bandwidth levels for all locations in congruence with proposed solution, in case the augmentation of bandwidth capabilities is required to achieve desired performance levels.	Please provide the location wise user details to size the recommended bandwidth at each location.	Please refer to Table 6 of Volume I of RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
364.	Vol 1/ Scalability/ Page 57	The SI shall plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of the system. The vertical scalability in servers in terms of additional processors and RAM will have to be provisioned for handling future growth in transactions.	We suggest to ask for horizontal scalability for servers. For vertical scalability, RAM and HDD should be scalable.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
365.	Vol 1/ 18.1 Role and Responsibilities of System Integrator (SI)/ Page 108	Procure, install, commission, operate and maintain: a) Requisite hardware & system software at MMTC'S CO, Data Center/Disaster Recovery Centre at Mumbai and other locations as per the requirements mentioned in this RFP	What all hardware needs to be procured at MMTC CO office? Please specify.	Please refer to section 18.1 of Volume I of RFP

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
366.	Vol 1/ Annexure IV/ Page 117	MMTC proposes to implement the data centre with the high availability and energy efficiency as per the tentative layout as below. The bidder will submit the finalise the DC layout in Technical Proposal.	DC layout is missing.	The DC will be in New Delhi office at MMTC, Corporate office and DRC will be in Mumbai office of MMTC. The interested bidders can make a written request for a visit to the site allocated for DC and DR to assess the requirements.
367.	Vol 1/ Servers for ERP Solution/ Page 123	(c) Each server offered should be scalable to upto 16 processor chips or higher. The processor quoted should be the latest available.	The server configuration is higher side with 16 processors chips. We suggest it to reduce by 4 processors chips.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
368.	Vol 1/ Servers for ERP Solution/ Page 124	b) Development and QA at the primary data center will be 30% and 40% respectively of the production system.	30 % Development and 40% QA of production is on higher side.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
369.	Vol 1/ 4.2. Existing Information Systems/ Page 28	The Data Center hosts the complete IT infrastructure for running all IT applications of MMTC which is located at its Corporate Office at Scope Complex, New Delhi. It consists of Server farm, SAN storage, Citrix server farm with application load balancer, security components like firewalls, IPS, Anti-virus. The core router, database server and Citrix servers have redundancy. There is active-passive clustering done at Database (DB) level.	Does SI need to provide separate Firewall/IPS, core router, core switch separately or existing component mentioned in the clause will be used?	Network and Security equipment supply is SI responsibility

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
370.	<p>Vol 1/ 8.1. Data Centre and Disaster Recovery Center requirements/ Page 55</p> <p>and</p> <p>Vol 1/Storage And Backup Solution/ Page 127</p> <p>Vol 1/Storage And Backup Solution/ Page 128</p>	<p>Each site is a self-contained system. Replication of ERP important Servers data at the passive site can be done at latency of maximum 20 minutes. Incremental backups should be taken daily and sent across to the DR site. This means that at any point of time, maximum data loss MMTC can face is of last 4 hours data (RPO). It is recommended that asynchronous replication of data between DC and DR should be performed with an interval of 4 hours.</p>	<p>The RPO requirement is contradictory. Please clarify the RPO and RTO requirements.</p>	<p>The bidder is expected to assess and propose as per the requirement of the RFP</p>
371.		<p>(d) DR Site Data centers, will implement Zero data loss solution. Only the storage arrays, SAN and operational servers need to be proposed for DR.</p>	<p>Zero data loss can only be achieved by 3-way DR approach using synchronous replication between DC and Near DR and asynchronous replication between DC and DR. Please include Near DR site and infrastructure required to achieve RPO=0 (Zero</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		(d) DR Site Data centers, will implement Zero data loss solution. Only the storage arrays, SAN and operational servers need to be proposed for DR.	Data loss)	
372.	Vol 1/Storage And Backup Solution/ Page 128	d) Only the storage arrays, SAN and operational servers need to be proposed for DR.	Please clarify only SAN, Array, operational servers are required at DR. Production servers to run the ERP application are not required. Also, other infrastructure like Network and security is not required.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
373.	Vol 1/ Non ERP Servers/ Page 127	Server quoted should be based on 64 bit RISC or EPIC architecture.	Some of the applications run on x86 servers environment like EMS, so we suggest to include x86 for Non ERP servers	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
374.	Vol 1/ Antivirus Solution Management/ Page 86	The SI should ensure overall security of the system including installation and management of antivirus solution for protection of all the servers at DC & DR implemented for the project, application of updates/patches etc.	Antivirus to be provided only for servers at DC and DR. If required at locations, please specify the no. of desktops.	only at DC and DRC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
375.	Vol 1/ Server Systems for ERP Solution/ Page 123	b) The database should support active-active cluster with two or more servers to ensure system availability. The processing load must be shared between the active cluster servers. All data in the database should be available for access as long as one surviving server.	We understand that processing load will be shared on database servers on the basis of OLTP and OLAP transactions to achieve active-active cluster. Is our understanding correct?	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
376.	Vol 1/ Data Centre and Disaster Recovery Bill of Materials/ Page 118	Technical BOM - H/W (Data Centre and Disaster Recovery Center)	Please specify the items with minimum quantity in the Technical BOM.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
377.	Vol 1/ Data Centre and Disaster Recovery Bill of Materials/ Page 118	Technical BOM - H/W (Data Centre and Disaster Recovery Center)	The DR should be replica of DC or 50% of DC infrastructure. Please advise.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
378.	Vol1/Page 125 Enterprise Management (b)	(b) Software should be capable of remote control of desktops, laptops and other end-user devices.	Please relocate remote control capability software to a different heading as EMS software is more around management and monitoring of DC infrastructure and End User computing and does not factor remote control tools.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
379.	Vol1/Page 125 Enterprise Management (d)	(d) Software should be capable of Security management.	Please relocate security software under security	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
380.	Vol 1/ Page 124 Enterprise Management	Enterprise Management	Technical specifications for EMS are listed under Enterprise Management System (EMS) on page 119, then what are the specifications which are listed under Enterprise Management on page 124, how do you differentiate between the two ? What is the difference in these two sections ?	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
381.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if DC/DR Network infrastructure should be fabric-based design with each devices one hop away from every other device	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
382.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if The Network should also support features like Fibre Channel over Ethernet, Virtual Extensible LAN, PFC, ETS, DCB, DCBX, OVSDB etc capabilities	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
383.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the offered solution should have easy management capabilities like auto provisioning that enables you to plug and play devices and should support open stack, puppet, scripting and should have easy management features	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
384.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the security devices should support layer 3 firewalling, layer 7 application based techniques, User role-based controls, Gateway Antivirus, NAT, DoS and QoS	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
385.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the supported signature base should have high signatures in thousands for IPS as well as application based to have high coverage on threats.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
386.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the Security Solution should have actionable threat intelligence, dynamic policy enforcement based on threat data and should be open to	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			support for custom and third-party threat feeds.	the requirement of MMTC
387.	Network and Security Infrastructure for DC and DR	Request for Clarification	Please clarify if the proposed network and security components at DC and DR should have security compliance with Network device protection profile and Network Equipment, Building System physical protection and should meet EMC and safety standards.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
388.	Network and Security Infrastructure at CO and other Project locations	Request for Clarification	Please clarify if The proposed device can have integrated Routing capabilities like OSPF, BGP, MPLS, and Security layer 3 firewalling, IPSEC VPN layer 7 application based techniques, Intrusion Prevention, User role-based controls, Gateway Antivirus, NAT, DoS and QoS. with in the same appliance to reduce the complexity and management efforts.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
389.	Network and Security Infrastructure at CO and other Project locations	Request for Clarification	Please clarify if the device should be scalable to port up to 500 Mbps of WAN bandwidth and should have sufficient interfaces for redundant interfaces towards WAN, LAN and interconnectivity. The proposed component should have security compliance with Network device protection profile and should meet EMC and safety standards.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
390.	Volume 1, Page 127 Section- Storage And Backup Solution, Clause b	b)The storage array, SAN switches and multi-protocol routers will be configured with the management software. AT Primary DC and at DRC, the solution requires multiple copies of the production volumes to be made within the storage array. For this functionality storage array will be configured with Business Continuance Volume/ equivalent software.	The storage array, SAN switches and multi-protocol routers (if required as per solution) will be configured with the management software. AT Primary DC and at DRC, the solution requires multiple copies of the production volumes to be made within the storage array. For this functionality storage array will be configured with Business Continuance Volume/ equivalent software.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
391.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause c	c)The replication used in this solution is storage based - storage to storage replication between Primary DC to DR Site. From the storage array the data moves through SAN and multi-protocol router to WAN links. The replication mechanism will be achieved through a storage array Replication software.	The replication used in this solution is storage based - storage to storage replication between Primary DC to DR Site. From the storage array the data moves through SAN/multi-protocol router to WAN links. The replication mechanism will be achieved through a storage array Replication software.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
392.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause d	d)DR Site Data centers, will implement Zero data loss solution. Only the storage arrays, SAN and operational servers need to be proposed for DR.	In order to achieve Zero Data Loss, which means Zero RPO a three way DR solution will be required. Please clarify if a 3 WAY solution with ZERO data loss is required. Please also share the RPO and RTO for the each site . Please also provide the details of the sites with the link details.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
393.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause e - Primary Data Center	Routers	Request you to please make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
394.	Volume 1, Page 128 Section- Storage And Backup Solution, Clause e DR Site	Router	Request you to please make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
395.	Volume 1, Page 128 Section- SAN Storage (For Primary DC and DR Site), Clause a	Must be Enterprise class storage solution.	Request you to please change the clause to Must be a Tier 1 Storage meant to handle enterprise mission critical data operations.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
396.	Volume 1, Page 129 Section- SAN Storage (For Primary DC and DR Site), Clause q	Must have the ability to support minimum of two operating environments or logical storage partitions to support different workloads and each should have isolation in terms of cache usage, front end and backend adapters and the subsystem firmware.	Request you please remove this clause as this is vendor specific.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
397.	Volume 1, Page 129 Section- SAN Storage (For Primary DC and DR Site), Clause v	The Storage system should support open standards-based, to avoid interoperability issues.	The Storage system should support open standards-based, to avoid interoperability issues in terms of the OS , SAN switches , backup solution etc.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
398.	Volume 1, Page 130 Section- SAN Storage (For Primary DC and DR Site, Reliability, Availability and Serviceability), Clause h	h) The disk subsystem should incorporate sufficient fault prevention techniques. An impending failure of drives should be suitably detected and analyzed so that corrective actions can be taken. The SI shall describe such mechanisms incorporated in the quoted system.	Request you to please remove this , this is vendor specific.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
399.	Volume 1, Page 131 Section- SAN Switch, Clause c	Switch should have non-blocking architecture with minimum 64 ports in a single domain concurrently active at 8 Gbit/sec full duplex with no oversubscription. Switch should protect existing device investments with autosensing 1, 2, 4, and 8 Gbps capabilities.	Switch should have non-blocking architecture with minimum 64 ports in a single domain concurrently active at 8 Gbit/sec full duplex with no oversubscription. Switch should protect existing device investments with autosensing 2, 4, and 8 Gbps capabilities.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
400.	Volume 1, Page 132 Section- Router	The SI will provide two Router each for the Primary Data Center and the DR Site	Request you to please make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
401.	Volume 1, Page 55 Section- Infrastructure Requirements,	Backup	RFP has asked for the Tape lib and Disk based backup device but we are unable to find the specifications for the same. Please let us know if SI can provide the backups solution as per their best practices.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
402.	124	Servers for ERP Solution	Server quoted should be based on 64 bit RISC or EPIC architecture.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
403.		(j)	Each server should have minimum 2 x DVD ROM and 2 x LTO4 drives with each drive connected to a dedicated adapter available to all the partitions without reboot.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
404.		(f)	<p>The partitioning technology will be exploited and high availability will be ensured for each layer (OS, database, application etc.). At database level an active-active cluster will be implemented. The partitioning should ensure vertical scalability for database server and horizontal scalability for application servers with adequate resilience and redundancy built into the system.</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC</p>
405.	125	(a)	<p>The Operating System for the above servers should be of same OEM brand as the servers and should have minimum features like full binary compatibility across versions and shall permit activation of additional processors without requiring a reboot.</p>	<p>MMTC clarifies that it is not expected that the OS and Servers should be of the same OEM brand. And the bidder is expected to assess and propose to meet the requirements of MMTC</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
406.	129	(b)	Must have Virtualization engine embedded within storage controller or virtualization appliance for high performance storage virtualization processing. SI will provide all hardware and software required to virtualize storage.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
407.	130	(e)	Must be supplied with 48 numbers (or higher in case the solution requires) of 4 Gbps Front End ports.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
408.	130	(q)	Must have the ability to support minimum of two operating environments or logical storage partitions to support different workloads and each should have isolation in terms of cache usage, front end and backend adapters and the subsystem firmware.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
409.	Networking		24x10G SFP+ Port Managed Switch in HA	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
410.	Firewall/UTM		Integrated Security Appliance which is capable of supporting Firewall, VPN, IPS, Web filtering, IPv6 ready, Gateway Antivirus and e-Mail filtering capabilities should have Multi-core architecture with atleast 8 security core with VPN throughput of at least 3 Gbps, least 400000 concurrent sessions and support at least 1500 IPSec Site-to-Site VPN tunnels or higher	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
411.	126	(g)	Antivirus, antispysware protection for remote nodes.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
412.	126	(l)	Should provide fault and performance management for multi-vendor TCP/IP networks.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
413.	Pg 125	<p>Operating System (a) The Operating System for the above servers should be of same OEM brand as the servers and should have minimum features like full binary compatibility across versions and shall permit activation of additional processors without requiring a reboot. (b) Each partition should be an independent kernel of 64 bit UNIX capable of version upgrade and application of patches without reboot. OS should support clustering and mirroring</p>	Server Systems for ERP Solution	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
414.	pg 118	MMTC proposes to implement the data centre with the high availability and energy Efficiency as per the tentative layout as below.	Annexure IV Bill of Material and Technical Specifications	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
415.	Page No 124 Section (IT infrastructure specifications -- Database)	For ERP application envisaged in this tender document, SI may use any RDBMS with features as enumerated below:-	Kindly confirm if you looking underlying database must be supported on multiple operating system platforms such as Unix, LINUX and Windows.	the understanding is correct

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
416.	Page No 124 Section (IT infrastructure specifications -- Database)	The database should support active-active cluster with two or more servers to ensure system availability. The processing load must be shared between the active cluster servers. All data in the database should be available for access as long as one surviving server.	Kindly confirm if you are looking solution that provides database redundancy through active-active clustering and provide fault tolerance from hardware failures or planned outages for achieving high availability and continuous access of data without any repartitioning of data. (in case of any node of the cluster go down , all the data available from surviving node without any downtime to user). Database load shared across all nodes which is part of cluster and work for load balancing . All the nodes are actively available for all type of transactions (read / Write/update operations)	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC
417.	Page No 124 Section (IT infrastructure specifications -- Database)	The database should be provided with features which will prevent the database administrator to delete/ erase the audit trails.	Kindly confirm if you are looking a centralized repository for audit data store to ensure non-tampering and securing the audit data to know the detailed insight (who did what, to which data and when)?	The bidder is expected to assess and propose a solution that meets the requirement of MMTC
418.	Page No 124 Section (IT infrastructure specifications -- Database)	The database should be provided with features which will allow securing/encrypting the sensitive/ classified data.	Kindly confirm that for data encryption you are looking two-tier encryption key management architecture consisting of data encryption keys	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
			and master encryption keys with Encryption of application data in selected column of database table so that only selected column data can be encrypted .	the requirement of MMTC.
419.	Page No 124 Section (IT infrastructure specifications -- Database)	GUI based tool shall be provided to manage, test and tune the database	Kindly confirm if you are looking for graphical tool for database development and automatic performance diagnostics and monitoring functionality built into core database engine to liberating administrators from this database diagnostics and SQL query tuning tasks?	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
420.	Page no 347, Functional Requirement Specifications for Implementation of ERP at MMTC	Point 14- support standard interfaces such as adapters, APIs to interface with standard application and legacy applications and support user exits	Request to please provide clarity what all legacy applications requires integration with ERP	No legacy applications
	- General Requirements			
421.	Page no 347, Functional Requirement Specifications for Implementation of ERP at MMTC	Point 14- support standard interfaces such as adapters, APIs to interface with standard application and legacy applications and support user exits	Request to please provide clarity in terms interfaces & volumetrics for integration platform requirement if legacy applications need to be integrated.	No legacy applications
	- General Requirements			

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
422.	Page no 347, Functional Requirement Specifications for Implementation of ERP at MMTC - General Requirements	Point 19- support the upload and download of multiple types of documents into the document management system that include office documents, image files and engineering drawings	Request to please provide clarity in terms of volumetrics (number of documents) for document management system. Also please help us to understand if there are any legacy documents need to be brought into document management system.	The Bidder is expected to assess and propose as per the requirements of the RFP
423.	Page no 349, Functional Requirement Specifications for Implementation of ERP at MMTC - General Requirements	Point 52- File movement	Request to please clarify for how many total users & concurrent users we require File movement.	Please refer to Section 8.3 in Volume of the RFP
424.	Page no 350, Functional Requirement Specifications for Implementation of ERP at MMTC - General Requirements	Point-87 have Single-sign-on facility to logon to the system (Debate)	Request to please clarify what all applications we requires Single Sign on. If Yes for how many total users we require this functionality	Please refer to Section 8.3 in Volume of the RFP
425.	Page no 351, Functional Requirement Specifications for Implementation of ERP at MMTC - General Requirements	Point 111- API maintenance	Request to please elaborate the requirement of API maintenance tool	The bidder is expected to assess and propose a solution that meets the requirement of MMTC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
426.	Page no 353, Functional Requirement Specifications for Implementation of ERP at MMTC - General Requirements	Point 143- The system should have the ability to interface or integrate with the existing messaging solutions.	Request to please provide details of current messaging solutions	Please refer to Section 7.8 of Volume 1 of the RFP
427.	Page no 354, Functional Requirement Specifications for Implementation of ERP at MMTC - General Requirements	Point 161- The system should provide the use of electronic approvals in order to capture required digital signatures for electronic documents.	Request to please provide clarity what all type of documents digital signatures will be required & for how many users this will be required. Also please list out one or two use cases for the same.	Please refer to point no. 33 of this document
428.	Page no 355, Functional Requirement Specifications for Implementation of ERP at MMTC - General Requirements	Point 162- The system should provide the use of digitized signatures in order to print electronic signatures.	Request to please provide clarity in terms of what you mean by "digitized signatures"	Please refer to point no. 33 of this document
429.	Page no 357, Functional Requirement Specifications for Implementation of ERP at MMTC - General Requirements	Point 217- System to support the Interfaces/Integration with other applications	request to please provide more details about "other applications"	Please refer to section 7.8 in Volume 1 of the RFP
430.	Page no 56, 8.1. Data Centre and Disaster Recovery Center requirements	8.1. Data Centre and Disaster Recovery Center requirements	Request to please clarify if DR site need to be size for 50% or 100% of production.	The DR set up is envisaged to be 50% of the DC

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
431.	Page no 58, 8.3. Deployment Architecture	MMTC desires to implement ERP system that will cater to the following users: Functional User 300	request to please clarify infrastructure required to be size for how many years on day one of application & what would be Year on year growth in terms of users & data.	The bidder is expected to assess and propose a solution that meets the requirement of MMTC
432.	Page no 58, 8.3. Deployment Architecture	MMTC desires to implement ERP system that will cater to the following users: Number of Users* (*Subject to change)	request to please provide some % in terms of possible change in users from actual deployment prespective.	The bidder needs to assess in accordance to the scalability required as specified in section 8.3 of Volume 1 of the RFP
433.	Page no 58, 8.3. Deployment Architecture	MMTC desires to implement ERP system that will cater to the following users: Functional User 300 OR each of project value of Rs 25 crores and above in India OR	request to please clarify if their would be be any external users of newly proposed system, if yes how many & its concurrency. The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last five years (from the date of publishing of the RFP) in one project having ERP and related IT services implementation of project value of Rs 30 crores and above in India	It is envisaged that only the retail users will have limited access to the system

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
434.	4.2. Pre-Qualification Criteria / 162	The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last five years (from the date of publishing of the RFP) in two projects having ERP and related IT services implementations, each of project value of Rs 25 crores and above in India OR	Please confirm for all projects under experiences should be inclusive of Taxes	the understanding is correct
435.	Technical BOM - H/W (Data Centre and Disaster Recovery Center) / 119	Architecture (RISC/EPIC/CISC)	We recommend Architecture (RISC/EPIC/CISC/ X86 /intel)	The broad specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
436.	8.1. Data Centre and Disaster Recovery Center requirements/55	<p>The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are:</p> <ol style="list-style-type: none"> 1. Racks 2. SAN Storage and Virtual Tape Library 3. Monitoring System 4. Access Control System, Physical Security and surveillance 5. Power Supply, UPS, Backup and Generator 6. Precision AC 7. Fire Prevention System 8. Router for terminating traffic coming from the internet 9. Core switch and other layer 2 switch for the LAN 	<p>Request to provide specifications for the following items:</p> <ol style="list-style-type: none"> 1. Racks 3. Monitoring System 4. Access Control System, Physical Security and surveillance 5. Power Supply, UPS, Backup and Generator 6. Precision AC 7. Fire Prevention System 8. Tape Library 9. Core Switch 10. Router 	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC. However Non IT infrastructure is not part of the scope for the SI</p>
437.	8.1. Data Centre and Disaster Recovery Center requirements/55	<p>The SI shall provide the tapes required for taking back up and will be responsible for the logistics of the tape to the off site location.</p>	<p>Please provide the MMTC policy for back up period and retention period in this regard.</p>	<p>Please refer to Section 13.1.1.9 of Volume 1 of the RFP</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
438.	8.3. Deployment Architecture/57	The SI shall plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of the system. The vertical scalability in servers in terms of additional processors and RAM will have to be provisioned for handling future growth in transactions.	Please provide the percentage growth (YOY) increase in the number of users in this regard.	Please refer to point no. 317 of this document
439.	8.3. Deployment Architecture/59	The SI shall ensure that no single point of failure (SPOF) exists and enough redundancy is built in to the DC.	Kindly confirm if the redundancy is required only in DC and not in DR?	Please refer to section 8.3 of Volume 1 of the RFP
440.	8.1. Data Centre and Disaster Recovery Center requirements/55	The data center shall be established in MMTC Corporate office in New Delhi and the disaster recovery center shall be established in MMTC Mumbai office.	Against this in 8.2. Network connectivity there is a mention of DR Site at Chennai. Request clarity on DR location.	The DR site earmarked in Mumbai
441.	8.1. Data Centre and Disaster Recovery Center requirements/55	The data center shall be established in MMTC Corporate office in New Delhi and the disaster recovery center shall be established in MMTC Mumbai	Please provide the percentage of DR requirement. As in 100% DR, 50% DR etc.?	Please refer to query no. 319 in this document

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		office.		
442.	8.1. Data Centre and Disaster Recovery Center requirements/55	The SI shall provide specifications for the fire proof storage facility for storing of media.	Kindly confirm if the same is required only in DC and not in DR or Both. Request Clarity	Please refer to query no. 506
443.	8.3. Deployment Architecture/59	The SI shall ensure that no single point of failure (SPOF) exists and enough redundancy is built in to the DC.	As per RFP MMTC needs high availability (no SPOF in DC) but proposed logical diagram doesn't talk about redundancy of all Hardware (e.g. Firewall , IPS , and links), request to clarify on redundancy requirement.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
444.	8.1. Data Centre and Disaster Recovery Center requirements/55	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources that are: 1. Racks 2. SAN Storage and Virtual Tape Library 3. Monitoring System 4. Access Control System, Physical Security and surveillance 5. Power Supply, UPS, Backup and Generator 6. Precision AC 7. Fire Prevention	In RFP security requirement is mentioned but in Hardware requirement section Security devices are not mentioned (Firewall , IPS). Please provide specifications for the same.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		<p>System</p> <p>8. Router for terminating traffic coming from the internet</p> <p>9. Core switch and other layer 2 switch for the LAN</p> <p>10. Core information security equipment like firewall, IPS and IDS</p> <p>11. Antivirus</p> <p>12. Remote support services in case of any physical intervention required</p> <p>13. Network Termination Facility for the Network Service Providers</p>		
445.	8.1. Data Centre and Disaster Recovery Center requirements/55	The DC and DRC solution shall comprise of all core infrastructure components including but not limited to shared resources	Kindly mention Area of Datacenter and DR center	If the bidder requires any inspection of the location, the same can be arranged with prior written intimation
446.		24 X 7 Support	Kindly clarify MMTC will provide IT infra and telephones for support people and development resource.	No
447.	Volume I - MIS reports Page no 264	Reimbursement /medical claim form (retired & serving)	We understand that medical claim and processing will be done for retired employees also. What is approximate nos of retired employees.	Please refer to the FRS document

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
448.	Volume I - 8.3- Deployment architecture Page no 57	Project users	There is a mention of 29 retail users. Can we assume there are 29 retail showrooms who will access ERP system ?	It is clarified that retails users are different retail outlets on Pan India basis. Access will be limited to required modules
449.	Volume II - 4.2 - Pre qualification criteria Page no 29	The COTS system must have been implemented during the last five financial years in at least three trading companies anywhere in the world Or one (1) in India.	Please define trading company. It should be similar to business operations of MMTC which is involved in purchase and sale of metals,minerals and agri products.	An organisation similar to MMTC
450.	Database Existing	The database should support active-active cluster with two or more servers to ensure system availability. The processing load must be shared between the active cluster servers. All data in the database should be available for access as long as one surviving server.	Recommended: The database should be configured in high availability mode to avoid any single point of failure.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
451.	Volume I Annexure Page no: 183 of 306	1.7.3 Trading of agro products on NSEL (National Spot Exchange Limited)	Now since NSEL has gone defunct is this process still valid. Also the trading process in MCX is not document. Where can we find the MCX part of the process	The bidder should propose solution in line with the FRS

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
452.	<p>The system should have the provision to Highlight Suspicious/high value Transactions</p> <p>Page no: 435</p>	Retail Management System	<p>In which stage this alert should be triggered ? Order entry? at the point of delivery creation in the system t? Or after invoicing?</p>	<p>The activity will be carried out at the Design stage with the successful bidder</p>
453.	<p>The system should provide Summary of sales under different heads viz. cash, DD , cheque, credit cards, debit cards, MMTC loan schemes, gift card, etc</p>	Retail Management System	<p>Will this information be available at the point of order entry in the system? Is there an existing POS system that needs to be integrated with the proposed ERP system?</p>	No
454.	<p>In case of insufficient funds, the system should not allow invoice to be generated (in cases of advance payments) however allow adjustments to a limit as decided by the competent authority)</p> <p>Page no: 436</p>	Retail Management System	<p>Not clear on the process? Does retail sale call for advance payment.? Is the invoice referred here imply invoicing against advanced payment?</p>	Refer Annexure 3

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
455.	The system should allow adjustments to a limit as decided by the competent authority	Retail Management System	Is this limit defined as a range in percent deviation on the advance payment?	Refer to Annxure 3
			Is there any other criteria on the adjustment allowed?	
456.	Volume I - MIS reports Page no: 760	Reimbursement /medical claim form (retired & serving)	We understand that medical claim and processing will be done for retired employees also. What is approximate nos of retired employees.	Please refer to the FRS document
457.	Recruitment Page no:442	Recruitment	Is there a need for an online recruitment module with integration with recruitment agencies and Job Boards?	Please refer to the FRS
458.	Internal Trainings Page no:458	Internal Trainings	Should there be provision for Online trainings apart from Classroom trainings? Would MMTC require an Authoring environment as well for creating Online courses.	Please refer to the FRS
459.	MIS Page no:456	MIS 320	Would there be a need for Graphical/ drill down reports?	Please refer to the FRS
460.	Payroll Page no: 460	The system should have provision for separate payroll (for permanent or contract staff) processing for different groups of employees	Would the organization need to process contract salary apart from the salary for the regular employees?	

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
461.	Functional Landscape Page no: 43	Figure 7 Functional Landscape	External Interfaces - Does HR and Payroll module require to be integrated with any of the existing legacy systems, apart from the Attendance system?	Please refer to Section 7.8 in Volume 1 of the RFP
462.	Retired Employee Management Page no: 45	Retired Employee Management	Apart from the Full and Final settlement mentioned in the Payroll processing, would there be any other requirements from Retired Employee perspective?	Please refer to the FRS
463.	Table 6 Project users Page no: 58	Table 6 Project users	Would you be able to give a split of the Employee and Manager users?	Not available
464.	e-Tendering Page no: 421	420 - 4 - The system should be integrated with the existing online Tendering System of MMTC. 421-13- The system should exchange data with present e tendering systems for tendering purposes	It means a separate / new e-tendering system is not required to be suggested as MMTC would use the existing e-tendering system and all the requirements mentioned pertinent to tendering process would be performed in existing e-tendering system of MMTC. Only integration is required to be established.	Please refer to Section 7.8 in Volume 1 of the RFP and also FRS
465.	General Requirements Page no: 351	Point 105: The system's database management system should be ODBC and/or OLE DB compliant.	Please clarify the needs to have a Database as open source to 3rd party tools for accessing any data or perform activities. Any access to database should always be through application layer.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
466.		<p>The storage array, SAN switches and multi-protocol routers will be configured with the management software. AT Primary DC and at DRC, the solution requires multiple copies of the production volumes to be made within the storage array. For this functionality storage array will be configured with Business Continuance Volume/ equivalent software.</p>	<p>The storage array, SAN switches and multi-protocol routers (if required as per solution) will be configured with the management software. AT Primary DC and at DRC, the solution requires multiple copies of the production volumes to be made within the storage array. For this functionality storage array will be configured with Business Continuance Volume/ equivalent software.</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.</p>
467.		<p>The replication used in this solution is storage based - storage to storage replication between Primary DC to DR Site. From the storage array the data moves through SAN and multi-protocol router to WAN links. The replication mechanism will be achieved through a storage array Replication software.</p>	<p>The replication used in this solution is storage based - storage to storage replication between Primary DC to DR Site. From the storage array the data moves through SAN/multi-protocol router to WAN links. The replication mechanism will be achieved through a storage array Replication software.</p>	<p>The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.</p>

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
468.		DR Site Data centers, will implement Zero data loss solution. Only the storage arrays, SAN and operational servers need to be proposed for DR.	In order to achieve Zero Data Loss, which means Zero RPO a three way DR solution will be required. Please clarify if a 3 WAY solution with ZERO data loss is required. Please also share the RPO and RTO for the each site . Please also provide the details of the sites with the link details.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
469.		Routers	Request you to please make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
470.		Router	Request you to please make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
471.		Must be Enterprise class storage solution.	Request you to please change the clause to Must be a Tier 1 Storage meant to handle enterprise mission critical data operations.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
472.		Must have the ability to support minimum of two operating environments or logical storage partitions to support different workloads and each should have isolation in terms of cache usage, front end and backend adapters and the subsystem firmware.	Request you please remove this clause as this is vendor specific.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
473.		The Storage system should support open standards-based, to avoid interoperability issues.	The Storage system should support open standards-based, to avoid interoperability issues in terms of the OS , SAN switches , backup solution etc.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
474.		The disk subsystem should incorporate sufficient fault prevention techniques. An impending failure of drives should be suitably detected and analyzed so that corrective actions can be taken. The SI shall describe such mechanisms incorporated in the quoted system.	Request you to please remove this , this is vendor specific.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
475.		Switch should have non-blocking architecture with minimum 64 ports in a single domain concurrently active at 8 Gbit/sec full duplex with no oversubscription. Switch should protect existing device investments with autosensing 1, 2, 4, and 8 Gbps capabilities.	Switch should have non-blocking architecture with minimum 64 ports in a single domain concurrently active at 8 Gbit/sec full duplex with no oversubscription. Switch should protect existing device investments with autosensing 2, 4, and 8 Gbps capabilities.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
476.		The SI will provide two Router each for the Primary Data Center and the DR Site	Request you to please make FC IP routers as optional as some of the latest storage arrays come with inbuild replication IP ports and don't require FCIP routers for replication.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
477.		Backup	RFP has asked for the Tape lib and Disk based backup device but we are unable to find the specifications for the same. Please let us know if SI can provide the backups solution as per their best practices.	The broad minimum specifications is provided in the RFP however the bidder is expected to assess and propose latest technology that meets the requirement of MMTC.
478.	Volume II, Page 27	The bidder must be a single legal entity and not be a consortium of firms for all purposes during the entire duration of the project. The bidding company must be operating as IT System Integrator and should have	Please allow consortium.	No consortium allowed

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		offices in all zones of india i.e. southern, eastern, northern and western.		
479.	Volume II, Page 28	The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last five years (from the date of publishing of the RFP) in one project having ERP and related IT services implementation of project value of Rs 35 crores and above in India	Please consider projects outside India. They could be Government projects. In other PQ clauses experience from Government, PSU etc has been asked for that exhibits the capability of executing a project in India. Therefore we request you to consider the ammendment as: The Bidder must have System Integrator experience of successful Go-Live/ completed project during the last five years (from the date of publishing of the RFP) in one project having ERP and related IT services implementation of project value of Rs 35 crores and above in India/abroad	The projects under consideration will be based in India

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
		<p>1. IT Infrastructure Planning and similar Implementation Services 2. Application suitability 3. User base 4. Multi-location experience 5. Duration of Project (multi-year, O&M) Number of Organizations where the proposed solution/ product has been implemented Two (2) marks for each line items , Maximum 10 Marks</p>	<p>Past Track Record of ERP implementation (Govt./ PSU). The bidder is expected to submit ERP implementation citation with similar organizations certified. The following aspects to be demonstrated in projects cited as part of the requirements: 1. IT Infrastructure Planning and similar Implementation Services 2. Application suitability 3. User base 4. Multi-location experience 5. Duration of Project (multi-year, O&M) Number of Organizations where the proposed solution/ product has been implemented Two (2) marks for each line items , Maximum 10 Marks.</p>	
480.	Volume II, Page 134	If the Vendor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.	Please clarify.	No Consortium

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
481.	Functional Requirements, General Requirements	File Movement File Tracking	<p>As movement of files and document is looking to be one of the key requirements of the project as mentioned in the RFP, so based on our experience of working with various Govt organizations we strongly feel that following features should also be included in the RFP :</p> <ul style="list-style-type: none"> • System should be based on Manual of Office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances) • DAK Management with features like DAK register etc • Whitehall based file movement (File view with all Documents are shown on one side and NoteSheet on other side) • Supports for Green Note sheet • Secure notes and annotations. • Support for Hindi • Should be based on document management and workflow management system 	The bidder to propose a solution in line with the FRS

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
482.	Functional Requirements, General Requirements	Document Management System	<p>Request you to include the following specification to ensure best of breed solution:</p> <ul style="list-style-type: none"> Archival of Documents <ul style="list-style-type: none"> - Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder <ul style="list-style-type: none"> - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents 	The bidder to propose a solution in line with the FRS

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
483.	Functional Requirements, General Requirements	Document Management System	<p>Request you to include the following specification to ensure best of breed solution:</p> <p>Document View</p> <ul style="list-style-type: none"> - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent and support Linux based browser - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users 	The bidder is expected to assess and propose a solution that best fits the requirement
484.	Functional Requirements, General Requirements	Document Management System	<p>Since there will be various confidential files and documents in the department, we recommend that system should also have capability of enforcing centrally defined access permissions to documents even when they are sent outside the repository.</p>	The bidder is expected to assess and propose a solution that best fits the requirement

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
485.	Functional Requirements, General Requirements	Workflow Management System	<p>As this RFP aims to replace existing manual systems of paper based working in the department by automating the multiple workflows like Contracts Management, Shipment Management, Vendor Management, etc. Our recommendation is that you need a Business Process Management (BPM) platform which has the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool(Dashboards) and integrated Document Management System for storing documents. Please confirm our understanding is correct.</p>	The bidder is expected to assess and propose a solution that best fits the requirement

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
486.	Functional Requirements, General Requirements	Workflow Management System	Request you to include the following specification to ensure best of breed solution: The required BPM solution for the Workflow Management system should be BPEL based Service Oriented Architecture. So please ensure that a BPM based system which should comply to workflow standards such as BPMN, BPEL, WFMC is required for automation of workflows	The bidder is expected to assess and propose a solution that best fits the requirement
487.	Functional Requirements, General Requirements	Email Capabilities	We understand that the entire system should have configurable email notification and template definitions module which can be used across the core function modules of the project. Please confirm our understanding is correct	The bidder is expected to assess and propose a solution that best fits the requirement

S No	Section Reference	Statement as per RFP	Bidder Query	MMTC Response
488.	Functional Requirements, General Requirements	Scanning	<p>We understand that less paper initiative is key requirement of project and so there will be requirement of capture solution for scanning paper documents with support for following :</p> <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning <p>Please confirm our understanding is correct</p>	The bidder is expected to assess and propose a solution that best fits the requirement