Addendum to the NIT for "Implemantation of ERP at Kolkata Port"
Ref : NIT NO. Plg/165/ERP/2015/9988 dated 30-Apr-2015.

Consolidated Replies to Pre-Bid Queries raised by Various Prospective Bidders

The consolidated replies to various pre-bid queries raised by the prospective bidders regarding the NIT for "Implemantation of ERP at Kolkata Port" are given below.

However, the following points may be noted by all concerned: i) The information furnished in this document is merely illustrative and not exhaustive. ii) In cases of discrepancies arising between the information/facts etc. as furnished below vis-a-vis the original Tender Document, the contents of the original Tender Document may be referred to for general guidance. iii) Attempts have been made to furnish the clarifications to the queries raised by different responsive vendors as per the best understanding/perceived judgement of the issues concerned and any possible inconsistencies, if detected, may be deemed as unintentional and inadvertent. iv) In case of any conflicts/discrepancies arising in the context of serial clarifications furnished to the queries raised by different responsive vendors, the matter may be decided / firmed up in terms of the governing contents of the tender document and those subsequently emerging in the context of finalisation of SRS / URS.

Serial No.	Bidding Document Reference section number	Bidding Document Reference-page number	Content of Bid Document Requiring Clarification	Points of clarification required	KoPT's Observations
1	2.1- scope of work	15	Scope of Wok includes:	ERP in general terms refers to a packaged (COTS) application. But the scope of work here includes COTS package plus many bespoke application which cannot be catered through the COTS package. Kindly clarify if KOPT is refering to entire scope of work including bespoke development as ERP?	The bidder may refer to 2.17 Proposed ERP Solutions: The vendor shall submit its offer considering the scope of work (vide chapter 2.0) and the list of processes (vide Annexure 1). For application / functional areas mentioned in para 2.2 above, the vendor must provide solution from the COTS product viz., SAP or Oracle Apps and for other application / functional areas mentioned in para 2.3 above and as may be specified in SRS, the SI may choose to implement a software module / functionality by way of either (a) customisation of a module of the COTS product viz., SAP or Oracle Apps, or (b) Custom-built application using ERP features – to be freshly developed or readily available as proven 3rd party software, with proper integration.
2	2.1- scope of work; point- XX	16	Certification i.e., Letter from ERP OEM towards verification, validation & Audit Services before implementation at each stage of implementation of a customized solution using COTS product.	Please note that the letter (MAF) issued by the software OEM validates the SI as its autorized partner and also verifies the BOM proposed by the bidder as per the bidder's solution. However the OEM cannot verify and validate the customised final solution. Also the Audit services from OEM are separately priced. In case the audit services are separately provided to KOPT, then request you to kindly - 1. Elaborate the scope of work for Audit services in detail. 2. Include a separate line item in the priced bid for the same and this line item should not be included in the determining the winning bidder.	OEM is not required to verify and validate the customised final solution. However, with regard to ERP COTS deployment the OEM will certify services that will ensure that OEM led best practices are followed for the following: SRS preparation, Design and Coding, testing and implementation. Bidders may indicate additional cost if any.
3	2.2 Implementation of Standard ERP modules (COTS), Point 2 -HR	16	HR (For KDS & HDC)	Kindly provide the below numerical inputs, required for Licensing of HR system modules: 1. Total no. of Employees to be covered under Core HR. 2.Total no. of Payrolls 3.Total number of pensioners to be covered 4. Employee Self service for 1000 users? 5.number of employees for whom Performance management needs to be done? please note that the above information are mandatory to decide the licenses.	Please see NIT with Addendum(uploaded in the website)
4	2.2 Implementation of Standard ERP modules (COTS), Point 2 -HR- point-iv	17	Self Service for Employees & Pensioners – View for all users - Post only for 1000 employee accounts	the RFP asks for 1000 employee self service users- Request you to kindly breakup the number of self service users broadly into Manager self service and Employee self service. This is because there will be many officers who will be responsible for a group of employees reporting to him. He will need to manage, approve, plan, reject etc requests and requirements from the users reporting to him. Hence he must have higher access to the system which will be provided by Manager Self service.	This information cannot be specifically indicated. All 1000 employees should be considered.
5	2.2 Implementation of Standard ERP modules (COTS), Point 3 - Materials Management (for KDS & HDC)	17	Materials Management (for KDS & HDC): All Features-Purchasing, Inventory	Though a broad breakup is given in page 82 of RFP, but request KOPT to furnish number of users for each of Purchasing and Inventory functionalities.	This information cannot be specifically indicated as there can be role reversal and changes. The bidder must take into consideration that 450 users may have access to any module including MIS and Dash Boards reports
6	2.2 Implementation of Standard ERP modules (COTS), Point-6 & 7	19	Document Management System & Work Flow	Kindly provide a detailed specification for the DMS and Workflow system. With current ask in the RFP, even a opensource DMS will also qualify - which will not at all be a robust and secured solution for KOPT. Also to ensure a seamless integration and pre tested environment between the DMS and the ERP (COTS) system, we Request KOPT to mandate- "ERP, DMS and Workflow offered should be from the same OEM".	1. DMS and WorkFlow should follow industry open standards. 2. Workflow and DMS should be applicable for entire solution (ERP and Bespoke) wherever required. The workflow and DMS engine should cover the processes for both erp modules and all other bespoke application. 3. The DMS and WorkFlow should comply the basic specification stated in Tender Document including sequential, parallel and group flows (like one tender document sent for simultaneous comments and review by members of tender committee) with security features; support Asynchronous workflows, where the time interval between request & response could vary, the state of the workflow is persisted automatically with long wait periods, Loop – support for iteration until a condition or start of worf flow if a precondition is met or post-condition is met before an activity is complete, provides for exceptions to follow alternate path, undo or redo the flow under authorisation, and ability add or view note or comment such as endorsements or annotations on notesheets and also attach documents. DMS should cover all features stated in tender documeny including full text search, versioning, conversion, audit tracking and document change history and should support built in integration points with proposed erp modules, records management including tracking using RFID tags, digital asset management and automated bulk scanning. 4. Workflow should be from the same ERP OEM.
7	2.3 Implementation of Bespoke ERP module	19	2.3 Implementation of Bespoke ERP module & Annexure 1	Please note that developing a secured and systematic bespoke application will requires a robust and tested framework, Integration Software and work flow. Kindly detail out the specifications of these softwares and also request KOPT to ask for a Open Standard based solution throughout, so that current and future plans of KOPT could be executed properly. Asking for Open Satndard based solutions is mandatory to safeguard KOPT from all future technology changes.	Please see NIT with Addendum(uploaded in the website)
8	2.5 MIS Reporting	21	MIS Reporting	Please provide number of users to be provisioned for MIS Reporting Application	All module users
9	2.5 MIS Reporting	21	MIS Reporting	Please advise on concurrency of usage required to be assumed	10% of the total users (Approx.)
10	2.5 MIS Reporting	21	MIS Reporting	Please advise on preference of out of box metadata and ERP reports v/s bespoke report development	Reports as specified by KOPT to be provided by SI. The tools may be decided by the SI. However the reports may be developed using both ERP and Bespoke data in one report.
11	2.5 MIS Reporting	21	MIS Reporting	Is it required to have security rules of ERP to be leveraged out of the box in MIS tool.	Reports as specified by KOPT to be provided by SI. The tools may be decided by the SI. However the reports may be developed using both ERP and Bespoke data in one report.
12	2.5 MIS Reporting	21	MIS Reporting	Is there any requirement mass distribution of reports through emails etc.	MIS report solution should provide for all notification capabilities including Bulk Notification facility. [In some cases there are requirements of distribution of reports through emails such as: Traffic Users regarding their Port Deposit Account Status once a day, say at 9 pm. Similarly for Land Lease Holders, Port users bill etc. Actual Email Distribution would be finalsied at the time of SRS.]
13	2.10 User Access Management (SSO) & Master Data Management (MDM)	23	User Access Management (SSO) & Master Data Management (MDM)	Master Data Management (MDM) is a vast subject and costly requirement- Kindly elaborate more on the requirement.	Master Data Management (MDM) should enable single source of data for entire solution (ERP+BESPOKE). Master data on stakeholders such as employees, suppliers, port users, or lease holders (tenants) should be stored with unique id such as PAN no. However one stakeholder may play different roles that is could be a supplier as well a port user or could be a supplier for KDS as well as HDC or say tenant of more than one piece of land or its belts.
14	2.15 Warranty for 1 year	25	The one year warranty period will start from the date of acceptance of the complete ERP solution including integration.	As per our understanding: The warranty period will start after the completion of implementation phase. And Implementation period is for 18 months. Now- for All OEM software licenses the ATS starts as soon as the licenses are delivered. Hence we will have to quote for software ATS for total of 18 Months implementation support+1 Year Warranty + 5 Years AMC- which brings down the total software ATS required for 7.5 Years. Kindly confirm- if this understanding is correct? If so- request to Kindly include and update the ATS portion in the Priced Bid accordingly.	Bidders will seek part licenses from start of project and rest of licenses to be procured at the time of go-live. If the bidder feels that that entire license is required at the time of development itself then it has to quote for its ATS from day one of project development and will result in increase in cost compared to the bidder who may propose to procure minimum license and hence less ATS cost. It is up to the bidder to decide.
15	2.19.3 Development Software	27	The ERP system should be built on SAP or Oracle Apps with Oracle as the underlying database. SI should assess and offer the bare minimum requirement of database features and ERP system components necessary for running the ERP solution and quote accordingly.	Kindly clarify- Does The ERP system mentioned here includes the entire scope of work asked in the scope of work section, which includes the COTS package as well as the Bespoke application outside the COTS package? Also we understand that Oracle Database only will be used to develop the Bespoke application under scope of work. kindly confirm.	The bidder may refer to 2.17 Proposed ERP Solutions: KOPT ERP Solution will have 450 users (say around 500 Users), the database capabilities may be decided accordingly. The development of COTS (using Oracle Apps or SAP) as well as Bespoke will have to be done on Oracle Database. Any other tool or software required to be used for developing integrated COTS and Bespoke solution with other features such as SSO etc will have to be decided by the SI. The same should follow open standards.

Sl No	Clause	Page	Subject	Clause Text	Query / Recommendation	Response
16	2.19.3 Development Software	27	Software detail	The minimum Technical Specification of the overall ERP solution, underlying Database, Application server, Portal, Integration software etc must be specified in the RFP and all System Integrator must comply to the specifications asked for. These are the most important components to ensure a robust as well as cost effective solution in place.	KOPT has indicated the detailed scope of work with ERP and bespoke requirements. It has also proposed the number of users, the underlying database and ERP OEMs (Oracle Apps and SAP). SI will decide on the minimum technical requirement to meet the requirements of KOPT. Please refer to clause 2.19.3 - Development Software. The tools and software should follow open standards.	
17	2.17 Proposed ERP Solutions	26	Proposed ERP Solutions	To ensure the correct application and other software licenses are offered to KOPT, we request you to mention- all the licenses of Database, Middleware and COTS ERP & HR, that are to be offered, must be Full Use in nature, without any usage restriction on the features and usage. This will ensure that KoPT will get the maximum advantage of the software licenses they will be paying for. Also the scope of work asked can only be attended through Full use Enterprise RDBMS only. We request KOPT to please mention the above statement so that there is no confusion with the Bidders while designing the solution.	KOPT has indicated the detailed scope of work with ERP and bespoke requirements. It has also proposed the number of users, the underlying database and ERP OEMs (Oracle Apps and SAP). SI will decide on the minimum technical requirement to meet the requirements of KOPT. Please refer to clause 2.19.3 - Development Software. The tools and software should follow open standards.	
18	Annexure 6, Estimated Number of Users of each Application Module / Functional Area	82	HR- 50 users	Kindly break the HR requirement as below, mandatorily required for licensing: 1. Total no. of Employees to be covered under Core HR. 2.Total no. of Payrolls 3.Total number of pensioners to be covered 4. Employee Self service for 1000 users? 5.number of employees for whom Performance management needs to be done?	Permanent employee attrition rate is around 40 per month, with insignificant replacement. This will cause the number of employess to go down by almost 500 per year. (i) Total no. of employees to be covered under HR : 6000 (ii) total no. of regular employees to be covered under payroll : 6000. In addition payroll for contractual, temporary and deputation employees should be covered . (iii) no. of pensioners :around 30,000. (iv) self service for 1000 employees as per NIT.	
19	2.8 DW/BI systems of KoPT	22	Development of DW/BI system of KoPT. The ETL, Cubing and other processes related to DW of the proposed ERP system should also be implemented, so that the DW remains updated from the point of time proposed ERP is implemented. The Data Warehouse of KDS and HDC needs to be centrally available for EIS (Executive Information System), including in-process analytics. The system should have EIS dashboards for retrieval of information by key officials of KoPT	a)Would the database of this data warehouse be collocated on the same server as the ERP's database, or would it be hosted on a different server? b)Would the data from the central ERP system need to flow to the DW on real time basis? C) Is the requirement of the data warehouse a mandatory or an optional requirement	a) Preferably yes unless performance of ERP solution degrades due to this feature. The sizing may be done accordingly and SI will give suggestions in this regard. b) Need not be if performance and cost is an issue. The DW data may be refreshed once in a day at some lean period to be decided jointly by SI and KOPT. c) Dataware house is mandatory.	
20	2.1	15	Implementation of Secured Payment Gateways in the proposed ERP system v. Implementation of Work Flow System as integrated part of ERP solutions vi. Comprehensive Document Management System integrated to Work Flow System vii. Library Management System viii. Integration of existing modules as per Annexure 2 with Work Flow, ERP modules (COTS and Bespoke)	We recommend to have some elaborations in terms of technical and functional specifications regarding this bullet points. Otherwise it would be very difficult to propose ceratin solution with proper sizing.	The enterprise portal with SSO is mandatory for entire soltion (ERP and Bespoke). That is, it should comply industry open standards. portal should cover the interfaces for both ERP modules and all other bespoke applications. The security should provide seamless web single sign on for both ERP applications and bespoke applications.	
21	2.1	15	xiii. Implementation of web-based Enterprise Portal as backbone of ERP solution including EIS Dashboard and Single-Sign-On for employees / users. xiv. Integration with Port Community System (PCS) xv. User Access Management with Single-Sign-On (SSO) & Master Data Management (MDM)	We recommend to have some elaborations in terms of technical and functional specifications regarding this bullet points. Otherwise it would be very difficult to propose ceratin solution with proper sizing.	The enterprise portal with SSO is mandatory for entire soltion (ERP and Bespoke). That is, it should comply industry open standards. portal should cover the interfaces for both ERP modules and all other bespoke applications. The security should provide seamless web single sign on for both ERP applications and bespoke applications.	
22	3	17	Tendering Module should be extended to all departments and divisions with provision for Integration with 3rd party e-Tendering Solution (of MSTC)	We wanted to confirm that this integration is external to ERP. We recommend SOA based integration approach for this integration.	1. Integration of tendering module should be for entire solution (COTS and Bespoke). Integration should be based on SOA open standards (enabling real time integration). 2. The solution should support integration with MSTC in both real time and batch mode.	
23	2.4	21	The ERP solutions (COTS & Bespoke) shall be integrated with PCS, GIS (Geographical Information Systems at KDS and HDC) and other systems not included under the project as per Annexure 2.	We recoomed to add SOA based integration approach for all these integrations.	Integration should comply with the open standards enabling real time integration.	
24	2.9	22	An Intranet Site for KoPT to be developed with Single-Sign-On. It should provide access to all Modules under the proposed system and Work Flow Management System, linked to DW/BI and other features are to be identified during system study.	Is this refering to both web based signle sign on and enterprise single sign involving devices, locations and desktops. Will the workflow be single sign on enabled workflow.	It should be web-based with Single-Sign-On for entire solution (ERP COTS and Bespoke)	
25	2.9.1	22	Extranet Enterprise Portal	Will this portal be interfacing both ERP modules as well as external bespoke applications.	Yes	
26	2.19.3	27	The system so developed by the SI should be deployed in active – active clustering (for KDS at Kolkata and HDC at Haldia) and real-time disaster recovery mode. KoPT proposes to have disaster recovery (DR) sites including DW / BI / EIS.	Is this active-active set up has been asked for both at application/ERP level and database level?	No change in the NIT clause	
27	Annexure 3	72	Workflow Module	This is the functional specification of workflow. We recommend to have specific technical specification for workflow which will help in the evaluation of the product and solutioning.	1. DMS and Work Flow should follow industry open standards. 2. Work Flow and DMS should be applicable for entire solution (ERP and Bespoke) wherever required. The Work Flow and DMS engine should cover the processes for both erp modules and all other bespoke application. 3. The DMS and Work Flow should comply the basic specification stated in Tender Document including sequential, parallel and group flows (like one tender document sent for simultaneous comments and review by members of tender committee) with security features; support Asynchronous workflows, where the time interval between request & response could vary, the state of the workflow is persisted automatically with long wait periods, Loop – support for iteration until a condition or start of worf flow if a precondition is met or post-condition is met before an activity is complete, provides for exceptions to follow alternate path, undo or redo the flow under authorisation, and ability add or view note or comment such as endorsements or annotations on notesheets and also attach documents. DMS should cover all features stated in tender documeny including full text search, versioning, conversion, audit tracking and document change history and should support built in integration points with proposed erp modules, records management including tracking using RFID tags, digital asset management and automated bulk scanning. 4. Workflow should be from the same ERP OEM.	
28	Chapter 3-Eligibility Criteria, 3.1-Sole Bidder, Serial No 15	38	Work experience in ERP implementation in at least one Government of India organisation, State Government, PSUs or any organisation with more than 1000 employees as on 31.03. 2015 Supporting Documents Copy of Work Order, Contract, Scope of Work and Satisfactory Completion Certificate from the Client	Please modify the clause as: Work experience in ERP implementation in at least one Government of India organisation, State Government, PSUs or any organisation with more than 1000 employees as on 31.03. 2015 Supporting Documents Copy of Work Order, Contract, Scope of Work and Satisfactory Completion Certificate/Ongoing Project	No change in the NIT clause	
29	Chapter 3-Eligibility Criteria, 3.1-Sole Bidder, Serial No 17	38	Work experience in POMS (as described in Chapter 2 i.e., specifically related to Cargo handling in ports and vessel movement in ports) implementation in any port in India or abroad.	Please modify the clause as: Work experience in POMS/Any othe Development work (as described in Chapter 2 i.e., specifically related to Cargo handling in ports and vessel movement in ports) implementation in any port in India or abroad.	No change in the NIT clause	
30	Chapter 4 - Tender Evaluation	52	Tender Evaluation	This is to bring your kind notice that it is a deeply concerned about the Evaluation process of this RFP. As per RFP, the tender will solely decided on L1 cost basis. Which directly implies that the technical quality of the offered solution does not carry any weightage and may be compromised with. Since this is a very vast and complexed project, it is extremely crucial that the bidders are technically evaluated based on the offered solution, their experience and expertise. The Bid evaluation and selection process must be based on Quality & Cost Based selection (QCBS), wherein 70% weight must be given on the technical aspects of the solution and compliance and 30% weight on the cost part. A defined formula using technical and commercial points must calculate the winner of the bid. Only through this process- the most efficient but cost effective solution for KoPT can be achieved. else any Bidder, in a bid to be only L1 will compromise with the solution and the project may have a high chance of failure. Hence we request to provide the technical evaluation sheet with proper weightage of each requirement.	No change in the NIT clause	
31	6.5 Payment Terms	68	Stages of Payment	The total of phasewise price break-up of item No 2 does not seems 100%. The total(KDS+HDC) price comes 60% instead of 100%. Please rectify the payment terms.	Please see NIT with Addendum (uploaded in the website)	
32	2.9.4	27	6 Phases have been indicated for implementation.	Is the bidder free to propose its own approach for the phases or reduce the number of phases , based on our experience ? Integration and go live is desirable at end of each phase rather than a separate phase for each of these.	No	
33	2.9.2	27	SI to arrange for Development server	SI requests that KoPT provide development servers to SI for starting the project.	SI has to provide for Development Servers	
34	2.9.3	27	Development software	Product licenses are always owned by End user (KopT) and SI cannot own or procure licenses on behalf of a customer . SI suggests that KoPT procure minimum licenses for each of the line items of COTS ERP software and, Middlware and database at project kick off, to enable SI to begin the project. The remaining licenses can be procured by KoPT prior to UAT.	This is not tenable as what would happen for other software packages such as POMS or Hospital Mnagement System etc. No change in NIT clause, SI to take action accordingly.	
35	12. Shipment of vessel from Yard(Load and empty box)	155	1. Customs Guarantee paper by CPY clerk 6. Box charges, Penalty and power bill generated and S of C informed through Sec Officer for realization of bills after shipment.	1. What does "CPY" clerk stand for? 6. what does 'S of C ' mean ?	CPY : Container Parking Yard, S of C: Superident of Collection who is responsible to collect dues from port users	

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36	List of processes		List of processes as ''Functional Requirement Specfications'.	Can the list of processes be provided in the form functional requirements in an excel sheet format , function wise e.g. Finance, Ports, marine, Purchase & stores, Maintenance. This will enable evaluation and a better response from the bidders. SI request that this be published in the form of a detailed addendum / corrigendum.	The list of processes are provided department wise e.g., Finance, Traffic, Marine and so on
37	Generic		Legacy	Please specify the name of legacy applications that is present in Kolkata and Haldia ports. How many / which of those are intended to be retired and how many will be retained?	Requirement already mentioned in the NIT.
38	2.7	22	Data Migration	Please specify the aprox quantity of historical data in GB that needs to be migrated and how far back in time will data need to be migrated.	To start with, for last 2 years data from the data of GO LIVE with provision for future addition.
39	2.7	22	Data Migration	What are the functional data entities data that will need to be migrated? E.g. Employee, supplier etc.	ALL RELATED INFORMATION REQUIRED TO BE MIGRATED
40	Generic	Generic	Mobility	Please specify any requirement of mobility solution in ERP such as mobile alerts, transaction approval on mobile devices etc. ?	Requirement already mentioned in the NIT.
41	Generic	Generic	Deployment / support	Will KOPT be ok, if SI proposed a mixed onsite- offfsite model of long terms AMS support ?	ACCEPTED
42	2.3	20	9.vii. Alerts (through MIS, SMS & e-mails) for pro-active management	Are we considering alerts for system (database and Linux Servers) health, job status for pro-active management. What pro-active management is being considered through MIS ?	ALERTS FOR REPORTS AND EXCEPTIONS ON BUSINESS STATUS
43	2.8	22	DW/BI System of KoPT: The ETL, Cubing and other processes related to DW of the proposed ERP system should also be implemented, so that the DW remains updated from the point of time proposed ERP is implemented.	Does the SI need to consider Hyperion / BPC for consolidation of corporate budget. (This is referenced in section 2.5 MIS Reporting Point# 3)	SI TO DECIDE ON THE SOLUTION
44	2.14	25	From Diagram	Are KDS and HDC different Legal Entities.Do we need create separate P&L report for KDS and HDC.	No
45	2.19.4	27	The Phases of Implementation	We assume MIS is included in Phase 3 mentioned as DW &BL	Yes
46	Annexure 5	81	Major Functional areas for the proposed ERP Solution	What is the approximate Number of MIS and EIS reports and dashboards that KoPT will need ? Can the same be specified module / area wise ?	To be finalized during SRS.
47	2.13/Annexure 6		Training to users	How are many users is the SI expected to Train for ERP and also for BI .	Please refer to Annexure 4
48	2.13/Annexure 6		Estimated Number of Users of each Application Module / Functional Area	How many users will be using / accessing the MIS and EIS reports.	All users.
49	Tender Notice and Annexure 6	7 and 82	Kolkata Port Trust invites competitive bids from eligible Tenderers for 450+ users (KDS and HDC) AND Estimated Number of Users of each Application Module / Functional Area	The Tender Notice says that that the number of users is "450+". However, the number of functional area-wise users given in the list in Annexure 6 totals upto 862. What will be the actual count of the total number of users of the target ERP system?	There are overlaps in the number of users across modules, one user would use Project management , Materials Management and Maintenance Management. However the total number of distinct users is 450
50	Tender Notice and Annexure 6	7 and 82	Kolkata Port Trust invites competitive bids from eligible Tenderers for 450+ users (KDS and HDC) AND Estimated Number of Users of each Application Module / Functional Area	What is the expected peak number of active concurrent users for the target ERP system?	Approximately 10% of total users
51	Tender Notice and Annexure 6	7 and 82	Kolkata Port Trust invites competitive bids from eligible Tenderers for 450+ users (KDS and HDC) AND Estimated Number of Users of each Application Module / Functional Area	How many total users are expected to access the target ERP system from outside the organization over the internet/DMZ?	All users.
52	Tender Notice and Annexure 6	7 and 82	Kolkata Port Trust invites competitive bids from eligible Tenderers for 450+ users (KDS and HDC) AND Estimated Number of Users of each Application Module / Functional Area	What will be the expected percentage of User Count increase per year?	No change in the NIT clause
53	NA	NA	General	Will there be a requirement to support any other languages other than the default English in Oracle EBS?	Rajvasa - Hindi Language
54	Section 2.7	22	The data stored in the existing systems of KDS and HDC need to be migrated to the proposed ERP system.	What will be the approximate size of the data (in GB) that would need to be migrated to the new Oracle EBS system?	KoPT's Existing data
55	Section 2.7	22	The data stored in the existing systems of KDS and HDC need to be migrated to the proposed ERP system.	You please provide the annual percentage growth of data forecasted for the next 5 years for each of the Oracle EBS instances.	To be decided later on
56	Section 2.7	22	The data stored in the existing systems of KDS and HDC need to be migrated to the proposed ERP system.	How many years of data is to be preserved online in the application database?	To be decided later on
57	Section 2.10	23	User Access Management (SSO)	It is inferred that currently Single Sign-On (SSO) is implemented and it will continue in the target system using the current set up of the MS Active Directory LDAP server. Please confirm.	All users.
58	Section 2.20 Point c	30	SI is required to incorporate necessary IT Security & audit features in the implemented ERP solution	It is assumed that implementation of database security features like data encryption, data masking, access control, separation of duties, auditing etc. for the Oracle EBS application systems is in scope. Please confirm.	YES for Oracle EBS or SAP
59	Generic	Generic	Tech. arch	Will it be possible for you to share the technical architecture diagram of your current application infrastructure?	SI may visit to KoPT
60	Generic	Generic	No of test instance	How many non-production instances (DEV, TEST, TRAINING, UAT etc.) would KoPT need apart from the Production and the Disaster Recovery (DR) instances?	As per SI's recommendation
61	Generic	Generic	Architecture - HA .	Is the target Oracle EBS R12 production system expected to conform to High Availability requirement and be available on a 24x7 basis (excepting scheduled outage)?	No change in the NIT clause
62	2.2 Implementation of Standard ERP modules (COTS), Point 2 -HR	16	HR (For KDS & HDC)	What is the number of Travel / TA bills that are raised by employees of KoPT (HDC and KDS) annually on offical travel ?	No change in the NIT clause
63	2.1- scope of work	15	Scope of Wok includes:	ERP in general terms refers to a packaged (COTS) application. But the scope of work here includes COTS package plus many bespoke application which cannot be catered through the COTS package and needs to be developed by the SI. Kindly clarify if KOPT is refering to entire scope of work including bespoke development as ERP?	The bidder may refer to 2.17 Proposed ERP Solutions: The vendor shall submit its offer considering the scope of work (vide chapter 2.0) and the list of processes (vide Annexure 1). For application / functional areas mentioned in para 2.2 above, the vendor must provide solution from the COTS product viz., SAP or Oracle Apps and for other application / functional areas mentioned in para 2.3 above and as may be specified in SRS, the SI may choose to implement a software module / functionality by way of either (a) customisation of a module of the COTS product viz., SAP or Oracle Apps, or (b) Custom-built application using ERP features – to be freshly developed or readily available as proven 3rd party software, with proper integration.
64	2.1- scope of work; point- XX	16	Certification i.e., Letter from ERP OEM towards verification, validation & Audit Services before implementation at each stage of implementation of a customized solution using COTS product.	Please note that the letter (MAF) issued by the software OEM validates the SI as its autorized partner and also verifies the BOM proposed by the bidder as per the bidder's solution. However the OEM cannot verify and validate the customised final solution. Also the Audit services from OEM are separately priced. In case the audit services are separately provided to KOPT, then request you to kindly - 1. Elaborate the scope of work for Audit services in detail. 2. include a separate line item in the price bid for the same and this line item should not be included in the determining the winning bidder.	OEM is not required to verify and validate the customised final solution. However, with regard to ERP COTS deployment the OEM will certify services that will ensure that OEM led best practices are followed for the following: SRS preparation, Design and Coding, testing and implementation. Bidders may indicate additional cost if any.
65	2.2 Implementation of Standard ERP modules (COTS), Point 2 -HR	16	HR (For KDS & HDC)	Kindly provide the below numerical inputs, required for Licensing of HR system modules: 1. Total no. of Employees to be covered under Core HR. 2.Total no. of Payrolls 3.Total number of pensioners to be covered 4. Employee Self service for 1000 users? 5.number of employees for whom Performance management needs to be done? please note that provision of above information is mandatory to decide the quantity of licenses.	Permanent employee attrition rate is around 40 per month, with insignificant replacement. This will cause the number of employeyss to go down by almost 500 per year. (i) Total no. of employees to be covered under HR : 6000 (ii) total no. of regular employees to be covered under payroll : 6000. In addition payroll for contractual, temporary and deputation employees should be covered . (iii) no. of pensioners :around 30,000. (iv) self service for 1000 employees as per NIT. The information is merely indicative.
66	2.2 Implementation of Standard ERP modules (COTS), Point 2 -HR- point-iv	17	Self Service for Employees & Pensioners – View for all users - Post only for 1000 employee accounts	The RFP asks for 1000 employee self service users- Request you to kindly breakup the number of self service users broadly into Manager self service and Employee self service. This is because there will be many officers who will be responsible for a group of employees reporting to him. He will need to manage, approve, plan, reject etc requests and requirements from the users reporting to him. Hence he must have higher access to the system which will be provided by Manager Self service.	This information cannot be specifically indicated. All 1000 employees should be considered.
67	2.2 Implementation of Standard ERP modules (COTS), Point 3 - Materials Management (for KDS & HDC)	17	Materials Management (for KDS & HDC): All Features- Purchasing, Inventory	Though a broad breakup is given in page 82 of RFP, request KOPT to furnish number of users for each of Purchasing and Inventory functionalities.	This information cannot be specifically indicated as there can be role reversal and changes. The bidder must take into consideration that 450 users may have access to any module including MIS and Dash Boards reports
68	2.2 Implementation of Standard ERP modules (COTS), Point-6 & 7	19	Document Management System & Work Flow	Kindly provide a detailed specification for the DMS and Workflow system. With current ask in the RFP, even an opensource DMS will also qualify - which will not at all be a robust and secured solution for KOPT. Also to ensure a seamless integration and pre tested environment between the DMS and the ERP (COTS) system, we Request KOPT to mandate- "ERP, DMS and Workflow offered should be from the same OEM".	Work Flow should be from same OEM supplying ERP COTS
69	2.3 Implementation of Bespoke ERP module	19	2.3 Implementation of Bespoke ERP module & Annexure 1	Please note that developing a secured and systematic bespoke application will require a robust and tested framework, Integration Software and work flow. Kindly detail out the specifications of these softwares and also request KOPT to ask for a Open Standard based solution throughout, so that current and future plans of KOPT could be executed properly. Asking for Open Satndard based solutions is mandatory to safeguard KOPT from all future technology changes.	Open Standard based solutions should be provided
70	2.5 MIS Reporting	21	MIS Reporting	Please provide number of users to be provisioned for MIS Reporting Application	All module users
71	2.5 MIS Reporting	21	MIS Reporting	Please advise on concurrency of usage required to be assumed	10% of the total users (Approx.)

#	Clause	Page	Subject	Query	Response
72	2.5 MIS Reporting	21	MIS Reporting	Please advise on preference of out of box metadata and ERP reports v/s bespoke report development	Reports as specified by KOPT to be provided by SI. The tools may be decided by the SI. However the reports may be developed using both ERP and Bespoke data in one report.
73	2.5 MIS Reporting	21	MIS Reporting	Is it required to have security rules of ERP to be leveraged out of the box in MIS tool.	Reports as specified by KOPT to be provided by SI. The tools may be decided by the SI. However the reports may be developed using both ERP and Bespoke data in one report.
74	2.5 MIS Reporting	21	MIS Reporting	Is there any requirement mass distribution of reports through emails etc.	MIS report solution should provide for all notification capabilities including Bulk Notification facility. [In some cases there are requirements of distribution of reports through emails such as: Traffic Users regarding their Port Deposit Account Status once a day, say at 9 pm. Similarly for Land Lease Holders, Port users' bill etc. Actual Email Distribution would be finalised at the time of SRS.]
75	2.10 User Access Management (SSO) & Master Data Management (MDM)	23	User Access Management (SSO) & Master Data Management (MDM)	Master Data Management (MDM) is a vast subject and costly requirement- Kindly elaborate more on the requirement.	Master Data Management (MDM) should enable single source of data for entire solution (ERP+BESPOKE). Master data on stakeholders such as employees, suppliers, port users, or lease holders (tenants) should be stored with unique id such as PAN no. However one stakeholder may play different roles that is could be a supplier as well a port user or could be a supplier for KDS as well as HDC or say tenant of more than one piece of land or its belts.
76	2.15 Warranty for 1 year	25	The one year warranty period will start from the date of acceptance of the complete ERP solution including integration.	As per our understanding: The warranty period will start after the completion of implementation phase. And Implementation period is for 18 months. Now- for All OEM software licenses the ATS starts as soon as the licenses are delivered. Hence the bidders will have to quote for software ATS for total of 18 Months implementation support+1 Year Warranty + 5 Years AMC- which brings down the totalsoftware ATS required for 7.5 Years. Kindly confirm- if this understanding is correct? If so- request to Kindly include and update the ATS portion in the Price Bid accordingly.	Bidders will seek part licenses from start of project and rest of licenses to be procured at the time of go-live. If the bidder feels that entire solution is required at the time of development itself then it has to quote for its ATS from day one of project development and will result in increase in cost compared to the bidder who may propose to procure minimum license and hence less ATS cost. It is up to the bidder to decide.
77	2.19.3 Development Software	27	The ERP system should be built on SAP or Oracle Apps with Oracle as the underlying database. SI should assess and offer the bare minimum requirement of database features and ERP system components necessary for running the ERP solution and quote accordingly.	Kindly clarify- Does The ERP system mentioned here includes the entire scope of work asked in the scope of work section, which includes the COTS package as well as the Bespoke application outside the COTS package? Also we understand that Oracle Database only will be used to develop the Bespoke application under scope of work. kindly confirm.	The bidder may refer to 2.17 Proposed ERP Solutions: KOPT ERP Solution will have 450 users (say around 500 Users), the database capabilities may be decided accordingly. The development of COTS (using Oracle Apps or SAP) as well as Bespoke will have to be done on Oracle Database. Any other tool or software required to be used for developing integrated COTS and Bespoke solution with other features such as SSO etc will have to be decided by the SI. The same should follow open standards.
78	2.19.3 Development Software	27	Software detail	The minimum Technical Specification of the overall ERP solution, underlying Database, Application server, Portal, Integration software etc must be specified in the RFP and all System Integrator must comply to the specifications asked for. These are the most important components to ensure a robust as well as cost effective solution in place.	Any tool or software other than ERP COTS (Oracle or SAP), Work Flow from ERP OEM and Oracle Database should comply to open standards.
79	Chapter 4 - Tender Evaluation	52	Tender Evaluation	This is to bring in KOPT's kind notice that as a solution provider, Oracle India is deeply concerned about the Evaluation process of this RFP. As per RFP, the tender will solely be decided on L1 cost basis. Which directly implies that the technical quality of the offered solution does not carry any weightage and may be compromised with. Since this is a very vast and complex project, it is extremely crucial that the bidders are technically evaluated based on the offered solution, their experience and expertise. The Bid evaluation and selection process must be based on Quality & Cost Based selection (QCBS), wherein we suggest that 70% weight be given on the technical aspects of the solution and compliance and 30% weight on the commercial part. A defined formula using technical and commercial points must calculate the winner of the bid. Only through this process- the most efficient but cost effective solution for KoPT can be achieved. else any Bidder, in a bid to be only L1 will compromise with the solution and the project may have a high chance of failure. We have witnessed this in many Govt. scenarios in India. Hence this request.	Technical quality has been ensured with pre-qualification criteria in chapter 3 which among other things indicate highest level of capability of an SI (CMM Level 5) and certification by OEM like Oracle and SAP for COTS modules. The OEM should not have doubt on quality of work certfied by them and having CMM Level 5 capabilities.
80	2.17 Proposed ERP Solutions	26	Proposed ERP Solutions	To ensure the correct application and other software licenses are offered to KOPT, we request you to mention- all the licenses of Database, Middleware and COTS ERP & HR, that are to be offered, must be Full Use in nature, without any usage restriction on the features and usage. This will ensure that KoPT will get the maximum advantage of the software licenses they will be paying for. Also the scope of work asked can only be attended through Full user Enterprise RDBMS only. We request KOPT to please mention the above statement so that there is no confusion with the Bidders while designing the solution.	KOPT has indicated the detailed scope of work with ERP and bespoke requirements. It has also proposed the number of users, the underlying database and ERP OEMs (Oracle Apps and SAP). SI will decide on the minimum technical requirement to meet the rquirements of KOPT. Please refer to clause 2.19.3 - Development Software. The tools and software should follow open standards.
81	Annexure 6, Estimated Number of Users of each Application Module / Functional Area	82	HR- 50 users	Kindly break the HR requirement as below, mandatorily required for licensing: 1. Total no. of Employees to be covered under Core HR. 2.Total no. of Payrolls 3.Total number of pensioners to be covered 4. Employee Self service for 1000 users? 5.number of employees for whom Performance management needs to be done?	Permanent employee attrition rate is around 40 per month, with insignificant replacement. This will cause the number of employess to go down by almost 500 per year. (i) Total no. of employees to be covered under HR : 6000 (ii) total no. of regular employees to be covered under payroll : 6000. In addition payroll for contractual, temporary and deputation employees should be covered . (iii) no. of pensioners :around 30,000. (iv) self service for 1000 employees as per NIT. The information is merely indicative.
82	Appendix IX- Letter of Authorization for OEM	101	Appendix IX- Letter of Authorization for OEM	We request you to kindly change and modify the Authorization format shared in the Appendix IX to only- '' WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby authorize _____ located at _____ (hereinafter, the "Bidder") to submit a bid and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us: ....''. Oracle India can also confirm the availability of support center in India. How ever the rest of the statement under "OEM certifies that:-" cannot be declared by Oracle India. Hence KOPT is requested to modify the letter format and keep it till the 1st paragraph of the format only (as stated above within inverted commas).	No change in the format
83	2.8 DW/BI systems of KoPT	22	Development of DW/BI system of KoPT. The ETL, Cubing and other processes related to DW of the proposed ERP system should also be implemented, so that the DW remains updated from the point of time proposed ERP is implemented. The Data Warehouse of KDS and HDC needs to be centrally available for EIS (Executive Information System), including in-process analytics. The system should have EIS dashboards for retrieval of information by key officials of KoPT	a)Would the database of this data warehouse be collocated on the same server as the ERP's database, or would it be hosted on a different server? b)Would the data from the central ERP system need to flow to the DW on real time basis? c) Is the requirement of the data warehouse a mandatory or an optional requirement	a) Preferably yes unless performance of ERP solution degrades due to this feature. The sizing may be done accordingly and SI will give suggestions in this regard. b) Need not be hosted on a different server and cost is an issue. The DW data may be refreshed once in a day at some lean period to be decided jointly by SI and KOPT. c) Data Warehouse is mandatory.
84	2.1	15	Implementation of Secured Payment Gateways in the proposed ERP system v. Implementation of Work Flow System as integrated part of ERP solutions vi. Comprehensive Document Management System integrated to Work Flow System vii. Library Management System viii. Integration of existing modules as per Annexure 2 with Work Flow, ERP modules (COTS and Bespoke)	We recommend to have some elaborations in terms of technical and functional specifications regarding this bullet points. Otherwise it would be very difficult to propose ceratin solution with proper sizing.	1. SI should provide open standards based integration capability (enabling real time integration) to connect with all standard payment gateways, the solution should be secured enabling direct porting of data to the payment gateway without any provision of manipulations by the user. 2. SI will arrange for the avaible options for payment gateway provider and KoPT will finalise one from the list of provider. Related charges (if any) would be paid separately to the payment gateway service provider at the time of implementation. 3. Work flow and DMS is required for entire solution (ERP COTS and Bespoke).
85	2.1	15	xiii. Implementation of web-based Enterprise Portal as backbone of ERP solution including EIS Dashboard and Single-Sign-On for employees / users. xiv. Integration with Port Community System (PCS) xv. User Access Management with Single-Sign-On (SSO) & Master Data Management (MDM)	We recommend to have some elaborations in terms of technical and functional specifications regarding this bullet points. Otherwise it would be very difficult to propose ceratin solution with proper sizing.	The enterprise portal with SSO is mandatory for entire solition (ERP and Bespoke). That is, It should comply industry open standards. portal should cover the interfaces for both erp modules and all other bespoke applications. The security should provide seamless web single sign on for both erp applications and bespoke applications.
86	3	17	Tendering Module should be extended to all departments and divisions with provision for Integration with 3rd party e-Tendering Solution (of MSTC)	We wanted to confirm that this integration is external to ERP. We recommend SOA based integration approach for this integration.	1. Integration of tendering module should be for entire solution (COTS and Bespoke). Integration should be based on SOA open standards (enabling real time titnegration). 2. The solution should support integration with MSTC in both real time and batch mode.
87	2.4	21	The ERP solutions (COTS & Bespoke) shall be integrated with PCS, GIS (Geographical Information Systems at KDS and HDC) and other systems not included under the project as per Annexure 2.	We reccomend to add SOA based integration approach for all these integrations.	Integration should comply with the open standards enabling real time integration.
88	2.9	22	An Intranet Site for KoPT to be developed with Single-Sign-On. It should provide access to all Modules under the proposed system and Work Flow Management System, linked to DW/BI and other features are to be identified during system study.	Is this referring to both web based signle sign on and enterprise single sign involving devices, locations and desktops. Will the workflow be single sign on enabled workflow.	It should be web-based with Single-Sign-On for entire solution (ERP COTS and Bespoke)
89	2.9.1	22	Extranet Enterprise Portal	Will this portal be interfacing both ERP modules as well as external bespoke applications.	Yes
90	2.19.3	27	The system so developed by the SI should be deployed in active – active clustering (for KDS at Kolkata and HDC at Haldia) and real-time disaster recovery mode. KoPT proposes to have disaster recovery (DR) sites including DW / BI / EIS.	Is this active-active set up has been asked for both at application/erp level and database level?	No change in the NIT clause

#	Section	Page	Subject	Clarification Sought / Query	Response
91	Annexure 3	72	Workflow Module	This is the functional specification of workflow. We recommend to have specific technical specification for workflow which will help in the evaluation of the product and solutioning.	1. DMS and WorkFlow should follow industry open standards. 2. Workflow and DMS should be applicable for entire solution (ERP and Bespoke) wherever required. The workflow and DMS engine should cover the processes for both ERP modules and all other bespoke application. 3. The DMS and WorkFlow should comply the basic specification stated in Tender Document including sequential, parallel and group flows (like one tender document sent for simultaneous comments and review by members of tender committee) with security features; support Asynchronous workflows, where the time interval between request & response could vary, the state of the workflow is persisted automatically with long wait periods, Loop – support for iteration until a condition or start of worf flow if a precondition is met or post-condition is met before an activity is complete, provides for exceptions to follow alternate path, undo or redo the flow under authorisation, and ability add or view note or comment such as endorsements or annotations on notesheets and also attach documents. DMS should cover all features stated in tender document including full text search, versioning, conversion, audit tracking and document change history and should support built in integration points with proposed erp modules, records management including tracking using RFID tags, digital asset management and automated bulk scanning.4. Workflow should be from the same ERP OEM.
92	Chapter 2.0, Section 2.1 "The Scope of Work", Point xvi - Section 2.11 "Supply of Licenses, Source Code and Documentation"	15 and 24	Supply of License, Source Codes and Documentation	We do not as a normal practice share the source code and IPR of our product based solutions essentially falling under Bespoke ERP category of the RFP. Request a possible relaxation for POMS and other product based solutions like Library Management System, Hospital management, tec.	Any source code developed exclusively for KOPT will the property of KOPT. KOPT will not have any right on IP of any third party product.
93	section 2.1 Scope Of Work point ix	Pg 15	ix. Required Reports for all the above individual modules to be identified during SRS and finalized during deployment / implementation.	Makes scope open ended. Request an upper limit to be specified on no. of reports	No change in the NIT clause
94	Section 2.3 Implementation of Bespoke ERP modules	Pg 19		Please provide Interface requirements of POMS systems with internal and external systems	The bidder my consider the following: Any interfacing with existing and external system will be made possible if data from these systems are made vaiable in common file formats and any data can be ported to any new system only if the external system accepts data in commom file formats such as flat files, XML messges. In such case the integration will be on real time basis.
95	Section 2.3 Implementation of Bespoke ERP modules	Pg 20	The list of processes under Annexure 1 is mostly exhaustive (covers most of the processes). Some additional processes may however be identified during SRS study by the vendor.	Makes scope open ended . Any additional proccesses should be taken up as Change Request and excluded from scope of current RFP. Should be chargeable separately based on mutual decision.	Any process identified during SRS will have to be carried out without any additional cost.
96	Section 2.4 Integration with existing System Annexure 2	Pg 21	The ERP solutions (COTS & Bespoke) shall be integrated with PCS, GIS (Geographical Information Systems at KDS and HDC) and other systems not included under the project as per Annexure 2.	We request the list of systems referred as "other systems" which need integration with systems in RFP scope.	No change in the NIT clause
97	Section 2.4 Integration with existing System Annexure 2	Pg 21, 71		Are PCS and GIS the only systems requiring interfacing with systems to be provided under the current RFP? As GIS is still under development, interfacing is dependant on GIS systems being available for interfacing. Acceptance may be delayed incase GIS system is not ready by the time our systems are implemented?	No change in the NIT clause
98	Section 2.6 " Financial and Operational Data Consolidation", Section 2.14 "The proposed ERP Plan"	Pg 21,, 25		Are two instances (ie. separate for KDC and HDC) required for all software to be provided as part of RFP scope or only for ERP (COTS)?	For all processes
99	Section 2.7 " Data Migration"	Pg 22	The data stored in the existing systems of KDS and HDC need to be migrated to the proposed ERP system. The job of migration, i.e., preparation of template, extracting the data (in consultation with KoPT officials) and porting to the new application databases will have to be done by the System Integrator.	Is Data Migration required only for COTS ERP or for all applications in scope of current RFP including TOS?	For all applications
100	Section 2.7 " Data Migration"	Pg 22		Please provide a list of existing KDS and HDC applications which require data migration to new systems to be provided as part of current RFP scope. Also provide the following for each application: 1. Functionality covered 2. Whether used in KDS, HDC or both 3. Source Database platform 4. Whether Functional Specifcation, Design Documents, User Manual are available for the Applications including info like datatype, data format, data length, Mandatory/Non Mandatory field, process flow, valid values, Codes and their expanded values, etc.	No change in the NIT clause
101	Section 2.8 "DW/BI System of KoPT"	Pg 22	Development of DW/BI system of KoPT. The ETL, Cubing and other processes related to DW of the proposed ERP system should also be implemented, so that the DW remains updated from the point of time proposed ERP is implemented. The Data Warehouse of KDS and HDC needs to be centrally available for EIS (Executive Information System), including in-process analytics. The system should have EIS dashboards for retrieval of information by key officials of KoPT (for Chairman, Dy.Chairmen & GMs /HoDs).	Does KoPT currently have a DW/BI System? If yes, please provide platform details and the source systems of the DW. If No, is the DW/BI in scope limited to source data from the systems in scope of current RFP or they would also receive data from other existing systems in KoPT? In case other sources of data are required please provide details of those applications including functionality, technical platform, location of servers, no. of reports, etc.	May please refer to the NIT Document.
102	Section 2.9 "Development of Common Intranet Enterprise Portal for KDS and HDC (KoPT)"	Pg 22	An Intranet Site for KoPT to be developed with Single-Sign-On. It should provide access to all Modules under the proposed system and Work Flow Management System, linked to DW/BI and other features are to be identified during system study.	Please provide List of features to avoid scope creep later. Mention of the term "other features" may lead to non alignment of scope between bidder and KoPT	Other features if identified by SI during SRS preparation. SRS will serve as the reference document for the project.
103	Section 2.9.1 Extranet Enterprise Portal h) Other Clients	Pg 23	iv. This site should enable an outside agency to file on-line, the document details after submission of the same to KoPT v. This site should enable an outside agency to know status of document submitted to KoPT	Please provide list of documents to be filed on-line	To be identifiable during study and SRS preparation .
104	Section 2.10 User Access Management (SSO) & Master Data Management (MDM)	Pg 23	Also, it should be integrated with existing Microsoft Active Directory or similar Services for seamless login to applications once user has logged in to the KoPT domain.	Is the MDM requirement limited to systems to be provided under the current RFP or they extend to systems outside the RFP being used by KoPT?	May please refer to the NIT Document.
105	2.15 "Warranty for 1 year" 2.19.4 "The Phases of Implementation" 2.18 "Total Time of Completion "	Pg 25, 27, 28		RFP proposes Phase wise implementation across 15 months . Payment terms need more c;arity and elaboration. Also,they do not total to 100%. If possible we should propose a phase wise payment term for each application at major development life cycle milestones like SRS finalization, Design Finalization, completion of UAT for individual application, Go Live date, /completion of integration testing	There are 3 phases for each dock system. Each phase carries 10% i.e. 30 % for KDS and 30% for HDC. There is 5% on integration of 3 phases for each dock system i.e., 10% (5%for KDS and 5%for HDC). There is 5% on GO-LIVE for each dock system i.e., 10% (5%for KDS and 5%for HDC). This so far totals to 40% for KDS and 40% for HDC i.e., 80%. Balance 20% for Consolidation of KDS and HDC and combined output
106	Section 2.19.5 Stages of Project Implementation " UserAcceptance Testing"	Pg 29		Please confirm that KoPT will provide Test Cases and Test Data	YES but SI will prepare the formats in association with KoPT IT and BPR team
107	Section 2.24 Change Request	Pg 34	Any modification of application / functionality / configurable parameters required by KoPT, after go-live of ERP solution, will be initiated with a "Change Request" as per the following: Change Request without any additional Cost: i. Any Change-Request involving inclusion up to five data-items / attributes pertaining to a given functionality and consequent changes in all existing interfaces / backend / data-flow, reports and related works will be carried out by SI without any extra cost ii. Any Change-Request involving two man-days or less than two man-days (as per joint assessment) will be carried out by SI without any extra cost	Too open ended . Request an upper limit on the no./count of such changes to be taken up at no additional cost .	Any change involving: i. Any Change-Request involving inclusion up to five data-items / attributes pertaining to a given functionality and consequent changes in all existing interfaces / backend / data-flow, reports and related works will be carried out by SI without any extra cost ii. Any Change-Request involving two man-days or less than two man-days (as per joint assessment) will be carried out by SI without any extra cost.
108	5.4.1 'EMD Details (a) 5.12 "CONTENT OF BID DOCUMENTS" PARt-A (a)	pg54, 58	Amount of Earnest Money	Is Earnest Money Rs.35 lakhs or Rs.70 lakhs?	Earnest Money is Rs.35 lakhs
109	6.5 Payment Terms and Stages of Payment	Pg 68		Need further clarity on Stages of Payment and Payment Terms	Already clarified above
110	Annexure 2 List of Existing Systems (To be integrated with the proposed ERP)	Pg 71	All messages under Port Community System (PCS)	Please provide list of messages under PCS that need to be integrated	May kindly refer to the PCS/EDI menu of the IPA website (http://ipa.nic.in/)
111	Annexure 4 : Training Evaluation & feedback	Pg 80	In case feedback is still below expectation as recorded from the participants further necessary action for improvement may have to be performed including repetition of training programmes. This will be at the discretion of KoPT (If any)	Is repetition of training because of below par feedback acceptable?	YES.
112	Section 2.9 "Development of Common Intranet Enterprise Portal for KDS and HDC (KoPT)"	Pg 22		Please provide No. of concurrent Portal Users (both intranet and extranet)	As a thumb rule 10% of users i.e., say 100 Intranet users

#	Reference	Page	Clause Text	Query	Response
113	1.1	13	The Scope of Work is applicable to the two Dock Systems of Kolkata Port, - Kolkata Dock System and Haldia Dock Complex	Will there be a set of users who will access data for all the location/Sublocation Is KOPT looking for a Single instance or multiple instance (separate installation for KDS and HDC) for terminal operations. Is the voyage and internal reference number generated by system follow same sequence or different sequence for KDS and HDC	1. There will be a set of users who will access data for all the location/sublocation. This can be made available from Single instance or multiple instance (separate installation for KDS and HDC) for terminal operations. 2. KOPT will decide after award of project to SI on the hardware infrastructure whether it decides to have more than one instance either based on DR requirement with active-active clustering or two or more instances geographically separately located at more than one place say KDS and HDC with either set up serving as DR for other. 3.Voyage calling Nos. (VCNs) are generated with different nomenclature, prefixed with INCCU1 for KDS and INHAL1 for HDC, as decided by IPA. Sequence no. also differs for KDS & HDC. Both the dock systems maintain their own sequence no. generated internally.
114	2.3	19	Integration (message based) with external systems/applications, like, Port Community System (PCS), Container Terminal Planning and Management System and Weigh Bridge being operated/managed by 3rd Parties, Permit System, Railways Processes and similar	Can you please explain in detail the integration requirement with Container Terminal Planning and Management System	The bidder may consider the following: Any interfacing with existing and external system will be made possible if data from these systems are made vialable in common file formats and any data can be ported to any new system only if the external system accepts data in commom file formats such as flat files, XML messges. In such case the integration will be on real time basis.
115	2.3	19	integration (message based) with external systems/applications, like, Port Community System (PCS), Container Terminal Planning and Management System and Weigh Bridge being operated/managed by 3rd Parties, Permit System, Railways Processes and similar processes	Can you please explain in detail the integration requirement with Permit Details	Permit allows vehicle and persons accompanying vehicle and other outsiders to enter port premises. Along with the vehicle and associated man permit, carting order is also required. This may have to be integrated.
116	2.3	19	Integration (message based) with external systems/applications, like, Port Community System (PCS), Container Terminal Planning and Management System and Weigh Bridge being operated/managed by 3rd Parties, Permit System, Railways Processes and similar processes	Can you please explain in detail the integration requirement with Railway Processes	The bidder may consider the following: Any interfacing with existing and external system will be made possible if data from these systems are made vialable in common file formats and any data can be ported to any new system only if the external system accepts data in commom file formats such as flat files, XML messges. In such case the integration will be on real time basis.
117	2.3	19	Integration (message based) with external systems/applications, like, Port Community System (PCS), Container Terminal Planning and Management System and Weigh Bridge being operated/managed by 3rd Parties, Railways Processes and similar processes	Can you please explain in detail the integration requirement with Similar Processes	The bidder may consider the following: Any interfacing with existing and external system will be made possible if data from these systems are made vialable in common file formats and any data can be ported to any new system only if the external system accepts data in commom file formats such as flat files, XML messges. In such case the integration will be on real time basis.
118	2.3	19	Integration (message based) with external systems/applications, like, Port Community System (PCS), Container Terminal Planning and Management System and Weigh Bridge being operated/managed by 3rd Parties, Permit System, Railways Processes and similar processes	Can you please expain in detail the integration requirement with Weigh Bridge being operated/managed by 3rd Parties. Will the weigh bridge user use the KOPT application	The bidder may consider the following: Any interfacing with existing and external system will be made possible if data from these systems are made vialable in common file formats and any data can be ported to any new system only if the external system accepts data in commom file formats such as flat files, XML messges. In such case the integration will be on real time basis.
119	Annexure 1 (Container Export)	11	Terminal and Haulage Charge realised from Rly. (Process:_____)Checked	Can You please clarify this point	To be clarified during SRS/URS.
120	Annexure 2	Not Specified	Not Specified	What are the different systems which will be replaced by the to be ERP solution. What is the scope of work of each existing application and data flow within them	As per NIT clause.
121	Annexure 2	Not Specified	Not Specified	What is the different system (KOPT and External) with which to be ERP solution will interface with to exchange data	As per NIT clause.
122	Annexure 6	82	User details	Can you please share the number of concurrent users at KDS and HDC	To be clarified during SRS/URS.
123	General	Not Specified	Not Specified	If Port gate functionality available.Cargo/container for other terminals will they be entered in Port gate	YES
124	General	Not Specified	Not Specified	Is gate pass generated for cargo delivered from private/out-sourced terminal?	To be clarified during SRS/URS.
125	General	Not Specified	Not Specified	Does the cargo/container discharged /loaded in private/out-sourced terminal be recorded in the system	To be clarified during SRS/URS.
126	2.3	19	Hydraulic Study Processes Process flow and decision making from available data generated from Hydrological Observation, Processed Charts, Physical Model Experiments, Numerical Model Experiment With The Aid Of Software Like MIKE 11 / MIKE 21, wherever data is made available in standard forms such as flat files etc. and similar processes – Refer Annexure1	What is the scope of Hydraulic system. Is it required to be interfaced with Port operations system	To be clarified during SRS/URS.
127	Annexure 6	82		Will external users access KOPT application. If Yes which set of users will access and what all functionality	Please refer to clause 2.9.1
128	Annexure 1	Not Specified	Process List	Eventhough the Discharge and load process is explained in detail, there are instance of another process mentioning the discharge process . What is the difference between these two processes. For example : TFC_BB1_LNDV_01 and HSHGCB005	Processes belong to KDS and HDC respectively. Many processes are similar but not exactly the same. The list includes all distinct processes. To be further clarified during SRS.
129	Annexure 1	Not Specified	Process List	Is all the process detailed in Annexure 1 be recorded in system	YES,
130	General	Not Specified		What all operations are managed/recorded by KOPT and what all operations/cargo are outsourced. What is the interface /data exchanged between KOPT and Privately operated terminal(Berth) with in KOPT . What is the scope of work of the data received from Private terminal (if there is privately omned /operated berths/teminal)	To be clarified during SRS since the question is not clear.
131	Annexure 1	5	For Solid Bulk Cargo Note : *In case of export of solid bulk cargo shipment posting is not done on the basis of tally, but on the basis of draft certificate issued every morning by surveyor appointed by the vessel agent. Mate receipt is based on final Draft Certificate. Difference of charge, with D/Challan quantity, is realised accordingly. (For bulk cargo only sling tally is done for the purpose of labour incentive only) *Here rent bill, if any, is prepared on the basis of cargo received, which is determined by lorry wieghtment certificates. *Other processes remain more or less same as that of break-bulk.	Is incentive calculation in scope of proposed ERP solution? If yes, which users will be getting incentive and based on what ?	Yes. Incentive calculation logic will be provided at the time of SRS
132	2.3	19	POMS (Port Operations Management System) Processes (KDS+HDC) encompassing Container, Cargo, Vessel, Barge, Railways, Berth Management, Dry Docks, Yard Licensing, Permit, Ship Breaking etc. vessel movement with related billing & collection and integration (message based) with external systems/applications, like, Port Community System (PCS), Container Terminal Planning and Management System and Weigh Bridge being operated/managed by 3rd Parties, Permit System, Railways Processes and similar processes – Refer Annexure 1	Can you please explainn Yard Licensing. Is it leasing out yard space (warehouse) on a long term basis?	To be clarified during SRS.
133	General			What is the volume of Cargo/Container handled by KOPT on its own and what is the volume handled by private parties (Berth/Terminal) with KOPT premisses and what is the expected growth	To be provided during SRS.
134	No. Plg/165/ERP/2015/9988 dated 30-Apr-2015]	Clause 2.1 (xvi)-page 15	Supply of Licenses, Source Codes and Documentation	Bidder cannot provide the source code of the software. However, if required, the source code can be maintained in an escrow account.	Source code developed exclusively for KoPT will be provided to KoPT.
135	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2015	Clause 2.11-page 24	The Software Developer should provide ERP licenses with back-to-back agreement with OEM for Updates/Upgrades and technical support; Supply of licenses for any standard packages wherever implemented; Source-Codes for all customization; bespoke applications and all codes developed under these systems (the proposed ERP Project) exclusively for KoPT. This includes: i. A declaration from OEM as per Annexure-8 ii. All necessary licenses with back-to-back agreement with OEM for updates and technical support, iii. Source Codes and scripts for all customization of ERP modules with documentation, iv. Source Codes, with complete documentation, for bespoke applications and all codes developed under these systems, including changes, exclusively for KoPT, including standard APIs / Libraries/Configurations. IPR and ownership would rest with KoPT.	KOPT should enter into separate license agreements with the OEMs for the software involved in the project. Any upgrades/patches/updates shall be provided as per the terms and conditions of the OEM. Furthermore, the source code cannot be provided to KOPT. Lastly, the intellectual property rights on any derivative works/customizations based on the Bidder's or OEM's pre-existing IP shall rest with the Bidder or the OEM (as the case may be).	1. SI will procure the licenses on behalf and in the name of KoPT. KoPT is required to endorse any such agreement form. The SI will facilititate KoPT in doing so. 2. SI will ensure that all such upgrades/patches/updates released by OEM are installed immediately and will be treated as severity S1 under clause 2.23, any loss due to delay in installation will be the liability of SI and may attract penalty @ Rs 2000 per hour or part thereof. 3. Source code developed exclusively for KoPT will be provided to KoPT. However, KOPT may not have any right on IP of any third party product.
136	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2016	Clause 2.16 (i) - page 26	Maintain, update with patches, upgrade as per change request solely with their manpower and resources. JDPR, KoPT will act as coordinator.	Bidder will provide any upgrades/patches/updates as per the terms and conditions of the OEM.	Accepted but SI will ensure that all such upgrades/patches/updates released by OEM are installed immediately and will be treated as severity S1 under clause 2.23 , any loss due to delay in installation will be the liability of SI and may attact penalty @ Rs 2000 per hour or part thereof.
137	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2017	Clause 2.19.3- page 27	The SI will procure the minimum required software and its licenses for the purpose of development including customizations and testing of the proposed ERP solution.	KOPT should enter into separate license agreements with the OEMs for the sofrware involved in the project.	As mentioned above.

#	NIT No.	Clause	NIT Clause	Bidder's Remarks	KOPT Response
138	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2018	Clause 2.24- page 34	i. Any Change-Request involving inclusion up to five data-items / attributes pertaining to a given functionality and consequent changes in all existing interfaces / backend / data-flow, reports and related works will be carried out by SI without any extra cost ii. Any Change-Request involving two man-days or less than two man-days (as per joint assessment) will be carried out by SI without any extra cost	All change requests are to be mutually agreed upon. Such change requests shall take into consideration the effect of the change on the time for completion and the contract price.	This is applicable for Warranty and AMC period. During development, the SRS will serve as the reference document for development. However, interpretation and clarifications on SRS till completion of project will attract no additional cost.
139	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2019	Clause 5.25 (c) and 5.26 - page 64 and 66	The quoted rate shall include all charges, taxes & duties (excluding the Service Tax & education cess , if any). Service Tax etc., as applicable, will be paid extra at actual and should not be included in the quoted rate.	Request revision of the language so that taxes (as well as any increase or decrease in the existing taxes and any newly incorporated taxes) on the services shall be for the account of KOPT. Furthermore, Prices shall be stated exclusive of taxes. Any tax payable by the Bidder shall be reimbursed by KOPT.	No change in the NIT clause
140	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2020	Clause 5.25.1- page 65	The payable price would be inclusive of all taxes, duties, charges and levies as applicable (excluding service tax and education cess).Service tax will be reimbursed at actual. Under any circumstances if KOPT desires to alter the scope of work the payment shall be made on a pro-rata basis. The bidder shall provide additional resources as may be required by KoPT not explicitly mentioned herein (excluding hardware and networking components as these are outside the scope of this tender) and deemed necessary for smooth and intended functioning of the proposed ERP solution as per the SLA(s) defined in the BID DOCUMENT at no extra cost to KOPT,including completion of the project within the stipulated time.	KOPT should be responsibl for payment of all taxes and duties associated with the services. Furthermore, any work to be done would have to be clearly defined in the contract. Bidder will not have liability for any work outside the original scope.	As per the NIT clause
141	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2021	Clause 7.1- page 70	In the event of any dispute, question of difference arising during the contractual period or during any other time, as to any matter connected with or arising out of the contract, the decision of the Chairman, Kolkata Port Trust shall be final. If, however, the firm is dissatisfied with the decision of the Chairman, Kolkata Port Trust, the firm may, within 15 days after receiving notice of such decision, intimate the Chairman about their desire to get the matter referred to an Arbitrator. The Arbitrator may be nominated from the panel of Arbitrators maintained by Kolkata Port Trust within 30 days from the date of receipt of such communication from the firm's end and that reference shall be deemed to be a submission to the Arbitrator within the meaning of Arbitration & Conciliation Act, 1996 or any amendment thereof. The decision of the Arbitrator shall, however, be final and binding on both Kolkata Port Trust and the firm. The cost incurred for referring the matter to arbitrator will be shared by both the parties equally.	Bidder requests that the cited provisions be deleted from the clause. Any disputes arising out of the contract should be settled through arbitration or other specified reddressal mechanisms. Such disputes should not be settled unilaterally.	No change in the NIT clause
142	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2022	Clause 2.3 (a), (b) and (c) General Conditions of Contract- page 110	2.3 The Engineer shall have full power and authority (a) to supply to the contractor from time to time during the progress of the works such further drawings and instructions as shall be necessary for the purpose of proper and adequate execution and maintenance of the works and the contractor shall carry out and be bound by the same. (b) to alter or modify the specification of any material and workmanship and to inspect the work at any time. (c) to order for any variation, alternation and modification of the work and for extra works.	Any changes to the agreed upon scope of work should be effected through a change order mechanism and should be mutually agreed upon. Bidder therefore, requests appropriate revisions to the standard clause.	No change in the NIT clause
143	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2023	Clause 2.3 (f) General Conditions of Contract- page 11	(e) to settle the claims & disputes of the Contractor and Trustees, as the first referee.	Any disputes arising out of the contract should not be settled unilaterally. Therefore, Bidder requests the removal of this sub-clause.	No change in the NIT clause
144	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2024	Clause 3.1 (c) General Conditions of Contract- page 113	3.1 The Contractor shall, before making out and submitting his tender/offer be deemed to have inspected and examined the site, fully consider all factors, risks and contingencies, which will have direct and indirect impact on his expenses and profit from the work and shall be specifically deemed to have taken the following aspects into consideration: (c) The accommodation required for the workmen and site office, mobilization/ demobilization and storage of all plant, equipment and Construction materials	KoPT shall be responsible for providing office facilities and other dependencies required for the project. Bidder therefore requests the removal of this sub-clause.	No change in the NIT clause
145	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2025	Clause 3.1 (e) General Conditions of Contract- page 113	(e) Payment of taxes and duties and compliance of all applicable statues, ordinances and law together with the rules made there under, the rules, regulations and bye-laws of public bodies or any local or other authority by the Contractor, keeping the Trustees indemnified against penalties and liabilities of every kind arising from the Contractor's failure in such compliance.	Payment of taxes and duties shall be for the account of KoPT. Furthermore, Bidder is agreeable to comply with the applicable laws and regulations, but cannot provide indemnities for the failure to comply. Bidder therefore, requests the removal of the sub-clause.	No change in the NIT clause
146	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2026	Clause 3.3 General Conditions of Contract- page 113	If required by the Engineer or the Trustees, the Contractors in their tender or subsequently, shall disclose the names of their owners/partners/Share Holders at the required points of time. The failure in this regard shall be treated as a breach and a contract, if entered into, shall be liable to be cancelled.	Bidder requests the removal of this clause.	No change in the NIT clause
147	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2029	Clause 4.3 General Conditions of Contract- page 117	Several documents forming the contract are to be taken as mutually explanatory of one another. Should there be any discrepancy, ambiguity, omission or error in the various contract documents, the Engineer shall have the power to correct the same and his decision shall be final and binding on the parties to the Contract.	Bidder requests the insertion of a order of precedence clause which governs the application of the contractual documents in the event of a conflict. Furthermore, any revisions or amendments to the contractual documents has to be mutually agreed upon.	No change in NIT cluase
148	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2031	Clause 4.13 General Conditions of Contract- page 119	From the commencement of the works till issue of the completion certificate in Form G.C.1, vide Clause 5.12 hereof, the contractor shall take full responsibility for the care thereof. Save for the excepted risks, any damage, loss or injury to the work or any part there of shall be made good by the Contractor at his down cost as per instruction and to the satisfaction of the Engineer, failing which the Engineer or his Representative may cause the same to be made good by any other agency and the expenses incurred and certified by the Engineer, shall be recoverable from the Contractor in whatever manner the Engineer shall deem proper. This Clause will not apply to that part of the work, which might have been taken over by the Trustees on partial completion of the work and in such case the Contractor's obligation will be limited to repairs and replacement for manufacturing or construction defects during the Maintenance period (Guarantee Period) as per the directions of the Engineer as also for defects/ damages if any caused to the work by the Contractor during such repairs and replacement in the maintenance period.	Bidder's risk and liability under this clause will be restricted to 10% of the value of the defective works. Bidder shall have no further obligation under the contract for such works completed by third parties.	No change in the NIT clause
149	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2032	Clause 4.14 General Conditions of Contract- page 119	The Contractor shall at his own cost protect, support and take all precautions in regard to the personnel or structure or services or properties belonging to the Trustees or not, which may be interfered with or affected or disturbed or endangered and shall indemnify and keep indemnified the Trustees against claim for injury, loss or damage caused by the Contractor in connection with the execution and maintenance of the work to the aforesaid properties, structures and services and/ or to any person including the Contractor's workmen. Cost of Insurance Cover, if any, taken by the Contractor shall not be reimbursed by the Trustees, unless otherwise stipulated in the Contract.	Bidder requests that the clause be made mutual. Also, request insertion of the standard indemnification procedure which includes: (a) prompt notice of the claim by the indemnified party; (b) sole control to the indemnifying party; (c) reasonable assistance from the indemnified party and (d) restriction on statements, remarks on the subject matter of the claim.	No change in the NIT clause

150	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2033	Clause 4.16 General Conditions of Contract- page 120	The Contractor shall be deemed to have indemnified the Trustees against all claims, demands, actions and proceedings and all costs arising there from on account of: i. Infringement of any patent right, design, trade-mark, or name or other protected right, in connection with the works or temporary work. ii. Payment of all royalties, rent, toll charges, local taxes, other payments or compensation, if any, for getting all materials and equipment required for the work. iii. Unauthorized obstruction or nuisance caused by the Contractor in respect of Public or Private road, railway tracks, footpaths, crane tracks, waterways, quays and other properties belonging to the Trustees or any other person. iv. Damage/injury caused to any highway and bridge on account of the movement of Contractor's plants and materials in connection with the work. v. Pollution of waterway and damage caused to river, lock, sea-wall or other structure related to waterway, in transporting contractor's plants and materials. vi. The Contractor's default in affording all reasonable facilities and accommodation as per the direction of the Engineer or his Representative to the workmen of the Trustees and other agencies employed by or with the permission and / or knowledge of the Trustees on or near the site of work.	Bidder requests that clause be restricted to just indemnity for the infringement of IP rights. Request removal of all other sub-points. Please also insert standard exceptions to the indemnification obligation as well as the indemnification procedures, for infringement of intellectual property rights. Further, KOPT will defend, indemnify and hold harmless the selected Bidder from and against any third party suit, proceedings damages, judgments, cost and expenses (including reasonable attorney fees) relating to any infringement claim by a third party to the extent based on any KOPT materials provided to the selected Bidder by or on behalf of KOPT or the access and use by the selected Bidder of any KOPT provided software or material in connection with Bidder's performance of services.	No change in the NIT clause
151	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2034	Clause 4.23 General Conditions of Contract- page 122	All constructional plants, temporary works and materials when brought to the site by the contractor, shall be deemed to be the property of the Trustees who will have a lien on the same until the satisfactory completion of the work and shall only be removed from the site in part or in full with the written permission of the Engineer or his Representative.	Any equipment/material used by the Bidder shall remain the property of the Bidder. KOPT shall not have any rights over the same as Bidder is required to provide a Performance Bank Guarantee covering its obligations under the contract.	No change in the NIT clause
152	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2035	Clause 5.8 (c) General Conditions of Contract- page 124	Regarding the supply of any materials by the Trustees to the contractor in accordance with the contract, the following conditions shall apply : (c) The Trustees' materials will generally be supplied in stages and in accordance with the rate of progress of work, but, except for grant of suitable extension of completion time of work as decided by the Engineer, the contractor shall not be entitled to any other compensation, monetary or otherwise, for any delay in the supply of Trustees' materials to him. The Contractor shall, however communicate his requirement of such materials to the Engineer from time to time.	Any delay in the delivery of KOPT materials may result in delay in the implementation of the project. Furthermore, Bidder shall not be liable for any defects in the materials supplied by KOPT.	No change in the NIT clause
153	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2036	Clause 5.8 (d) General Conditions of Contract- page 124	(d) Unless stipulated otherwise in the contract, the value of the Trustees' materials issued to the contactor shall be recovered from the Contractor's bills and / any of his other dues. Progressively according to the consumption thereof on the work and / or in the manner decided by the Engineer or his Representative and at the rate / stipulated in the contract. These rates shall only be considered by the contractor in the preparation of his tender/offer and these will form the basis of escalation / variation, if in future the contractor is required to procure and provide any such material on the written order of the Engineer consequent on the Trustees' failure to effect timely supply thereof.	Bidder requests that all payment be made to it without any set-offs. The cost of the materials supplied by KOPT shall be reimbursed by the Bidder.	No change in the NIT clause
154	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2037	Clause 5.8 (e) General Conditions of Contract- page 124	If the Engineer decides that due to the contractor's negligence, and of the Trustees' materials issued to the contractor has been – (i) last or damaged, (ii) consumed in excess of requirement, and (iii) wasted by the contractor in excess of normal wastage, then the value thereof shall be recovered from the contractor's bills or from any of his other dues, after adding 19 1/4% extra over the higher one of the followings — 1. The issue rate of the materials at the Trustees' Stores, and 2. The market price of the material on the date of issue as would be determined by the Engineer.	Bidder shall reimburse KOPT for the excess materials/lost or damaged materials etc. at the rates agreed upon in the contract. Bidder therefore, requests the removal of the interest provision as well as the rates of the materials mentioned under the clause.	No change in the NIT clause
155	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2038	Clause 5.9 General Conditions of Contract- page 124	The Engineer or his Representative shall have the power to inspect any material and work at any time and to order at any time – (i) for removal from the site of any material which in his opinion is not in accordance with the contract or the instruction of the Engineer or his Representative, (ii) for the substitution of the proper and suitable materials, or (iii) the removal and proper re-execution of any work, which in respect of material and workmanship is not in accordance with the contract or the instructions of the Engineer. The contractor shall comply with such order at his own expense- and within the time specified in the order. If the contractor fails to comply, the Engineer shall be at liberty to dispose and such materials and re-do any work in the manner convenient to the Trustees by engaging any outside agency at the risk and expense of the contractor and after giving him a written prior notice of 7 days. The total liability of the Contractor is limited to the total value of the project (Capital and Operational Cost).	Bidder's risk and liability under this clause shall not exceed 10% of the defective material.	No change in the NIT clause
156	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2039	Clause 5.11 General Conditions of Contract- page 125	On a written order of the Engineer or his Representative the contractor shall delay or suspend the progress of the work till such time the written order to resume the execution is received by him. During such suspension the contractor shall protect and secure the work to the satisfaction of the Engineer or his Representative. All extra expenses in giving effect to such order shall be considered by the Trustees, unless such suspension is --- 1. Otherwise provide in the contract, or 2. Necessary by reason of some default on the part of the Contractor, or 3. Necessary by reason of climatic conditions on the site, or 4. Necessary for proper execution of the works or for the safety of the works or any part thereof. The Engineer shall settle and determine such extra payment and / or Extension of completion time to be allowed to the contractor, as shall, in the opinion of the Engineer, be fair and reasonable.	Bidder requests that KOPT pay all reasonable costs and expenses that is incurred by the Bidder due to a suspension of the services. Such costs and expenses cannot be unilaterally determined by KOPT.	No change in the NIT clause
157	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2040	Clause 5.13 General Conditions of Contract- page 126	When the whole of the work has been completed to the satisfaction of the Engineer and has passed his final test prescribed in the contract, the contractor shall, within 21 days of submission of his application to the Engineer be entitled to receive from him a certificate for completion of work in Form G.C.1 annexed hereto. If any part of the total work having been completed to the satisfaction of the Engineer, be takeover and / or used by the Trustees the Contractor shall on application be entitled to partial completion certificate in the Form of G.C.1 indicating the portion of the work covered by it, so that the Contractor's liability during maintenance period of the contract, if any, shall commence from the date mentioned in such certificate so far as the completed portion of the work is concerned.	Bidder requests the insertion of language which lays down the applicable acceptance procedure. Such language should state that the deliverables (shall be deemed accepted, if KOPT: (a) fails to provide the list of non conformities within the agreed upon timelines; (b) fails to notify the acceptance of the deliverables within the period agreed for the same, or (c) starts using the deliverable in a live production environment. Also, the deliverables shall be analyzed against the agreed upon specifications and test data and not the satisfaction of the Engineer.	No change in the NIT clause
158	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2041	Clause 6 General Conditions of Contract- page 126	Terms of Payment	Bidder requests that payments be made in full according to the milestones agreed upon by the parties and in accordance with the contract price. Furthermore, payments made once cannot be recovered from the Bidder. Furthermore, request payment to be made by KOPT to the Bidder within thirty days of raising invoice by the Bidder. In case of default in payment by KOPT, KOPT shall be liable to pay 2% interest on the outstanding amount per month. Bidder may withhold services till the time outstanding payment is made by the Bidder. KOPT to clarify if Chapter 6 of the tender document will apply instead of the clause 6.5 of the general terms and conditions.	No change in the NIT clause

#	NIT No. / Date	Clause	Clause Text	Bidder's Remarks	Response
159	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2042	Clause 7.2 and 7.4 General Conditions of Contract- page 128 and 129	7.2 The Engineer shall have the power to order the Contractor in writing to make any variation of the Quantity, quantity or form of the works or any part thereof that may, in his opinion, be necessary and the Contractor upon receipt of such an order shall act as follows: a) Increase or decrease the quantity of any work included in the contract. b) Omit any work included in the contract. c) Change the Character or quality or kind of any work included in the contract. d) Change the levels, lines, position and dimensions of any part of the work, and e) Execute extra and additional work of any kind necessary for completion of the works. 7.4 Provided always that written order of the Engineer shall not be required for increase or decrease in the quantity of any work up to 15% where such increase or decrease is not the result of any variation order given under this clause but is the result of the quantities exceeding or being less than those stated in the bill of quantities. Provided also that verbal order of variation from the Engineer shall be complied with by the Contractor and the Engineer's subsequent written confirmation of such verbal order shall be deemed to be an	Any changes to the agreed upon scope of work should be effected through a change order mechanism and must be mutually agreed upon. The contract price and the timelines for completion due to such revisions to the scope of work shall also be discussed and agreed upon by the parties. Bidder therefore, requests appropriate revisions to the standard clause.	No change in the NIT clause
160	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2043	Clause 7.5 General Conditions of Contract, Page 129	Variation and its valuation	Any changes to the contract price due to a change in the scope of work needs to be mutually agreed upon.	No change in the NIT clause
161	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2044	Clause 8.1 General Conditions of Contract- page 130	Should the quantum of extra or additional work of any kind or delayed availability of the Trustees' materials to be supplied as per contract or exceptionally adverse climatic conditions and natural phenomenon or strikes, lock-outs, civil commotions or other special circumstances of any kind beyond the control of the Contractor cause delay in completing the work, the contractor shall apply to the Engineer in writing for suitable extension of completion time within 7 days from the date of occurrence of the reason and the Engineer shall thereupon consider the stated reasons in the manner deemed necessary and shall either reject the application or determine and allow in writing the extension period as he would deem proper for completion of the work, with or without the imposition of "Liquidated Damaged" Clause (No.8.3 hereof) on the Contractor and his decision shall be binding on the contractor. If an extension of completion time is granted by the Engineer, the clause No.8.3 of the Liquidated damage shall apply from its date of expiry, if the work be not completed within the extended time, unless stated otherwise in the decision communication by the Engineer, as aforesaid.	Bidder requests that the clause be restricted to lock-outs, strikes and other Force Majeure events . Furthermore, in the event of a Force Majeure event, the Bidder's obligations under the contract shall be suspended till the Force Majeure event ceases. No express approval of KOPT shall be required to suspend performance owing to a Force Majeure event. Liquidated damages shall not apply after the Force Majeure event.	No change in the NIT clause
162	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2045	Clause 8.2 (a) and (b) General Conditions of Contract- page 130	a) If the Contractor fails to complete the work within the stipulated dates or such extension thereof as communicated by the Engineer in writing, the contractor shall pay as compensation (Liquidated Damage) to the Trustees and not as a penalty, 1/2 % (half percent) of the total value of work (contract price) as mentioned in the letter of acceptance of the tender/offer, for every week or part thereof the work remains unfinished. Provided always that the amount of such compensation shall not exceed 10% the said value of work. b) Without prejudice to any of their legal rights, the Trustees shall have the power to recover the said amount of compensation / damage in Sub-Clause (a) of this clause, from any money due or likely to become due to the contractor. The payment or deduction of such compensation / damage shall not relieve the Contractor from his obligation to complete the work or from any of his other obligations / liabilities under the contract and in case of the Contractor's failure and at the absolute discreti9on of the Engineer, the work may be ordered to be completed by some other agency at the risk and expense of the Contractor, after a minimum three days notice in writing has been given to the contractor by the Engineer or	Such penalty shall be limited to 0.5% of the value of the delayed part of the deliverables for each week of delay subject to a limit of 5% of the value of the delayed part of the deliverables, provided the delay is solely attributable to the Bidder. Furthermore, any penalties as are applicable under this clause will be paid off by the Bidder separately and shall not be recovered from the amounts payable to the Bidder.	No change in the NIT clause
163	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2046	Clause 8.3 General Conditions of Contract- page 131	Without being liable for any compensation to the Contractor , the Trustees may , in their absolute discretion , terminate the contract due to occurrence of any of the following reasons and decision of the Trustees in this respect, as communicated by the Engineer shall be final and conclusive : (i) The Contractor has abandoned the contract. (ii) In the opinion of the Engineer, either the performance of the Contractor is not satisfactory or the work is not getting completed within the agreed period on account of Contractor's lapses. (iii) The Contractor has failed to commence the work or has without any lawful excuse under these conditions , has kept the work suspended despite receiving the Engineer's or his Representative's written notice to proceed with the work. (iv) The Contractor has failed to remove materials from site after receiving from the Engineer or his Representative the written notice stating that the said materials or work are rejected by him . (v) The Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract. (vi) Any bribe, commission, gift or advantage is given, promised or offered by or on behalf of the contractor to any officer, servant or representative of the Trustees or to any person on his or their behalf in relation to the obtaining or to the execution of the contract.	Request KOPT to provide at least thirty (30) days advance written notice before terminating the contract for material default on the part of Bidder which in the case of a breach capable of being remedied shall not have been remedied within the said thirty (30) days period. Further, upon termination, KOPT shall be liable to make payments to selected bidder for all services and deliverables rendered upto effective date of termination. Similarly, Bidder shall have the right to terminate the Agreement for material breach on the part of KOPT upon thirty (30) day notice, ptovided the breach has not been cured within the thirty (30) day period.	No change in the NIT clause
164	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2047	Clause 8.3.2 General Conditions of Contract- page 132	In all such cases of Termination of work, the Trustees shall have the power to complete the Work through any other agency of the Contractor's risk and expense and the Contractor shall be debited any sum or sums that may be expended in completing the work beyond the amount that would have been due to the contractor, had he duly completed the whole of the work in accordance with the contract.	The Bidders' liability under the clause shall be limited to 10% of the value the incomplete work.	No change in the NIT clause
165	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2048	Clause 8.3.3 General Conditions of Contract- page 132	Upon termination of contract, the contractor shall be entitled to receive payment of only 90% of the value of the work actually done or materials actually supplied by him and subject to recoveries as per contracts, provided the work done and materials conform to specifications at the time of taking over by the Trustees. The payment for work shall be based on measurements of actual work done and priced at approved contract rates or other rates, as decided by the Engineer. The payment for materials supplied shall be at the rates as decided by the Engineer, which shall in no case be more than market rates prevailing at the time of talking over by the Trustees. The Engineer's decision in all such case shall be final, binding and conclusive.	Upon termination of the contract, all amounts due to the Bidder shall be paid in full. The payment will be based on the agreed upon contractual rates.	No change in the NIT clause
166	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2049	Clause 9.1 General Conditions of Contract- page 132	On completion of execution of the work the contractor shall maintain 16he same for a period, as may be specified in the form of a Special Condition of the Contract, from the date mentioned in the initial Completion Certificate in the Form G.C.1. Any defect / fault, which may appear in the work during aforesaid maintenance period, arising, in the sole opinion of the Engineer or his Representative, from materials or workmanship not in accordance with the contract or the instruction of the Engineer or his Representative, shall, upon the written notice of the Engineer or his Representative, be amended and made good by the Contractor at his own cost within seven days of the date of such notice, to the satisfaction of the Engineer or his Representative, failing which the Engineer or his Representative shall have the defects amended and made good through other agency at the Contractor's risk and cost and all expenses, consequent thereon or incidental thereto, shall be recoverable from the Contractor in manner deemed suitable by the Engineer.	The standard exceptions to warranty are not appearing in this RFP. Request to insert the standard exclusions to warranty herein. Furthermore, Bidder requests the insertion of a 'disclaimer of all implied warranties'. The agreed upon specifications shall be used as a benchmark to understand if there are any defects in the deliverables. Also, any repairs done by third parties shall invalidate the warranty.	No change in the NIT clause
167	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2050	Clause 9.2 General Conditions of Contract- page 133	The Contract shall not be considered completed and the work shall not be treated as finally accepted by the Trustees, until a final Completion Certificate in from G.C. 2 annexed hereto shall have been signed and issued by the Engineer to the contractor after all obligations under the Contract including that in the maintenance period, if any, have been fulfilled by the Contractor. Previous entry on the works or taking possession, working or using thereof by the trustees shall not relive the Contractor of his obligations under the contract for full and final completion of the work.	The deliverables shall be deemed accepted when KOPT (a) fails to provide the list of non conformities within the agreed upon timelines; (b) fails to notify the acceptance of the deliverables within the period agreed for the same, or (c) starts using the deliverable in a live production environment.	No change in the NIT clause

#	Reference	Clause/Page	Title	Description	Query/Request	Response
168	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2051	Clause 10 General Conditions of Contract- Page 133	Interpretation of contract documents, disputes & Arbitration		Any disputes arising out of the contract should be settled through arbitration or other specified redressal mechanisms. Such disputes should not be settled unilaterally. Furthermore, arbitrators should be appointed as per the terms of the Arbitration and Conciliation Act 1996. Also request deletion of clause 10.5.	No change in the NIT clause
169	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2052	Additional Clause	Intellectual Property Right		Request insertion of an intellectual property clause which clarifies that Bidder shall retain ownership of its pre-existing IP and the IP on all the deliverables created under the project. In case third party IP is used in the project, such third party shall retain ownership to the IP and any developments thereof. Any third party licenses required for the services shall be procured by KOPT.	No change in the NIT clause
170	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2053	Additional Clause	Limitation of liability		Need to incorporate a clause as under: Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. Bidder's direct liability shall be limited to the total contract fees paid by KOPT to Bidder in the 12 month period prior to the date on which the liability arose.	Please refer to Clause 5.9 of GCC : The total liability of the Contractor is limited to the total value of the project (Capital and Operational Cost).
171	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2054	Additional Clause	Non-Solicitation		Bidder requests the insertion of a non-solicitation clause which restricts KOPT from recruiting Bidder's employees during the term of the agreement and for a period of two years thereafter.	No change in the NIT clause
172	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2055	Additional Clause	Non-Exclusivity		Bidder requests insertion of a non-exclusivity clause which clarifies that the Bidder is not restricted in providing service which are of a similar nature to the one envisaged under the Agreement.	No change in the NIT clause
173	NIT No. Plg/165/ERP/2015/9988 dated 30-Apr-2056	Additional Clause	Confidentiality		Request insertion of a confidentiality clause which safeguards the confidential information of both parties.	No change in the NIT clause
174	Clause 5.26	66		The Bidder shall include all taxes and duties (excluding service tax), as presently applicable within the quoted price. Any further increase or decrease in taxes and duties in future shall be considered for adjustment of the contract price. However, service tax shall be paid extra as applicable on the contract price. All other expenditure including stamp duties, License fees, Bank Charges and other such levies imposed in or outside India shall be included in the quoted price	Adjustment in contract price with respect to Increase / Decrease should also cover new levy such as Goods and Service Tax (GST). Further, as and when GST is introduced it should be considered as extra in line with Service Tax.	Yes
175	Chapter 2.0 2.1 The Scope of Work	16/249		xxii. Warranty for 1 year. xxiii. Comprehensive AMC for 5 years.	Kindly reduce the AMC period to 3 years, with a provision to extend the contract at the end of 3 years.	No change in the NIT clause
176	5.4.1 EMD (Earnest Money Deposit) Details	54/249		(a) The Tenderer shall submit Earnest Money for an amount of 35 Lakhs (Rupees Thirty fivelakhs only) and Tender Fee amounting 50,000.00 (Rupees Fifty Thousand only). Rs 10 Lakhs of the Earnest money and the tender fee to be paid through Demand Draft/Pay Order/Banker's Cheque, drawn in favour of `Kolkata Port Trust' payable at Kolkata . Restamount of the earnest money to be paid as 'Bank Guarantee'.	Kindly reduce the EMD to 20 Lakhs. Request to accept EMD in the form of Bank Gurantee.	No change in the NIT clause
177	5.18 VALIDITY OF OFFER	61/249		Each Tenderer shall keep his offer firm and valid for acceptance by KoPT for a period of 180 (One Hundred Eighty) days from the actual date of tender opening.	Please reduce the validity to 90 days.	No change in the NIT clause
178	5.19 Extension of validity of offer	61/249		In exceptional circumstances prior to expiry of the original time limit and before opening of Tender, KoPT may request that the Tenderers may extend the validity for a specified additional period. The request and the Tenderer's response shall be made in writing. A Tenderer may refuse the request without being liable for forfeiture of EMD. A Tenderer agreeing to the request will not be required or permitted to modify his bid but will be required to extend the validity period of any bank guarantee furnished for the period of extensions.	In case of extension of validity, request to provide an opportunity to modify the bid.	No change in the NIT clause
179	5.26 Taxes and Duties	66/249		The Bidder shall include all taxes and duties (excluding service tax), as presently applicable within the quoted price. Any further increase or decrease in taxes and duties in future shall be considered for adjustment of the contract price. However, service tax shall be paid extra as applicable on the contract price. All other expenditure including stamp duties, License fees, Bank Charges and other such levies imposed in or outside India shall be included in the quoted price..	Please confirm that in case any new tax is introduced by Govt, the same shall be paid at actuals. This is due to impending GST regulations.	Yes
180	6.4 Performance Bank Guarantee	67/249		The successful bidder shall at their own expense deposit an amount equivalent to 10% (ten percent) of the total contract value (excluding service taxes) with KoPT in the form of an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled bank acceptable to KoPT, within 30 (thirty) days of signing the contract, in the format prescribed in Appendix XI of this BID DOCUMENT, payable on demand, for the due performance and fulfilment of the contract by the bidder. The bank guarantee should be encashable at any branch at Kolkata. Failure to submit the PBG within the specified period by the bidder may be construed as nonacceptance of the contract and failure to comply with the terms and conditions of the BID DOCUMENT. All incidental charges whatsoever such as premium, commission, etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee shall be valid for Ninety three (90+3) months from the date of signing the contract. If the project implementation/go-live is delayed, the PBG shall be extended and revalidated by the bidder for such additional duration. "Go-live" is the date on which the proposed IMPLEMENTATION OF ERP for KoPT is completely operational as per the requirements provided in this BID	Kindly reduce the PBG to 5% of the total contract value. Request to accept yearly PBG.	No change in the NIT clause
181	6.5 Payment Terms	68/249		Payment against BOQ (Price Bid) item no.1 shall be payable on actual deployment for production (i.e., on go-live).	Please modify the same to 90% on delivery of Software and 10% on Implementation, Since we need to make advance payments to our Vendors. Also we are providing PBG. Services Payment Terms are suggested as given below SN Milestone (for each of the Phases-1 and 2) % Payment Suggested 1. Business Solution Design & Testing Workshop with Core KoPT team (Key deliverable: Solution Design to-be document with Identification & mitigation of gaps in solution) 25% 2. System Integration Testing (Testing of Base ERP with custom components after design , build and testing of the components, interfaces etc.) 25% 3. User Acceptance Testing 30% 4. Go live of application 20% 5. Warranty and / or Annual Support IN equated monthly instalments of support contract value for duration of support	No change in payment terms.
182	1.2.2	14	EXISTING FUNCTIONS OF KOLKATA PORT		Can we assume that Existing functions of Kolkata Port is applicable for both KDS & HDC. If so then all functions are similar in nature or rather same for KDS & HDC.	It is applicable to KDS, HDC and Corporate, The processes are mentioned in Annexure 1. The details of processes will be provided during URS (NIT clause 2.19.5) at the time of study by SI.
183	2.2	16	Implementation of Standard ERP modules (COTS)		Please specify wherever ERP modules doesn't mentioned "for KDS & HDC or for any of the them" , are applicable for which area? Is it corporate ? For Example, Project Management , Document Management etc.	It is applicable to KDS, HDC and Corporate, The processes are mentioned in Annexure 1.
184	2.3	19	Implementation of Bespoke ERP modules		Similarly please specify that Bespoke ERP modules processed mentioned in the documents here in this section will be applicable to KDS or HDC or Corporate ? Are those processes similar or different?	It is applicable to KDS, HDC and Corporate, The processes are mentioned in Annexure 1.
185	2.3	19		The list of processes under Annexure 1 is mostly exhaustive (covers most of the processes). Some additional processes may however be identified during SRS study by the vendor.	Can we assume that Extra processes, which will be identified during SRS, will be treated as extra cost and mutually agreed time tine.	NO.
186	2.7	22	Data Migration		Can we assume the KOPT will provide all data for migration in soft copy after verification and data quality check ?	May be finalised during SRS/URS.
187	2.19.2	27	Development Software		SI will bear Development server cost and what about configuration mgmt, OS, Software and its licenses etc. cost. Do KOPT bear it?	NO
188	2.19.3	27	Development Software		In the document it was mentioned that "KoPT will pay for necessary licenses from the date of completion of implementation of the proposed ERP solution with necessary UAT and deployment on to the production server". Who will decide UAT and deployment timelines and on what basis ? Whether Application will be deployed in phased manner as per project plan? Does KOPT confirm UAT date based development at development center? Will KOPT have a development and Testing enviroment during roll over and support?	The question is not clear. Please refer to clause 2.18. Project including UAT has to be completed within 18 months from the date of work order. SI will develop the modules in their developemnt server and roll over in the server provided by KOPT for testing and go-live .
189	2.24	34	Change Request		Please specify clearly what will be chargeable change request. Can we assume that any Change request which is more than two man-days will be treated as CR and will be charged to KOPT with mutual finanicial terms and conditions.	A. Without Cost Please refer to para 2.24 for details. : i. Any Change-Request involving inclusion upto five data-items / attributes pertaining to a given functionality and consequent changes in all existing interfaces / backend / data-flow, reports and related works will be carried out by SI without any extra cost ii. Any Change-Request involving two man-days or less than two man-days (as per joint assessment) will be carried out by SI without any extra cost B. Please refer to Appendix VIII Cost @Rs.2000 (Rupees two thousand only) per day per man.

190	Processes for Kolkata Port Trust (including KDS & HDC)	67	Field Measurement of Hydrological characteristics e.g. tide, velocity, discharge, sediment concentration, salinity, temperature by the help of Accoustic Doppler Current Profiler (ADCP), Salinity Meter& Current Meter. Preparation of reports with the techniques of REMOTE SENSING / GIS	Development of Application to calculate these data in the scope of vendor?	NO
191	Processes for Kolkata Port Trust (including KDS & HDC)	68	Comparison of depths, iso-depth contours, bankline of river bathymetry of the current year w.r.t. base year by the aid of REMOTE SENSING / GIS techniques with software like AUTOCAD, SURFER,	Development of Application to calculate these data in the scope of vendor?	NO
192	Processes for Kolkata Port Trust (including KDS & HDC)	68	Study the efficacy of any conceptual / proposed engineering measure to be undertaken in the river viz. dredging, construction of spur / groyne / guidewall / jetty, Bank protection works The model is equipped with AUTOMATIC TIDE GENERATING (ATG) SYSTEM & other electronic instruments for measuring water-level elevations and velocity of flow	Development of Application to calculate theses data in the scope of vendor?	NO
193	Processes for Kolkata Port Trust (including KDS & HDC)	68	Solution of CLASSICAL DYNAMICS' CONSERVATION LAWS OF MASS & MOMENTUM WITH THE BOUNDARY CONDITIONS viz. Water Level, Discharge, Velocity, Sediment concentration in existing condition as well as in altered condition as described in #3	Development of Mathemetical model to calculate these data in the scope of vendor?	NO
194	Processes for Kolkata Port Trust (including KDS & HDC)	68	Bathymetric Survey carried out by ECHO SOUNDER & Differential Global Positioning System (DGPS) coupled with HYPACK SOFTWARE	Development of Application to calculate these survey data in the scope of vendor?	NO
195	Processes for Kolkata Port Trust (including KDS & HDC)	68	Hydrographic survey of Engineering structures (spurs, groynes, guidewall), dredging locations, bankline of river	Development of Survey Application to calculate theses survey data in the scope of vendor?	NO
196	Processes for Kolkata Port Trust (including KDS & HDC)	9	1. Yard Plan – vessel wise 2. ACL Entry 3. Generation of SRO for Shipment 4. EGP generation (Gate Function Process TFC_CTE_GTCT 01) 5. Unloading as per EGP Slot	Development of Yard Planning is in the scope of work?	As per NIT
197	2.3 Implementation of Bespoke ERP modules	19	Implementation of Bespoke ERP modules	Data-Core has it's own POMS Software that will be proposed in License Fees. Data-Core has IPR on the source code.	As per NIT
198	6.5 Payment Terms	68 - 69	Stages of Payment (Phase 1, 2, 3)		
199	Not Specified	Not Specified	Business Solution Design & Testing Workshop with Core KoPT team (Key deliverable: Solution Design to-be document with Identification & itigation of gaps in solution)	Requesting to change the payment percentage to 10%	Payment to be made as per provisions of NIT
200			System Integration Testing (Testing of Base ERP with custom components after design , build and testing of the components, interfaces etc.)	Requesting to change the payment percentage to 15%	Payment to be made as per provisions of NIT
201			User Acceptance Testing, incl. documentation	Requesting to change the payment percentage to 5%	Payment to be made as per provisions of NIT
202	Not Specified	Not Specified	Phase 4 : Integration of 3 Phases for each of KDS & HDC including documentation	Requesting to change the payment percentage to 2.5%	Payment to be made as per provisions of NIT
203	Not Specified	Not Specified	Phase 5 : Go live of applications for each of KDS & HDC including documentation	Requesting to change the payment percentage to 2.5%	Payment to be made as per provisions of NIT
204			Phase 6 : Consolidation of KDS & HDC incl. documentation	Requesting to change the payment percentage to 5%	Payment to be made as per provisions of NIT
205	2.15	Page 25	During the warranty period, the System Integrator should provide free of cost all support including bug fixation, minor modification, report generation, etc	Please note that the Minor modifications during the waranty period and AMC period would be limited to 2MD efforts. Anything more than 2MD efforts will be treated as CR and will be charged at Man day rate	As per NIT clause. No Change.
206	2.23	Page 33	SLA - S1,S2, S3	For all applications (COTS or bespoke) , please allow the severity classification as S1, S2 and S3 and accordingly the response and resolution time applicability. It will be practically not possible to meet the single SLA for all types of issues in a particular application. For example, for Finance and controlling in SAP (as per RFP falls in category S2), all calls irrsepctive of severity has to be resolved in 12 hrs.	As per NIT clause. No Change.
207	2.23	Page 33	SLA for S4 category calls- By mutual agreement subject to a minimum of 5 business days within support window hours	As per industry practice for CR or any changes/ enhancements/ development work, SLAs are not applicable. The nature of CR and the process involved in CR management makes it diffcult to maintain SLA. Every requirement will vary in terms of complexity, dependency and implementation timelines. So, kindly exclude the same from SLA matrix	As per NIT clause. No Change.
208	100	Annexure VIII	AMC (including Helpdesk with onsite manpower for System Administration & Functional areas)- @15% p.a. on item at Sl# 2 (c x d)	Please note that the AMC charges for 5 years would vary from 15%. The effort is dependant on various factors, deployment model, complexity, custom developments, service window, estimated call volume for issues/service requests etc. So, kindly confirm if this can vary	As per NIT clause. No Change.
209	12		"Implementation of ERP standard software modules (COTS), Software development of applications not covered under standard ERP packages (Bespoke), Migration of existing Data to New Application database, Integration with existing applications, applications software from other sources being used or to be used by KoPT and Maintenance of these software modules (the scope of work under the project being briefly termed as "Implementation of ERP at KoPT" for further reference) by eligible tenderers".	Can you please provide details on Bespoke? Can you please provide details on to be used application software by KoPT?	As per NIT clause.
210	12		The locations to be served are as follows: i. Kolkata Dock System a. Kolkata and in and around Kolkata City (within a radius of 15 Kms) b. Other Offices / Setups at Saugor (Pilot Station), Budge Budge (Oil jetties), Baharampur (Berhampore) (HSD's Survey Station) and Diamond Harbour (Anchorage). ii Haldia Dock Complex Haldia in and around Haldia Town (within a radius of 10 Kms)	Can we have details on how many total offices in and around Kolkata and Haldia?	To be provided during SRS/URS.
211	15		Implementation of Secured Payment Gateways in the proposed ERP system	Can you please provide details on number of such payment gateways expected to be implemented?	As given above.
212	15	Not Specified	Library Management System	Can you please provide more details on Library Management System?	As per NIT clause.
213	15	Not Specified	MIS and EIS Reporting System using DW/BI Tools	Can you please provide details on number of such reports?	As per NIT clause.
214	15	Not Specified	Implementation of web-based Enterprise Portal as backbone of ERP solution including EIS Dashboard and Single-Sign-On for employees / users.	No of employees/users expected to use web based enterprise portal ?	As per NIT clause.
215	15		Help Desk System	Please provide more details on Help Desk System you are looking for.	As per NIT clause.
216	15		Data Cleaning and Migration (of existing data of KoPT)	KoPT should be responsible for Data cleaning and only cut over data will be migrated.	All related information required to be migrated
217	16	Not Specified	Certification i.e., Letter from ERP OEM towards verification, validation & Audit Services before implementation at each stage of implementation of a customized solution using COTS product.	Do you really require certification from OEM at each stage of Implementation?	OEM is not required to verify and validate the customised final solution. However, with regard to ERP COTS deployment, the OEM will certify services that will ensure that OEM led best practices are followed for the following: SRS preparation, Design and Coding, testing and implementation.
218	18		Integration with 3rd party e-Tendering Solution (of MSTC)	Can you please provide more details on e-Tendering Solution?	As per NIT clause.
219	18		Integration with Billing and other functionalities	Can you please provide more details on other functionalities?	As per NIT clause.
220	21	Not Specified	The ERP system should be used separately by the two dock systems, while provision should be made for financial and operational data consolidation. Financial consolidation should include provision to create consolidated financial reports – Balance Sheet, Trial Balances, Profit & Loss Statement etc. for the parent entity, viz. Kolkata Port Trust.CONSOLIDATION NEEDS TO BE DONE AT ALL LEVELS OF THE FINANCIAL INFORMATION AND RESTRICTED NOT MERELY TO GENERATION OF FINANCIAL STATEMENTS BUT ALSO VARIOUS TAX COMPLIANCES AND OVERALL FUND MANAGEMENT AT MACRO LEVEL AND MICRO LEVEL.	Please provide more details on level of consolidation you are looking for.	As per NIT clause.

#	Clause	Page	Clause Text	Query	Response
221	27		SI will arrange for development server and all resources for completing the project at his own premises.After the work is completed the same would be deployed / migrated by SI at no additional cost on the hardware to be provided by KoPT.KoPT will provide for hardware, operating system, other system software for go-live of the ERP solution. SI will provide all necessary information and suggestions to KoPT to arrive at the sizing of the hardware and the software including consolidation, DR and other hosting requirements. SI will be responsible forconfiguration of the system platform for the proposed ERP solution.	Need to change this clause and the same should be arranged by KoPT.	As per NIT clause. No Change.
222	27		The SI will procure the minimum required software and its licenses for the purpose of development including customizations and testing of the proposed ERP solution. KoPT will pay for necessary licenses from the date of completion of implementation of the proposed ERP solution with necessary UAT and deployment on to the production server.	Need to change this clause and the licences cost shold be invoiced to KoPT as and when precured.	As per NIT clause. No Change.
223	Tenderes for 450+ users	Page 7	Tenderes for 450+ users	As in Annexure 6, the number of users totals to 862. Is this approximately the total number of users for the peak time for the system.	There are overlaps in the number of users across modules, one user would use Project Management, Materials Management and Maintenance Management. However the total number of distinct users is 450
224	2.3 Implementation of Bespoke ERP modules	Page 19	Hydraulic Study Processes Process flow and decision making from available data generated from Hydrological Observation, Processed Charts, Physical Model Experiments, Numerical Model Experiment With The Aid Of Software Like MIKE 11 / MIKE 21, wherever data is made available in standard forms such as flat files etc. and similar processes – Refer Annexure 1	Please elaborate on the information inflow / out flow expected off the bespoke application wrt to MIKE ?? Software. Do we envisage to save the files [pdf ,, gif, data file] to be saved in to be system? E.g act as DMS [document management system.]	As per NIT clause. No Change.
225	2.3 Implementation of Bespoke ERP modules	Page 19	Planning Processes – Refer Annexure 1	Please elaborate on the functionality needed in this.	As per NIT clause.
226	2.3 Implementation of Bespoke ERP modules	Page 19	Civil Engg / I & CF (HDC) Processes : Civil Infrastructure maintenance & construction Processes not covered under ERP-COTS module- Project Management & Maintenance, Integration with PWD Scale of Rates and similar processes – Refer Annexure 1	Please elaborate on the functionality not covered in the ERP COTS module?	As per NIT clause.
227	2.3 Implementation of Bespoke ERP modules	Page 19	Finance (KDS+HDC) Processes not covered under Standard ERP modules – Refer Annexure 1	Please elaborate on the functionality not covered in the ERP COTS module?	As per NIT clause.
228	2.3 Implementation of Bespoke ERP modules	Page 20	Library Management System To enable KoPT to maintain and manage its library of books, journals and all library resources. Allow issue, insert, modify and deletion of resources from library database, maintain user status management, provide on-line search on different attributes of books, journals and all library resources and related library functions	1) Please give details on the "all library resources"? 2) As per understanding the finance, purchase and ordering of the books, journals and other resources will not be part of library management system.? 3) Does the information on books and journal of the library exist digital format ? i.e. KoPT will provide the data on it in the digital format.[txt, excel] for data upload.	As per NIT clause.
229	2.4 Integration with Existing Systems	Page 21	Other systems not included in the Annexure 2	Please give details of the number of systems to be integrated with, including the technology used.	As per NIT clause.
230	2.7 Data Migration	Page 22	2.7 Data Migration	Please provide the number of systems we are considering for the data migration from. Please provide the approximate size of data migration?i.e. size of db file.	As per NIT clause. All related information required to be migrated.
231	2.19.4 The Phases of Implementation are as follows:	Page 27	2.19.4 The Phases of Implementation are as follows:	As per on page 27, the completion has to happen in 18 months. Do you have any phase-wise implmentation break up plan.	As per NIT clause. No Change.
232	Annexure 1 List of Processes – Enclosed	Page 71	Annexure 1 List of Processes – Enclosed	There is list of 695 process attached from page 145. Are these the one being referred to for the process to be referred to. Please confirm.	YES
233	2.10 User Access Management (SSO) & Master Data Management (MDM)	Page 23	Also, it should be integrated with existing Microsoft Active Directory or similar Services for seamless login to applications once user has logged in to the KoPT domain.	The user roles and user information for the other existing system be created/ migrated in the Active Directory for SSO to function across systems seamlessly. Is it part of scope?Please confirm.	As per NIT clause.
234	2.15 Warranty for 1 year	Page 25	During the warranty period, the System Integrator should provide free of cost all support including bug fixation, minor modification, report generation, etc.	The minor and major modification, report generation/ development will be agreed upon by both parties before taking it up as free of cost in warranty period. Please confirm.	As per NIT clause.
235	Annexure 2	Page 71	List of exisiting systems GIS, All messages under Port Community System.	Kindly provide technology used in the following system.	As per NIT clause.
236	Annexure 2	Page 71	List of exisiting systems GIS, All messages under Port Community System.	Please elaborate on the number of systems to be integrated. Please give the details on the integratable points (Web services/EBS/ database) as envisaged.	As per NIT clause.
237	Annexure 2	Page 71	List of exisiting systems GIS, All messages under Port Community System.	Please elaborate on the number of users to these system / the number of volume of data.	As per NIT clause.
238	Annexure 2	Page 71	List of exisiting systems GIS, All messages under Port Community System.	The data in these system will not be migrated to the proposed system. i.e the data will reside with the existing system and will be reposonsibilty of their admins. Please confirm.	As per NIT clause.
239	3.2.1	40	Consortium	We would request KoPT to consider a formal Teaming Agreement clearly defining the scope of work (responsibility matrix) between the lead / primary bidder and the sub partner with complementary skills instead of consortium were in the lead member will take the complete ownership of the entire bid. The credentials of the sub partner for the area of work being provided in the project to be considered for qualification purpose of the primary bidder.	Under consideration. Details will be uploaded on KoPT website shortly.
240	5.5	55	Submission of bid	We request KoPT to give 4 weeks of time for submission of bid complete in all aspects from the date after receiving the clarification to queries requested	Last date for submission of offers extended upto 30-06-2015
241	Clause 2.24	Pg 34	Any modification of application / functionality / configurable parameters required by KoPT, after go-live of ERP solution, will be initiated with a "Change Request" as per the following: Change Request without any additional Cost: i. Any Change-Request involving inclusion up to five data- items / attributes pertaining to a given functionality and consequent changes in all existing interfaces / backend / data- flow, reports and related works will be carried out by SI without any extra cost ii. Any Change-Request involving two man-days or less than two man-days (as per joint C1assessment) will be carried out by SI without any extra cost	No additional work which is not given in scope of work will be done unless a change request for the same is provided. All the cost incurred by SI shall be recovered from the employer.	As Per NIT clause. No change.
242		Pg 38	Copy of Work Order, Contract, Scope of Work and Satisfactory Completion Certificate from the Client for 1 (one) project in terms of value as per format in Appendix I.	Such information shall be shared keeping in mind the confidentiality obligations.	As Per NIT clause.
243	Clause 3.4	Pg 46	Conflict of Interest	Request to delete Clause 3.4(i) and Clause 3.4(vi)	As Per NIT clause. No change.
244	Clause 5.4.2	Pg 54	b. In the case of a Successful Tenderer, if the Tenderer fails within the specified time limit to furnish the acknowledgement of Letter of Acceptance. g. The Earnest Money will also be forfeited if the Successful bidder/s fails to sign the agreement or any other violation of Tender clauses.	Request to delete these two sub- clauses.	As Per NIT clause. No change.
245	Clause 5.25.1	Pg 64	If there is a difference in the bill of quantity/ bill of material in the technical & financial bid the maximum number quoted shall remain valid and the unit prices for the same shall be derived from the financial bid on a pro-rata basis. The delivery shall be made for the maximum quantity/units provided in the tender document. The bidder shall provide additional resources as may be required by KoPT not explicitly mentioned herein (excluding hardware and networking components as these are outside the scope of this tender) and deemed necessary for smooth and intended functioning of the proposed ERP solution as per the SLA(s) defined in the BID DOCUMENT at no extra cost to KOPT,including completion of the project within the stipulated time.	If there is a difference in the bill of quantity/ bill of material in the technical & financial bid the maximum number quoted shall remain valid and the unit prices for the same shall be derived from the financial bid on a pro-rata basis. The delivery shall be made for the maximum quantity/units provided in the tender document. The bidder shall provide additional resources as may be required by KoPT not explicitly mentioned herein (excluding hardware and networking components as these are outside the scope of this tender) and deemed necessary for smooth and intended functioning of the proposed ERP solution as per the SLA(s) defined in the BID DOCUMENT at no extra cost to KOPT,including completion of the project within the stipulated time.	As Per NIT clause. No change.
246	Clause 5.26	Pg 66	Any further increase or decrease in taxes and duties in future shall be considered for adjustment of the contract price	Any further increase or decrease in taxes and duties or introduction of new taxes in future shall be considered for adjustment of the contract price	As Per NIT clause.
247	Clause 6.5	Pg 68		On deployment of modules at KDC & HDC 45% . And on consolidation 10%	As Per NIT clause. No change.
248	Clause 7.1	Pg 70	In the event of any dispute, question of difference arising during the contractual period or during any other time, as to any matter connected with or arising out of the contract, the decision of the Chairman, Kolkata Port Trust shall be final.	In the event of any dispute, question of difference arising during the contractual period or during any other time, as to any matter connected with or arising out of the contract, the decision of the Chairman, Kolkata Port Trust shall be final. The decision of arbitrator shall be final	As Per NIT clause. No change.
249			The Arbitrator may be nominated from the panel of Arbitrators maintained by Kolkata Port Trust	The Arbitrator may be nominated from the panel of Arbitrators maintained by Kolkata Port Trust from panel suggested by both the Kolkata port trust and the contractor	As Per NIT clause. No change.

250	Clause 1.6	Pg 108	As per draft	Definition of excess work is not provided. Excess work and extra work shall be routed through a valid CR mechanism.	As Per NIT clause. No change.
251	Clause 2.1	Pg 110,	The Contractor shall execute, complete and maintain the works in terms of the contract to the entire satisfaction of the Engineer and shall comply with the Engineer's direction on any matter whatsoever.	The Contractor shall execute, complete and maintain the works in terms of the contract to the entire satisfaction of the Engineer and shall comply with the Engineer's direction on any matter whatsoever.	As Per NIT clause. No change.
252	Clause 2.3	Pg 110	As per draft	Any change should be routed through Change Request mechanism.	As Per NIT clause. No change.
253	Clause 3.1(b)	Pg 113	The drawings, specifications, the nature and extent of work to be executed and the quality, quantity and availability of the required materials and labour for the work and the need to execute the work to the entire satisfaction of the Engineer, and also by complying with the General and Special Conditions of Contract.	The drawings, specifications, the nature and extent of work to be executed and the quality, quantity and availability of the required materials and labour for the work and the need to execute the work in accordance with the scope provided under the Contract to the entire satisfaction of the Engineer, ad also by complying with the General and Special Conditions of Contract.	As Per NIT clause. No change.
254	Clause 3.3	Pg 113	If required by the Engineer or the Trustees, the Contractors in their tender or subsequently, shall disclose the names of their owners/partners/Share Holders at the required points of time. The failure in this regard shall be treated as a breach and a contract, if entered into, shall be liable to be cancelled.	If required by the Engineer or the Trustees, the Contractors in their tender or subsequently, shall disclose the names of their owners/partners/Share Holders at the required points of time. The failure in this regard shall be treated as a breach and a contract, if entered into, shall be liable to be cancelled.	As Per NIT clause. No change.
255	Clause 3.5	Pg 116	(ii) The Security Deposit/Earnest Money may be liable to forfeiture at the option of the Trustees, if the Contractor fails to carry out the work or to perform/observe any of the conditions of the contract. The Trustees shall also be at liberty to deduct any of their dues from the Security Deposit, fixed Security, Earnest Money or from any sum due or to become due to the Contractor under any other contract.	(ii) The Security Deposit/Earnest Money may be liable to forfeiture at the option of the Trustees, if the Contractor fails to carry out the work or to perform/observe any of the conditions of the contract. The Trustees shall also be at liberty to deduct any of their dues from the Security Deposit, fixed Security, Earnest Money or from any sum due or to become due to the Contractor under any other contract.	As Per NIT clause. No change.
256	Clause 3.6	Pg 116	3.6. If stipulated in the contract as a Special Condition, the Contractor shall have to submit to the Engineer a performance Bond in the form of an irrevocable guarantee from Kolkata/Haldia Branch, as the case may be, of any Nationalized Bank of India in the proforma annexed hereto and for the sum and period as mentioned in the letter of acceptance of the Tender/Offer, within 15 days from the date of such letter, failing which the contract shall be liable to be terminated and the Earnest Money are liable to forfeiture; all at discretion of the Engineer. The cost of obtaining this or any other Bank Guarantee and/or the revalidation thereof, wherever required, has to be borne by the Contractor and it shall be his sole responsibility to arrange for timely revalidation of such bank guarantee, failing which and for non-fulfillment of any contractual obligation by the Contractor, the Engineer and/or the Trustees shall be at liberty to raise claim against the Guarantee and/or enforce the same unilaterally.	3.6. If stipulated in the contract as a Special Condition, the Contractor shall have to submit to the Engineer a performance Bond in the form of an irrevocable guarantee from Kolkata/Haldia Branch, as the case may be, of any Nationalized Bank of India in the proforma annexed hereto and for the sum and period as mentioned in the letter of acceptance of the Tender/Offer, within 15 days from the date of such letter, failing which the contract shall be liable to be terminated and the Earnest Money are liable to forfeiture; all at discretion of the Engineer. The cost of obtaining this or any other Bank Guarantee and/or the revalidation thereof, wherever required, has to be borne by the Contractor and it and it shall be his sole responsibility to arrange for timely revalidation of such bank guarantee, failing which and for non-fulfillment of any contractual obligation by the Contractor, the Engineer and/or the Trustees shall be at liberty to raise claim against the Guarantee and/or enforce the same unilaterally.	As Per NIT clause. No change.
257	Clause 4.1(b)	Pg 117,	(b) The contract shall be governed by all relevant Indian Acts as applicable only within the jurisdiction of the High Court at Kolkata, India, including the following Act : 1. The Indian Contract Act, 1872 2. The Major Port Trust, Act, 1963 3. The Workmen's Compensation Act, 1923 4. The Minimum Wages Act, 1948 5. The Contract Labour (Regulation & Abolition) Act, 1970 6. The Dock Workers' Act, 1948 7. The Indian Arbitration Act (1940) (in the case of a definite Arbitration Agreement only).	(b) The contract shall be governed by all relevant Indian Acts as applicable only within the jurisdiction of the High Court at Kolkata, India, including the following Act : 1. The Indian Contract Act, 1872 2. The Major Port Trust, Act, 1963 3. The Workmen's Compensation Act, 1923 4. The Minimum Wages Act, 1948 5. The Contract Labour (Regulation & Abolition) Act, 1970 6. The Dock Workers' Act, 1948 7. The Indian Arbitration Act 1996 (1940) (in the case of a definite Arbitration Agreement only).	As Per NIT clause. No change.
258	Clause 4.6	Pg 118,	4.6 The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part thereof without the written permission of the engineer. Even if such permission be granted, the Contractor shall remain responsible (a) for the acts, defaults and neglect of any sub-contractor, his agents servants or workmen as fully as if these were the acts, defaults or neglects of the Contractor himself or his agents, servants or workmen, and (b) for his full and entire responsibility of the contract and for active superintendence of the works by him despite being sublet, provided always that the provision of labourers on a "piece rate" basis shall not be deemed to be subletting under this clause.	The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part thereof without the written permission of the engineer. Even if such permission be granted, the Contractor shall remain responsible (a) for the acts, defaults and neglect of any sub-contractor, his agents servants or workmen as fully as if these were the acts, defaults or neglects of the Contractor himself or his agents, servants or workmen, and (b) for his full and entire responsibility of the contract and for active superintendence of the works by him despite being sublet, provided always that the provision of labourers on a "piece rate" basis shall not be deemed to be subletting under this clause.	As Per NIT clause. No change.
259	Clause 4.13	Pg 119,	From the commencement of the works till issue of the completion certificate in Form G.C.1, vide Clause 5.12 hereof, the contractor shall take full responsibility for the care thereof. Save for the excepted risks, any damage, loss or injury to the work or any part there of shall be made good by the Contractor at his down cost as per instruction and to the satisfaction of the Engineer, failing which the Engineer or his Representative may cause the same to be made good by any other agency and the expenses incurred and certified by the Engineer, shall be recoverable from the Contractor in whatever manner the Engineer shall deem proper.	From the commencement of the works till issue of the completion certificate in Form G.C.1, vide Clause 5.12 hereof, the contractor shall take full responsibility for the care thereof. Save for the excepted risks, any damage, loss or injury to the work or any part there of shall be made good by the Contractor at his down cost as per instruction and to the satisfaction of the Engineer failing which the Engineer or his Representative may cause the same to be made good by any other agency and the expenses incurred and certified by the Engineer, shall be recoverable from the Contractor in whatever manner the Engineer shall deem proper. However such amount recoverable shall not exceed 5% of the value as would be incurred by the contractor if the work was done by contractor	As Per NIT clause. No change.
260	Clause 4.14	Page 119,	4.14 The Contractor shall at his own cost protect, support and take all precautions in regard to the personnel or structure or services or properties belonging to the Trustees or not, which may be interfered with or affected or disturbed or endangered and shall indemnify and keep indemnified the Trustees against claim for injury, loss or damage caused by the Contractor in connection with the execution and maintenance of the work to the aforesaid properties, structures and services and/ or to any person including the Contractor's workmen. Cost of Insurance Cover, if any, taken by the Contractor shall not be reimbursed by the Trustees, unless otherwise stipulated in the Contract	4.14 The Contractor shall at his own cost protect, support and take all precautions in regard to the personnel or structure or services or properties belonging to the Trustees or not, which may be interfered with or affected or disturbed or endangered and shall indemnify and keep indemnified the Trustees against claim for injury, loss or damage caused by the Contractor in connection with the execution and maintenance of the work to the aforesaid properties, structures and services and/ or to any person including the Contractor's workmen. Cost of Insurance Cover, if any, taken by the Contractor shall not be reimbursed by the Trustees, unless otherwise stipulated in the Contract	As Per NIT clause. No change.
261	Clause 5.1	Page 122,	The contractor shall commence the work within 7 days of the receipt of Engineer's letter informing acceptance of the Contractor's tender / offer by the Trustees o within such preliminary time as mentioned by the contractor in the Form of Tender or the time accepted by the Trustees. The contractor shall then proceed with the work with due expedition and without delay, except as may be expressly sanctioned or ordered by the Engineer or his Representatives, time being deemed the essence of the contract on the part of the Contractor.	The contractor shall commence the work within 7 days of the signing of contract receipt of Engineer's letter informing acceptance of the Contractor's tender / offer by the Trustees o within such preliminary time as mentioned by the contractor in the Form of Tender or the time accepted by the Trustees. The contractor shall then proceed with the work with due expedition and without delay, except as may be expressly sanctioned or ordered by the Engineer or his Representatives, time being deemed the essence of the contract on the part of the Contractor.	As Per NIT clause. No change.
262	Clause 5.5	Page 123,	Unless stipulated otherwise, in the contract, all materials, workmanship method of measurement shall be in accordance with the relevant Codes (Latest Revision) of the Bureau of Indian Standards and the written instructions of the Engineer or his Representative. Where no specific reference is available in the contract, the materials and workmanship shall be of the best of their respective kinds to the satisfaction of the Engineer.	Unless stipulated otherwise, in the contract, all materials, workmanship method of measurement shall be in accordance with the relevant Codes (Latest Revision) of the Bureau of Indian Standards and the written instructions of the Engineer or his Representative. Where no specific reference is available in the contract, the materials and workmanship shall be of the best of their respective kinds to the satisfaction of the Engineer.	As Per NIT clause. No change.
263	Clause 5.8(b)	Pg 124,	Being the custodian of the Trustees' materials, the contractor shall remain solely responsible for any such materials issued to him and for any loss or damage thereof for any reason other then "Excepted Risks" in the contractor shall compensate the Trustees' in the manner decided by the Engineer	Being the custodian of the Trustees' materials, the contractor shall remain solely responsible for any such materials issued to him and for any loss or damage thereof for any reason other then "Excepted Risks", the contractor shall compensate the Trustees' in the manner decided by the Engineer as mutually decided by engineer and contractor	As Per NIT clause. No change.
264	Clause 5.8€	Pg 124,	If the Engineer decides that due to the contractor's negligence, and of the Trustees' materials issued to the contractor has been – (i) last or damaged, (ii) consumed in excess of requirement, and (iii) wasted by the contractor in excess of normal wastage, then the value thereof shall be recovered from the contractor's bills or from any of his other dues, after adding 19 ½% extra over the higher one of the followings — 1. The issue rate of the materials at the Trustees' Stores, and 2. The market price of the material on the date of issue as would be determined by the Engineer.	If the Engineer decides that due to the contractor's negligence, and of the Trustees' materials issued to the contractor has been – (i) last or damaged, (ii) consumed in excess of requirement, and (iii) wasted by the contractor in excess of normal wastage, then the value thereof shall be recovered from the contractor's bills or from any of his other dues, after adding 19 ½% extra over the higher one of the followings — 1. The issue rate of the materials at the Trustees' Stores, and 2. The market price of the material on the date of issue as would be determined by the Engineer.	As Per NIT clause. No change.

265	Clause 5.9	Pg 124,	The Engineer or his Representative shall have the power to inspect any material and work at any time and to order at any time – (i) for removal from the site of any material which in his opinion is not in accordance with the contract or the instruction of the Engineer or his Representative, (ii) for the substitution of the proper and suitable materials, or (iii) the removal and proper re-execution of any work, which in respect of material and workmanship is not in accordance with the contract or the instructions of the Engineer.The contractor shall comply with such order at his own expense- and within the time specified in the order. If the contractor fails to comply, the Engineer shall be at liberty to dispose and such materials and re-do any work in the manner convenient to the Trustees by engaging any outside agency at the risk and expense of the contractor and after giving him a written prior notice of 7 days. The total liability of the Contractor is limited to the total value of the project (Capital and Operational Cost).	The Engineer or his Representative shall have the power to inspect any material and work with prior notice at any time and to order at any time – (i) for removal from the site of any material which in his opinion is not in accordance with the contract or the instruction of the Engineer or his Representative, (ii) for the substitution of the proper and suitable materials, or (iii) the removal and proper re-execution of any work, which in respect of material and workmanship is not in accordance with the contract or the instructions of the Engineer.The contractor shall comply with such order at his own expense- and within the time specified in the order. If the contractor fails to comply, the Engineer shall be at liberty to dispose and such materials and re-do any work in the manner convenient to the Trustees by engaging any outside agency at the risk and expense of the contractor and after giving him a written prior notice of 7 days 30 days. The total liability of the Contractor is limited to the total value of the project (Capital and Operational Cost). 5% of the value quoted by the contractor for such unfinished work.	As Per NIT clause. No change.
266	Clause 5.12	Pg 125,	The Contractor shall not be entitled to any claim for compensation for underved profit or for such premature stoppage of work or on account of curtailment of the originally intended work by reason of alteration made by the Engineer in the original specifications, drawings, designs and instruction	The contractor shall be entitled to following in case of premature termination a)the Contract Price, properly attributable to the parts of the Facilities executed by the Contractor as of the date of termination (b) the costs reasonably incurred by the Contractor in the removal of the Contractor's Equipment from the Site and in the repatriation of the Contractor's and its Subcontractors' personnel (c) any amounts to be paid by the Contractor to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges	As Per NIT clause. No change.
267	Clause 6.1	Pg 126,	No Sum shall be considered as earned by or due to the Contractor in respect of the work till final and satisfactory completion thereof and until a certificate of final completion in Form G.C.2 has been given by the Engineer. On account payments, if any, made prior to issue of the certificate in Form G.C.2, shall be treated as mere advances, which shall stand recoverable in full or in part, if the Engineer so decides in the context of Contractor's unfulfilled contract condition, if any.	Delete This.	As Per NIT clause. No change.
268	Clause 7.5b	Pg 129,	The Engineer shall solely determine the amount (if any) to be added to or deducted from the sum named in the tender in respect of any extra work done or work omitted by his order.	The Engineer and contractor shall mutually decide shall solely determine the amount (if any) to be added to or deducted from the sum named in the tender in respect of any extra work done or work omitted by his order.	As Per NIT clause. No change.
269	Clause 7.5c	Pg 129,	If the contract does not contain any rates or prices directly applicable to the extra additional or substituted work, then the Engineer may decide the suitable rates on the basis of Schedule of Rates (including surcharge in force at the time of acceptance of tender) if any, adopted by the Trustees with due regard to the accepted contractual percentage, if any thereon. In all other cases the Engineer shall solely determine suitable rates in the manner deemed by him as fair and reasonable, and his decision shall be final, binding and conclusive.	If the contract does not contain any rates or prices directly applicable to the extra additional or substituted work, then the Engineer and contractor may decided the suitable rates on the basis of Schedule of Rates (including surcharge in force at the time of acceptance of tender) if any, adopted by the Trustees with due regard to the accepted contractual percentage, if any thereon. In all other cases the Engineer and contractor shall solely determine suitable rates in the manner deemed by him as fair and reasonable, and his decision shall be final, binding and conclusive	As Per NIT clause. No change.
270	Clause 8.2a	Pg 130,	If the Contractor fails to complete the work within the stipulated dates or such extension thereof as communicated by the Engineer in writing, the contractor shall pay as compensation (Liquidated Damage) to the Trustees and not as a penalty, ½ % (half percent) of the total value of work (contract price) as mentioned in the letter of acceptance of the tender/offer, for every week or part thereof the work remains unfinished. Provided always that the amount of such compensation shall not exceed 10% the said value of work	If the Contractor fails to complete the work within the stipulated dates or such extension thereof as communicated by the Engineer in writing, the contractor shall pay as compensation (Liquidated Damage) to the Trustees and not as a penalty, ½ % (half percent) of the total value of undelivered work (contract price) as mentioned in the letter of acceptance of the tender/offer, for every week or part thereof the work remains unfinished. Provided always that the amount of such compensation shall not exceed 10% the said value of work	As Per NIT clause. No change.
271	Clause 8.2a	Pg 130,	In case of the Contractor's failure and at the absolute discretion of the Engineer, the work may be ordered to be completed by some other agency at the risk and expense of the Contractor, after a minimum three days notice in writing has been given to the contractor by the Engineer or his Representative.	In case of the Contractor's failure and at the absolute discretion of the Engineer, the work may be ordered to be completed by some other agency at the risk and expense of the Contractor, after a minimum three fifteen days notice in writing has been given to the contractor by the Engineer or his Representative.The amount to be borne by contractor shall not exceed 5% of the value quoted by the contractor for such services/works.	As Per NIT clause. No change.
272	Clause 83	Pg 131,	Without being liable for any compensation to the Contractor , the Trustees may , in their absolute discretion , terminate the contract due to occurrence of any of the following reasons and decision of the Trustees in this respect, as communicated by the Engineer shall be final and conclusive	Without being liable for any compensation to the Contractor , the Trustees may , in their absolute discretion , terminate the contract, after giving a written notice of 30 days, due to occurrence of any of the following reasons and decision of the Trustees in this respect, as communicated by the Engineer shall be final and conclusive, subject to arbitration clause.	As Per NIT clause. No change.
273	Clause 8.3.2	Pg 132,	In all such cases of Termination of work, the Trustees shall have the power to complete the Work through any other agency of the Contractor's risk and expense and the Contractor shall be debited any sum or sums that may be expended in completing the work beyond the amount that would have been due to the contractor, had he duly completed the whole of the work in accordance with the contract.	If the sum that the Contractor is entitled to be paid, plus the reasonable costs incurred by the Employer in completing the Facilities, exceeds the Contract Price or the entire Facilities if entire Facilities have been completed or the price for part of the Facilities if part of the Facilities have been completed, the Contractor shall be liable for such excess subject to the maximum of 5% of the value of the terminated portion of the contract.	As Per NIT clause. No change.
274	Clause 8.3.3	Pg 132,	AS per draft	In the event of termination of the Contract the Employer shall pay to the Contractor the following amounts: (a) the Contract Price, properly attributable to the parts of the Facilities executed by the Contractor as of the date of termination (b) the costs reasonably incurred by the Contractor in the removal of the Contractor's Equipment from the Site and in the repatriation of the Contractor's and its Subcontractors' personnel (c) any amounts to be paid by the Contractor to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges (d) costs incurred by the Contractor in protecting the Facilities and leaving the Site in a clean and safe condition (e) the cost of satisfying all other obligations, commitments and claims that the Contractor may in good faith have undertaken with third parties in connection with the Contract and that are not covered by paragraphs (a) through (d) above.	As Per NIT clause. No change.
275	Clause 8.3.4	Pg 132,	The Trustees shall have the power to retain all moneys due to the Contractor until the work is completed by other agency and the Contractor's Liabilities to the Trustees and known in all respect.	Delete This. The payment shall not be dependent on completion of work by other agency	As Per NIT clause. No change.
276	Clause 9.1	Pg 132	Any defect / fault, which may appear in the work during aforesaid maintenance period, arising, in the sole opinion of the Engineer or his Representative, from materials or workmanship not in accordance with the contract or the instruction of the Engineer or his Representative, shall, upon the written notice of the Engineer or his Representative, be amended and made good by the Contractor at his own cost within seven days of the date of such notice, to the satisfaction of the Engineer or his Representative, failing which the Engineer or his Representative shall have the defects amended and made good through other agency at the Contractor's risk and cost and all expenses, consequent thereon or incidental thereto, shall be recoverable from the Contractor in manner deemed suitable by the Engineer.	Any defect / fault, which may appear in the work during aforesaid maintenance period, arising, in the sole opinion of the Engineer or his Representative, from materials or workmanship not in accordance with the contract or the instruction of the Engineer or his Representative, shall, upon the written notice of the Engineer or his Representative, be amended and made good by the Contractor at his own cost within thirty seven days of the date of such notice, to the satisfaction of the Engineer or his Representative, failing which the Engineer or his Representative shall have the defects amended and made good through other agency at the Contractor's risk and cost and all expenses, consequent thereon or incidental thereto shall be recoverable from the Contractor in manner deemed suitable by the Engineer. The aggregate liability of the contractor, in such case, shall be limited to 5% of the value quoted by the contractor for such unfinished work	As Per NIT clause. No change.
277	Clause 10.3	Pg 133,	If, however, the contractor be still dissatisfied with the decision of the Chairman , he shall, within 15 days after receiving notice of such decision required that within 60 days from his written notice , the Chairman shall refer the matter to an Arbitrator of the panel of Arbitrators to be maintained by the Trustees for the purpose and any such reference shall be deemed to be a submission to arbitration within the meaning of Indian Arbitration Act, l940 or any statutory modification thereof.	If, however, the contractor be still dissatisfied with the decision of the Chairman , he shall, within 15 days after receiving notice of such decision required that within 60 days from his written notice , the Chairman shall refer the matter to an Arbitrator of the panel of Arbitrators to be maintained mutually by both the parties Trustees for the purpose and any such reference shall be deemed to be a submission to arbitration within the meaning of Indian Arbitration Act,1996 l940 or any statutory modification thereof.	As Per NIT clause. No change.
278	clause 10.5	Pg 134,	The Chairman / Trustees shall have the right to alter the panel of Arbitrators on their sole discretion, by adding the names of new Arbitrators and / or by deleting the names of existing Arbitrators, without any reference to the Contractor.	Not acceptable. It should be mutually decided.	As Per NIT clause. No change.
279	, Clause 6.5	Pg 68		Payment terms not clear. will receive 30% in phase 1-3, 30% in phase 4-6..what about remaining 40%	As Per NIT clause. Already explained above.
280		Pg115		Refund terms of Earnest money deposit & performance guarantee not clear.	As Per NIT clause.
281	Clause 6.4	Pg 68,	The performance bank guarantee shall be valid for Ninety three (90+3) months from the date of signing the contract.	This sum shall be ten percent (10%) of the total lump-sum Contract Price. The completion period is 18 months, warranty is 12 months and support & maintainence is 60 months..total contract period is 90 months..then why performance guarantee shall be for 93 months?	The performance bank guarantee shall be valid for Ninety three (90+3) months from the date of signing the contract . This sum shall be ten percent (10%) of the total lump-sum Contract Price.
282			Clause not present in RFP	The Purchaser shall not, without the bidder's prior written consent, use any Confidential Information received from the bidder for any purpose other than the operation, maintenance and further development of the System. the bidder may furnish to its Subcontractor Confidential Information of the Purchaser to the extent reasonably required for the Subcontractor to perform its work under the Contract;	No additional clauses acceptable to KoPT.

283	Not Specified	Not Specified	Clause not present in RFP	The Contractor shall not be responsible for the repair, replacement or making good of any defect or of any damage to the Facilities arising out of or resulting from any of the following causes: i. improper operation or maintenance of the Facilities by the Employer ii. operation of the Facilities outside specifications provided in the Contract iii. normal wear and tear.	No additional clauses acceptable to KoPT.
284	Not Specified	Not Specified	Clause not present in RFP	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days.In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.	No additional clauses acceptable to KoPT.
285	Not Specified	Not Specified	Clause not present in RFP	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Customer on delivery of the material at the Customer locatio	No additional clauses acceptable to KoPT.
286	Not Specified	Not Specified	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that the vendor shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	No additional clauses acceptable to KoPT.
287	Not Specified	Not Specified	Clause not present in RFP	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer.	No additional clauses acceptable to KoPT.
288	Not Specified	Not Specified	Clause not present in RFP	The vendor shall not be responsible for delays caused by the reasons of strikes, changes in Government Regulations, labor disputes, wars, acts of God or any other such reason beyond its reasonable control.	No additional clauses acceptable to KoPT.
289	Not Specified	Not Specified	Clause not present in RFP	Any Deliverable(s) / Work Product(s) provided to the Customer shall be deemed to have been accepted if the customer puts such Deliverable(s) / Work Product(s) to use in its business or does not communicate its disapproval of such Deliverable(s) / Work Product(s) together with reasons for such disapproval within 10 days from the date of receipt of such Deliverable(s) / Work Product(s).	No additional clauses acceptable to KoPT.
290	Not Specified	Not Specified	Clause not present in RFP	Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Wipro for all claims under or in relation to this Agreement, shall not exceed the PO value. Except for the warranties and representations expressly stated herein, Vendor hereby excludes all implied and statutory warranties	No additional clauses acceptable to KoPT.
291	Not Specified	Not Specified	Clause not present in RFP	The vendor's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent the vendor's non-performance is caused by Company's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement.	No additional clauses acceptable to KoPT.
292	Not Specified	Not Specified	Clause not present in RFP	Customer acknowledges that personnel to be provided by Wipro represent a significant investment in recruitment and training, the loss of which would be detrimental to the vendor's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any employee of the vendor, or induce any such individual to leave the employee of the vendor. For purposes of this clause, an employee of the vendor means any employee or person who has who has been involved in providing services under this Agreement.	No additional clauses acceptable to KoPT.
293	Not Specified	Not Specified	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. CONTRACTOR will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, CONTRACTOR shall not be bound to perform any additional services.	No additional clauses acceptable to KoPT.
294	Not Specified	Not Specified	Clause not present in RFP	If the vendor, having been notified, fails to remedy the defect(s)/delays within thirty (30) days from date of receipt of notice of breach by Client and the defect becomes irremediable at the vendor's end, the Client may procure substitute goods/services from any third party and require the vendor to reimburse the Client for any additional costs incurred in procuring such goods/services from a third party. The amount paid or payable shall not exceed %5 of value if the goods/services were procured from the vendor.	No additional clauses acceptable to KoPT.
295	Not Specified	19	All standard features of Comprehensive Documents Management including OCR for enabling search in PDF and Image files and Tracking of movement of Files using RFID and similar processes – Refer Annexure 1	Nothing specifically mentioned on standard features of DMS. Also detail on File Movement with RFID tracking is not mentioned.	May see the details in clause 2.2 sl. no.6 of the NIT.
296	Not Specified	72	Should allow the user to spawn a new file from an existing file and split a single file into multiple volumes if necessary	Does it mean that the application should have the capability to extract some part of an image file and form a new one?	Meaning should be taken in literal senses that is split a single file into multiple volumes, say Vol I and Volume II, if necessary
297	Not Specified	72	Should allow the user to add/modify scanned copies of reference material/letter/circular with a file.	Does it mean that the application should have the capability to modify the content of a scanned image inside the application?	Yes
298	Not Specified	73	Should allow the user to correlate physical paper files and electronic files when a paper version of the file is also maintained	How does KoPT expect to correlate physical file & electronic file?	To be finalized during URS/SRS.
299	Not Specified	73	Should be able to send notifications when manual intervention is required in a process	What kind of notification is expected here. Within the workflow application or SMS/Mailing notification.	As mentioned in the NIT
300	Not Specified	73	Should allow creation of workflow diagrams that can be shared with business users to verify the workflow	Require clarification on this point	Any workflow tool to draw visual reoresentation of workflow diagrams
301	Not Specified	74	Should allow the user to delegate certain notifications to another user for a certain period, without actually sharing the password	Require clarification on this point	Amuthorizations with expiry period. Say a user is allowed to send reminder in absence of his supervisor till a certain period.
302	Not Specified	75	Should integrate with an editor of choice that provides standard editing features (similar to MS Word, Open Office Writer etc)	Require clarification on this point	Workflow editor to generate document including draw tool to represent a workflow diagram or other similar diagrms.
303	Not Specified	77	Should have the facility to convert electronic documents (correspondences, emails, notes, orders, reports, etc.) created by the user using desktop applications to a published format (such as HTML, PDF or TIFF) before filing in the repository, while maintaining the structure of the document (styles, fonts, formats) and maintaining a copy of the document in its native file format	Whether this conversion feature should be the part of workflow solution.	YES or may be with DMS provided Workflow and DMS are seamlessly integrated.
304	Not Specified	77	Should have the ability to bulk transfer the document files to external publishing media (CD-ROM, DVD-ROM etc.) along with search functionality etc	Require clarification on this point	Workflow and/or DMS should provide for search of documents in repository using meta data or any content of the files, make selection of the files listed under search and enable "send to" any other media such as CD or DVD or USD storages.
305	Not Specified	7	Kolkata Port Trust invites competitive bids from eligible Tenderers for 450+ users (KDS and HDC)	What is the total number of users & concurrent login for DMS & Workflow solution	As Per NIT. Also explained above.
306	Not Specified	73	Should provide a drag and drop GUI based single/ common design tool to define and alter business process across all modules of the solution	On the basis of our experience in similar projects our understanding is that the workflow system should be a BPM based system which has a drag and drop based process creator and also complies with worldwide followed workflow standards such as BPMN, BPEL, WFMC. Is our understanding Correct?	No change in specification.
307	Not Specified	77	Should have the facility to convert electronic documents (correspondences, emails, notes, orders, reports, etc.) created by the user using desktop applications to a published format (such as HTML, PDF or TIFF) before filing in the repository, while maintaining the structure of the document (styles, fonts, formats) and maintaining a copy of the document in its native file format	"Since the Enterprise Content Management System will be storing critical documents of various departments which needs to be archived for long term, so is the department looking at archiving documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects" Please Confirm	All solution should adhere to open standards

#	Section	Page	Subject	Query	Response
308	Not Specified	77	Should support industry standard Relational Database Solutions for storing & retrieving of data. All industry document and imaging standards should be useable with the system	Since scalability is a key issue in a govt scenario, performance of solution is one of the key objectives, so are you looking for an architecture in which images/documents are stored in a file server while only the metadata is stored in databases so as to increase the scalability of the application. Kindly confirm.	Yes
309	Not Specified	General	Scanning	Please provide information on whether any scanning is to be carried out.	As per provisions of NIT
310	Not Specified	General	Scanning Location	Please provide clarity on the number of locations from where the scanning activity will be carried out.	As per provisions of NIT
311	Not Specified	General	Document Management System	As we understand that you require a scalable and standard solution for Workflow, so based on our experience of working with various PSU's and Government department we recommend that following should be included in eligibility criteria : a. Proposed product should have more than 100 installations of which at least 5 should be in Indian Government / PSU's b. Product should have at least one live implementation site in Indian with more than 1 crores document archived in document management repository as well as having user base of more than 250 concurrent users. c. The proposed solution should be platform independent and should support both Linux and Windows platform. d. The proposed DMS and Workflow management system should be from same vendor so that applications are seamlessly integrated	No Further change in criteria.
312	Not Specified	General	Document Digitization	"We presume that less paper initiative is key requirement of project and so there will be requirement of capture solution for scanning backlog as well as ongoing paper documents with support for following : • 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 Please confirm our understanding is correct"	This aspect will be finalized during URS/SRS.
313	Not Specified	Not Specified	Not Specified	All partners of the Consortium. Kindly restrict it to- should have ISO 9001 :2008 only for prime Quality Management System Bidder instead of all consortium partners	As per NIT clause
314	Not Specified	Not Specified	Not Specified	At least CMMI Level 3 of Kindly restrict it to Capability Maturity Model only for prime Integration Process Improvement Bidder instead of all	As per NIT clause
315	Not Specified	Not Specified	Not Specified	Are the signing authorities for two ports are different for signing off various documents or there is single authority to do and coordinate same	Responsibility Hierarchy is given in clause 2.22
316	Not Specified	Not Specified	Not Specified	The tender asks for part of EMD in cash and balance in BG. The entire EMD should be accepted in form of BG	Please see provisions of NIT
317	Not Specified	Not Specified	Not Specified	What is the budget of project and why companies of Rs. 10 crore turnover are eligible for participation if budget is more than Rs. 10 crore	Budget of the ERP project and eligibility of the prospective bidders as mentioned in the NIT.
318	Not Specified	Not Specified	Not Specified	Terms of payments need changes. All license cost to be paid immediate on delivery of license and milestone payments to be made on implementation services separately	No Change in payment terms. Please see provisions of NIT.
319	Not Specified	Not Specified	Not Specified	The change request rate of Rs. 2000 per man day not acceptable .	Refer minutes of the Pre-Bid Meeting(addendum of NIT) hoisted in the website.
320	Not Specified	Not Specified	Not Specified	The many of GCC terms are not applicable for IT implementation contracts and hence to be removed	No change in GCC Clauses.
321	2.2.Implementation of Standard ERP modules (COTS)	16	Payroll (Current & Arrears)	As we understand that the payroll is expected for all kind of employees i.e. permanent, temporary, contractual etc. Please specify the number of employees, category wise.	Please refer to the minutes of the Pre Bid meeting of 18.5.15 (Addendum of NIT) hoisted in the KoPT website. Further details to be furnished during SRS/URS.
322	2.2.Implementation of Standard ERP modules (COTS)	17	Self Service for Employees & Pensioners, Post only for 1000 employee accounts	Is understanding right that ESS feature is only required for 1000 employees?	As per provisions of NIT
323	2.2.Implementation of Standard ERP modules (COTS)	17	Pensioners' Services	How many are pensioners for which calculation & disbursement of pension, gratuity and related arrears is to be done	Mentioned in minutes of the Pre Bid meeting of 18.5.15 (Addendum of NIT) hoisted in the KoPT website
324	2.2.Implementation of Standard ERP modules (COTS)	16	Budgeting,	Do we need to consider the annual budgeting process and its workflow as part of tender scope ?	As per provisions of NIT
325	2.2.Implementation of Standard ERP modules (COTS)	16	Cash and Fund Management	Does KoPT need to manage investments and borrowings from proposed ERP system? If yes, what is invested amount in crores.	Yes. Not possible to furnish investment amount at this stage.
326	2.2.Implementation of Standard ERP modules (COTS)	17	Integration with 3rd party e-Tendering Solution (of MSTC)	Does KDS and HDC both use same e tendering system i.e. of MSTC ?	Yes
327	Document Management System	19	All standard features of Comprehensive Documents Management including OCR for enabling search in PDF and Image files and Tracking of movement of Files using RFID and similar processes	Normally OCR is being used by libraries to digitize and preserve their holdings. OCR is also used to process checks and credit card slips and sort the mail. Billions of magazines and letters are sorted every day by OCR machines, considerably speeding up mail delivery. Is this kind of feature is relevant for KoPT document management system. Pl confirm.	As per provisions of NIT
328	Document Management System	19	All standard features of Comprehensive Documents Management including OCR for enabling search in PDF and Image files and Tracking of movement of Files using RFID and similar processes	An RFID file tracking system will need basic types of hardware that any other RFID system requires i.e.RFID tags, RFID readers, RFID antennas etc. Is this the requirement for file tracking system for KoPT ?	As per provisions of NIT
329	2.14 The proposed ERP Plan	25	The ERP solution needs to be commissioned at the two dock systems of KoPT, i.e. KDS and HDC with consolidation and integration for the Corporate Level Activities and User access.	As we understand that physically there will be one system for both locations but there should be logical differentiation in terms of reporting and then it should be consolidation at HQ level. Pl confirm if understanding is right ?	As per provisions of NIT
330	2.19.3 Development Software	27	KoPT will pay for necessary licenses from the date of completion of implementation of the proposed ERP solution with necessary UAT and deployment on to the production server.	As during the development and testing phase there is help needed from COTS OEM for installation, bigs and fixes so licenses should be procured at the start of the project. This is the prevailing industry practice also. So please amend the clause.	No change in NIT
331	ERP Experience	37	Work experience in ERP implementation in at least one Government of India organisation, State Government, PSUs or any organisation with more than 1000 employees as on 31.03. 2015	Work experience in ERP implementation should be for "proposed" ERP i.e. the bidder should have experience in quoted ERP product. Pl change in crieria.	No change in NIT
332	Lead Partner Criteria	44	Work experience in ERP implementation in at least 2 (two) organisations	Work experience in ERP implementation should be for "proposed" ERP i.e. the bidder should have experience in quoted ERP product. Pl change in criterias	No change in NIT
333	2.10 User Access Management (SSO) & Master Data Management (MDM)	23	MDM means that KoPT intends to have a single source of all master data across all applications.	KoPT has requested for a single source of truth for Masters. Therefore, as per our understanding, KoPT is already going for a ERP application and going forward, ERP will be the single source of truth for all the Masters and it will send the masters to other systems. please let us know if this understanding is correct. also, pls let us know the number of masters KoPT wants to manage?	To be considered during URS/SRS.
334	2.19.3 Development Software	27	The ERP system should be built on SAP or Oracle Apps with Oracle as the underlying database.	As department has already mentioned ERP from both SAP & ORACLE, Requesting Department to add SAP Databases as well here. SAP Databases are robust and proven and running in most demanding environments like BFSI and Telecom etc	No change in NIT
335	2.19.3 Development Software	27	The system so developed by the SI should be deployed in active – active clustering (for KDS at Kolkata and HDC at Haldia)	Requesting department to relax this and let bidder propose the deployment architecture/ solution considering SLA's. this will help bidder propose optimum solution fulfilling KoPT requirement	No change in NIT
336	2.1 The Scope of Work includes:	15	XIV. Integration with Port Community System (PCS)	Please provide details about this application and what type of masters are being maintained in this application with their numbers.	Relevant information given above. Further details to be furnished during URS/SRS.
337	2.1- scope of work	15	Scope of Wok includes:	ERP in general terms refers to a packaged (COTS) application. But the scope of work here includes COTS package plus many bespoke applications which cannot be catered through the COTS package and needs to be developed by the SI. Kindly clarify if KOPT is refering to entire scope of work including bespoke development as ERP?	The bidder may refer to 2.17 for proposed ERP Solutions:
338	2.1- scope of work; point- XX	16	Certification i.e., Letter from ERP OEM towards verification, validation & Audit Services before implementation at each stage of implementation of a customized solution using COTS product.	Please note that the letter (MAF) issued by the software OEM validates the SI as its autorized partner and also verifies the BOM proposed by the bidder as per the bidder's solution. However the OEM cannot verify and validate the customised final solution. Also the Audit services from OEM are separately priced. In case the audit services are separately provided to KOPT, then request you to kindly - 1. Elaborate the scope of work for Audit services in detail. 2. include a separate line item in the price bid for the same and this line item should not be included in the determining the winning bidder.	OEM is not required to verify and validate the customised final solution. However, with regard to ERP COTS deployment the OEM will certify services that will ensure that OEM led best practices are followed for the following: SRS preparation, Design and Coding, testing and implementation.
339	2.2 Implementation of Standard ERP modules (COTS), Point 2 -HR	16	HR (For KDS & HDC)	Kindly provide the below numerical inputs, required for Licensing of HR system modules: 1. Total no. of Employees to be covered under Core HR. 2.Total no. of Payrolls 3.Total number of pensioners to be covered 4. Employee Self service for 1000 users? 5.number of employees for whom Performance management needs to be done? please note that the above information are mandatory to decide the licenses.	Permanent employee attrition rate is around 40 per month, with insignificant replacement. This will cause the number of employess to go down by almost 500 per year. (i) Total no. of employees to be covered under HR : 6000 (ii) total no. of regular employees to be covered under payroll : 6000. In addition payroll for contractual, temporary and deputation employees should be covered . (iii) no. of pensioners :around 30,000. (iv) self service for 1000 employees as per NIT.
340	2.2 Implementation of Standard ERP modules (COTS), Point 2 -HR- point-iv	17	Self Service for Employees & Pensioners – View for all users - Post only for 1000 employee accounts	The RFP asks for 1000 employee self service users- Request you to kindly breakup the number of self service users broadly into Manager self service and Employee self service. This is because there will be many officers who will be responsible for a group of employees reporting to him. He will need to manage, approve, plan, reject etc requests and requirements from the users reporting to him. Hence he must have higher access to the system which will be provided by Manager Self service.	This information cannot be specifically indicated. All 1000 employees should be considered.

341	2.2 Implementation of Standard ERP modules (COTS), Point 3 - Materials Management (for KDS & HDC)	17	Materials Management (for KDS & HDC): All Features-Purchasing, Inventory	Though a broad breakup is given in page 82 of RFP, but request KOPT to furnish number of users for each of Purchasing and Inventory functionalities.	This information cannot be specifically indicated as there can be role reversal and changes. The bidder must take into consideration that 450 users may have access to any module including MIS and Dash Boards reports
342	2.2 Implementation of Standard ERP modules (COTS), Point-6 & 7	19	Document Management System & Work Flow	Kindly provide a detailed specification for the DMS and Workflow system. With current ask in the RFP, even an opensource DMS will also qualify - which will not at all be a robust and secured solution for KOPT. Also to ensure a seamless integration and pre tested environment between the DMS and the ERP (COTS) system, we Request KOPT to mandate- "ERP, DMS and Workflow offered should be from thesame OEM".	1. DMS and WorkFlow should follow industry open standards. 2. Workflow and DMS should be applicable for entire solution (ERP and Bespoke) wherever required. The workflow and DMS engine should cover the processes for both ERP modules and all other Bespoke applications. 3. The DMS and WorkFlow should comply the basic specification stated in Tender Document including sequential, parallel and group flows (like one tender document sent for simultaneous comments and review by members of tender committee) with security features; support Asynchronous workflows, where the time interval between request & response could vary, the state of the workflow is persisted automatically with long wait periods, Loop – support for iteration until a condition or start of work flow if a precondition is met or post-condition is met before an activity is complete, provides for exceptions to follow alternate path, undo or redo the flow under authorisation, and ability add or view note or comment such as endorsements or annotations on notesheets and also attach documents. DMS should cover all features stated in tender document including full text search, versioning, conversion, audit tracking and document change history and should support built in integration points with proposed ERP modules, records management including tracking using RFID tags, digital asset management and automated bulk scanning.

4. Workflow should be from the same ERP OEM. |
343	2.3 Implementation of Bespoke ERP module	19	2.3 Implementation of Bespoke ERP module & Annexure 1	Please note that developing a secured and systematic bespoke application will require a robust and tested framework, Integration Software and work flow. Kindly detail out the specifications of these softwares and also request KOPT to ask for a Open Standard based solution throughout, so that current and future plans of KOPT could be executed properly. Asking for Open Satndard based solutions is mandatory to safeguard KOPT from all future technology changes.	All solution should follow industry open standards.
344	2.5 MIS Reporting	21	MIS Reporting	Please provide number of users to be provisioned for MIS Reporting Application	All module users
345	2.5 MIS Reporting	21	MIS Reporting	Please advise on concurrency of usage required to be assumed	10% of the total users (approx.)
346	2.5 MIS Reporting	21	MIS Reporting	Please advise on preference of out of box metadata and ERP reports v/s bespoke report development	Reports as specified by KOPT to be provided by SI. The tools may be decided by the SI. However the reports may be developed using both ERP and Bespoke data in one report.
347	2.5 MIS Reporting	21	MIS Reporting	Is it required to have security rules of ERP to be levearged out of the box in MIS tool.	Reports as specified by KOPT to be provided by SI. The tools may be decided by the SI. However the reports may be developed using both ERP and Bespoke data in one report.
348	2.5 MIS Reporting	21	MIS Reporting	Is there any requirement of mass distribution of reports through emails etc.	MIS report solution should provide for all notification capabilities including Bulk Notification facility. [In some cases there are requirements of distribution of reports through emails such as: Traffic Users regarding their Port Deposit Account Status once a day, say at 9 pm. Similarly for Land Lease Holders, Port users' bill etc. Actual Email Distribution would be finalsied at the time of SRS.]
349	2.10 User Access Management (SSO) & Master Data Management (MDM)	23	User Access Management (SSO) & Master Data Management (MDM)	Master Data Management (MDM) is a vast subject and costly requirement- Kindly elaborate more on the requirement.	Master Data Management (MDM) should enable single source of data for entire solution (ERP+BESPOKE). Master data on stakeholders such as employees, suppliers, port users, or lease holders (tenants) should be stored with unique id such as PAN no. However one stakeholder may play different roles that is could be a supplier as well a port user or could be a supplier for KDS as well as HDC or say tenant of more than one piece of land or its belts.
350	2.15 Warranty for 1 year	25	The one year warranty period will start from the date of acceptance of the complete ERP solution including integration.	As per our understanding: The warranty period will start after the completion of implementation phase. And Implementation period is for 18 months. Now- for All OEM software licenses the ATS starts as soon as the licenses are delivered. Hence the bidders will have to quote for software ATS for total of 18 Months implementation support+1 Year Warranty + 5 Years AMC- which brings down the totalsoftware ATS required for 7.5 Years. Kindly confirm- if this understanding is correct? If so- request to kindly include and update the ATS portion in the Priced Bid accordingly.	Bidders will seek part licenses from start of project and rest of licenses to be procured at the time of go-live. If the bidder feels that entire license is required at the time of development itself then it has to quote for its ATS from day one of project development and will result in increase in cost compared to the bidder who may propose to procure minimum license and hence less ATS cost. It is upto the bidder to decide.
351	2.19.3 Development Software	27	The ERP system should be built on SAP or Oracle Apps with Oracle as the underlying database. SI should assess and offer the bare minimum requirement of database features and ERP system components necessary for running the ERP solution and quote accordingly.	Kindly clarify- Does The ERP system mentioned here includes the entire scope of work asked in the scope of work section, which includes the COTS package as well as the Bespoke application outside the COTS package? Also we understand that Oracle Database only will be used to develop the Bespoke application under scope of work. kindly confirm.	The bidder may refer to 2.17 Proposed ERP Solutions: KOPT ERP Solution will have 450 users, the database capabilities may be decided accordingly. The development of COTS (using Oracle Apps or SAP) as well as Bespoke will have to be done on Oracle Database. Any other tool or software required to be used for developing integrated COTS and Bespoke solution with other features such as SSO etc will have to be decided by the SI. The same should follow open standards.
352	2.19.3 Development Software	27	Software detail	The minimum Technical Specification of the overall ERP solution, underlying Database, Application server, Portal, Integration software etc must be specified in the RFP and all System Integrator must comply to the specifications asked for. These are the most important components to ensure a robust as well as cost effective solution in place.	KOPT has indicated the detailed scope of work with ERP and bespoke requirements. It has also proposed the number of users, the underlying database and ERP OEMs (Oracle Apps and SAP). SI will decide on the minimum technical requirement to meet the rquirements of KOPT. Please refer to clause 2.19.3 - Development Software. The tools and software should follow open standards.
353	Chapter 4 - Tender Evaluation	52	Tender Evaluation	This is to bring in KOPT's kind notice that as a solution provider, Oracle India is deeply concerned about the Evaluation process of this RFP. As per RFP, the tender will solely decided on L1 cost basis. Which directly implies that the technical quality of the offered solution does not carry any weightage and may be compromised with. Since this is a very vast and complexed project, it is extremely crucial that the bidders are technically evaluated based on the offered solution, their experiance and expertise. The Bid evaluation and selection process must be based on Quality & Cost Based selection (QCBS), wherein 70% weight must be given on the technical aspects of the solution and compliance and 30% weight on the cost part. A defined formula using technical and commercial points must calculate the winner of the bid.

Only through this process- the most efficient but cost effective solution for KoPT can be achieved. else any Bidder, in a bid to be only L1 will compromise with the solution and the project may have a high chance of failure. We have witnessed this in many Govt. scenarios in India. Hence this request. | As per NIT clause. |
354	2.17 Proposed ERP Solutions	26	Proposed ERP Solutions	To ensure the correct application and other software licenses are offered to KOPT, we request you to mention- all the licenses of Database, Middleware and COTS ERP & HR, that are to be offered, must be Full Use in nature, without any usage restriction on the features and usage. This will ensure that KoPT will get the maximum advantage of the software licenses they will be paying for. Also the scope of work asked can only be attended through Full use Enterprise RDBMS only. We request KOPT to please mention the above statement so that there is no confusion with the Bidders while designing the solution.	All licenses to be procured for KoPT must be PERPETUAL in nature.
355	Annexure 6, Estimated Number of Users of each Application Module / Functional Area	82	HR- 50 users	Kindly break the HR requirement as below, mandatorily required for licensing: 1. Total no. of Employees to be covered under Core HR. 2.Total no. of Payrolls 3.Total number of pensioners to be covered 4. Employee Self service for 1000 users? 5.number of employees for whom Performance management needs to be done?	Already provided above
356	Appendix IX- Letter of Authorization for OEM	101	Appendix IX- Letter of Authorization for OEM	We request you to kindly change and modify the Authorization format shared in the Appendix IX to only- " WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby authorize _____ located at _____ (hereinafter, the "Bidder") to submit a bid and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us: ....". Oracle India can also confirm the availability of support center in India. How ever the rest of the statement under "OEM certifies that:-" cannot be declared by Oracle India. Hence KOPT is requested to modify the letter format and keep it till the 1st paragraph of the format only (as stated above within inverted commas).	No change in the format
357	2.8 DW/BI systems of KoPT	22	Development of DW/BI system of KoPT. The ETL, Cubing and other processes related to DW of the proposed ERP system should also be implemented, so that the DW remains updated from the point of time proposed ERP is implemented. The Data Warehouse of KDS and HDC needs to be centrally available for EIS (Executive Information System), including in-process analytics. The system should have EIS dashboards for retrieval of information by key officials of KoPT	a)Would the database of this data warehouse be colocated on the same server as the ERP's database, or would it be hosted on a different server?

b)Would the data from the central ERP system need to flow to the DW on real time basis?

c) Is the requirement of the data warehouse a mandatory or an optional requirement | a) Preferably yes unless performance of ERP solution degrades due to this feature. The sizing may be done accordingly and SI will give suggestions in this regard.

b) Need not be if performance and cost is an issue. The DW data may be refreshed once in a day at some lean period to be decided jointly by SI and KOPT.

c) Dataware house is mandatory. |

358	2.1	15	Implementation of Secured Payment Gateways in the proposed ERP system v. Implementation of Work Flow System as integrated part of ERP solutions vi. Comprehensive Document Management System integrated to Work Flow System vii. Library Management System viii. Integration of existing modules as per Annexure 2 with Work Flow, ERP modules (COTS and Bespoke)	We recommend to have some elaborations in terms of technical and functional specifications regardiing this bullet points. Otherwise it would be very difficult to propose ceratin solution with proper sizing.	1. SI should provide open standards based integration capability (enabling real time integration) to connect with all standard payment gateways, the solution should be secured enabling direct porting of data to the payment gateway without any provision of manipulations by the user. 2. SI will arrange for the availble options for payment gateway provider and KoPT will finalise one from the list of provider. 3. Work flow and DMS is required for entire solution (ERP COTS and Bespoke).
359	2.1	15	xiii. Implementation of web-based Enterprise Portal as backbone of ERP solution including EIS Dashboard and Single-Sign-On for employees / users. xiv. Integration with Port Community System (PCS) xv. User Access Management with Single-Sign-On (SSO) & Master Data Management (MDM)	We recommend to have some elaborations in terms of technical and functional specifications regardiing this bullet points. Otherwise it would be very difficult to propose ceratin solution with proper sizing.	The enterprise portal with SSO is mandatory for entire solution (ERP and Bespoke). That is, it should comply industry open standards. portal should cover the interfaces for both ERP modules and all other bespoke applications. The security should provide seamless web single sign on for both erp applications and beespoke applications.
360	3	17	Tendering Module should be extended to all departments and divisions with provision for Integration with 3rd party e-Tendering Solution (of MSTC)	We wanted to confirm that this integration is external to ERP. We recommend SOA based integration approach for this integartion.	1. Integration of tendering module should be for entire solution (COTS and Bespoke). Integration should be based on SOA open standards (enabling real time tintegration). 2. The solution should support integration with MSTC in both real time and batch mode.
361	2.4	21	The ERP solutions (COTS & Bespoke) shall be integrated with PCS, GIS (Geographical Information Systems at KDS and HDC) and other systems not included under the project as per Annexure 2.	We recoomend to add SOA based integration approach for all these integrations.	Integration should comply with the open standards enabling real time integration.
362	2.9	22	An Intranet Site for KoPT to be developed with Single-Sign-On. It should provide access to all Modules under the proposed system and Work Flow Management System, linked to DW/BI and other features are to be identified during system study.	Is this reffering to both web based single sign on and enterprise single sign involving devices, locations and desktops. Will the workflow be single sign on enabled workflow.	It should be web-based with Single-Sign-On for entire solution (ERP COTS and Bespoke)
363	2.9.1	22	Extranet Enterprise Portal	Will this portal be interfacing both ERP modules as well as external beespoke applications.	YES
364	2.19.3	27	The system so developed by the SI should be deployed in active – active clustering (for KDS at Kolkata and HDC at Haldia) and real-time disaster recovery mode. KoPT proposes to have disaster recovery (DR) sites including DW / BI / EIS.	Is this active-active set up has been asked for both at application/ERP level and database level?	As explained above
365	Annexure 3	72	Workflow Module	This is the functional specification of workflow. We recommend to have specific technical specification for workflow which will help in the evaluation of the product and solutioning.	1. DMS and WorkFlow should follow industry open standards. 2. Workflow and DMS should be applicable for entire solution (ERP and Bespoke) wherever required. The workflow and DMS engine should cover the processes for both ERP modules and all other Bespoke applications. 3. The DMS and WorkFlow should comply the basic specification stated in Tender Document including sequential, parallel and group flows (like one tender document sent for simultaneous comments and review by members of tender committee) with security features; support Asynchronous workflows, where the time interval between request & response could vary, the state of the workflow is persisted automatically with long wait periods, Loop – support for iteration until a condition or start of work flow if a precondition is met or post-condition is met before an activity is complete, provides for exceptions to follow alternate path, undo or redo the flow under authorisation, and ability add or view note or comment such as endorsements or annotations on notesheets and also attach documents. DMS should cover all features stated in tender document including full text search, versioning, conversion, audit tracking and document change history and should support built in integration points with proposed ERP modules, records management including tracking using RFID tags, digital asset management and automated bulk scanning. 4. Workflow should be from the same ERP OEM.
366	Section 2.1	15	Scope of Work under the Project "Implementation of ERP at KoPT"- Implementation of Work Flow System as integrated part of ERP solutions	To implement work flow management system, whether any BPM tool is expected or it's related with ERP workflow only?	Workflow is related to entire solution ERP COTS and Bespoke
367	Section 2.1	15	Scope of Work under the Project "Implementation of ERP at KoPT"- Implementation of Work Flow System as integrated part of ERP solutions	In case of Document Workflow implementation using Document management system, approximate how many document workflows are expected? How many steps and level, these workflow would be?	To be decided at the time of URS/SRS
368	Section 2.1	15	Required Reports for all the above individual modules to be identified during SRS and finalized during deployment / implementation.	Approximately how many dynamic reports to be expected as part of reporting requirements?	To be decided at the time of URS/SRS
369	Section 2.1	15	Implementation of web-based Enterprise Portal as backbone of ERP solution including EIS Dashboard and Single-Sign-On for employees / users	Apart from ERP and reports integration, which other functionlities of enterprise portal should have, Pls specify?	PORTAL should be for entire solution ERP COTS and Bespoke for Intranet as well as Extranet
370	Section 2.9	22	Development of Common Intranet Enterprise Portal for KDS and HDC (KoPT)	What are the devices to access the portal, whether it can be accessed from Desktop only or need to access from Mobile and Tablets also?	Primarily for Desktops, Laptops,Tablets and Mobiles etc. To be decided finally at the time of SRS/URS
371	2.19.4	28	Hospital Management System	Approx how many pages/sections/functionlities are required to build Hospital management systems? Hospital management system need to access data from which other systems?	To be decided at the time of URS/SRS
372	Annexure 3	72	Should allow the user to attach files from the Document Management System as part of the workflow solution	Approx what would be the annual growth/volume of storage of document per year?	To be decided at the time of URS/SRS