

**Primavera/ DMS - Pre-Bid Queries Response**

<b>Sr. No.</b>	<b>Clause No.</b>	<b>Page No.</b>	<b>Content of RFP Requiring Clarification</b>	<b>Change Requested/ Clarification required</b>	<b>Response/ Comments</b>
1	1.1.7	6	Last date( deadline ) for Submission of bids.30/11/2015 till 5.00 pm	request to extend the duration till 15.12.2015 as we may need minimum 30 days for preparing the bid from the date of above clarifications	Last date of submission has been extended to 14.12.2015
2	1.2	7	Last date for furnishing Performance Security to MMRC (By successful bidder)	request to extend the duration as within 30 days instead of 14 days	Provision of Clause 1.2 stands good.
3	1.2	7	Performance Bank Guarantee (PBG) validity period	request to reduce the duration as 90 days instead of 180 days	Provision of Clause 1.2 stands good.
4	2.21PQ1	16	Legal Entity.The Bidder (All members in case of Consortium) should be registered under the Companies Act, 1956, and should be in existence in India for at least the last 3 years as on date of submission of the bid.	can the bidder submit the parent company registration (which is out of India)along with Indian entity for certification of incorporation/registration	Indian Entity has to be a registered company under companies Act 1956. For Global Player/ entity, equivalent certificate in the country of incorporation can be submitted.
5	2.21PQ2	16	Turnover from IT/ITeS.The bidder (prime bidder in case of a consortium) should have average turnover of INR 15 crore in last three financial years (FY 12-13, FY-13-14, FY-14-15) from IT/ ITeS; and In case of a consortium, each consortium member individually (apart from the prime bidder) should have average turnover of INR 5 crore in last three financial years (FY 12-13, FY-13-14, FY-14-15) from IT/ ITeS	can the bidder submit the parent company turnover statement which is registered outside India along with Indian registered Entity's balance sheet	Provision of Clause 2.21 PQ2 stands good.
6	2.21PQ3	16	Net worth.The Bidder (All members in case of Consortium) should have positive net worth (measured as paid-up capital plus free reserves) for each of the last three audited financial years(FY 12-13, FY-13-14, FY-14-15) as on 31st March 2015	Can this clause be avoided as it is difficult for all the consortium member to submit positive net worth for last three years	Provision of Clause 2.21 PQ3 stands good.
7	2.21PQ7	17	Certification.The Bidder (All members in case of Consortium) should have an active SEI CMMI Level 3 or its higher version certification as on date of submission of Bid	can this clause be avoided as the RFQ is for 2 solutions.The Consortium members can submit the authorised partnership certificate from respect OEM as authorised certifications	The clause stands modified as: .The Bidder (Any member in case of Consortium) should have an active SEI CMMI Level 3 or its higher version certification as on date of submission of Bid

8	2.21	17	PQ7: Certification	<p>Our query is regarding the PQ7 term mentioned in RFP- MMRDA/MMRC/000332 as per which a bidder should be CMMI level 3 or higher.</p> <p>Our firm isn't CMMI certified, but has been successful in implementing Primavera Suite for over 120 clients (government &amp; public-private) in south-asia, middle-east, US, Europe &amp; India.</p> <p>Can we participate in the bid &amp; get chance to show our expertise in this scenario or the CMMI certification is mandatory.</p>	Pls. refer clarification point no. 7
9	2.22	18	Evaluation of Initial Proposals	Request you to provide the minimum qualify criteria/ marking system, right now there is no such criteria in the RFP, so that it gives weightage to competitive bidders or quality cost based selection.	Please refer to section 2.21 Initial filter/minimum qualifying criteria.
10	2.23.2	19	Though resource persons suggested for additional posts would be considered during evaluation	Request MMRC to clarify on additional posts.	Bidder is required to propose number of resources required for the proposed solution implementation.
11	2.22.5	19	Each profile shall be signed by the resource (of whom the profile is submitted) and the authorized Signatory of the Bidder. If the signature of the resource cannot be obtained, the Authorized Signatory, in each profile shall mention and certify that he has obtained the consent of the respective employee on the accuracy and completeness of qualifications, experience and other details specified in the profile.	Request you to allow only the resource profile at the bid stage and the CVs of actual resources matching the profile given during the bidding stage will be given at the start of the project. MMRC to approve this suggestion.	Bidder is required to propose the resources who would be working on the project.
12	2.22.7	19	MMRC will not consider changes or substitutions during negotiations as the ranking of the Bidder is based on the evaluation of the proposed profiles, and any change therein may upset the ranking.	We request MMRC that ranking should be based on the technical solution and not based on the named resource.	Bidders who clear the initial filter will be directly eligible.
13	3.3	21	Hosting, Operations and Maintenance of both the solutions including all Licenses (Tool, hardware and software) required for a period of 5 years on Cloud Hosting Model.	Kindly confirm, MMRC looking for On premises or cloud based solution or solution to be hosted on 3 <sup>rd</sup> party data centre.	The Hosting will not be done on MMRC premises. It will be Cloud based as per the specifications given in the RFP.

14	3	22	Scope of work	Please clarify if solution will be hosted on a single instance maintained by MMRC or on cloud hosting model	The solution will be single Instance of MMRC but will not be hosted on MMRC Premises.The Hosting will be cloud based as per the specifications given in the RFP.
15	3	22	MMRC reserves the right to amend/add/delete/edit any of the following items of the scope of work at the cost of the bidder which shall be binding on the bidder.	Please clarify how the amendment addition, deletion etc. will be done at the cost of bidder. Any changes in scope will lead to change in prices and should be settled as per contractual provisions.	Man Month rates have been requested by MMRC. If there will be any major changes from scope, the same will be calculated on man month efforts basis.
16	3.1	22	The tool should be made complaint to all the business/administrative rules set by MMRC for ex. Schedule of Power.	Request MMRC to indicate approx. number of business / administrative rules envisaged now.	SRS Stage to be done by bidder
17	3.1 (iv)	22	Enforce document quality assurance for all participants	Request MMRC to provide more clarity on requirements of document quality assurance	Document validation, expiration , access authorization of the users
18	3.1.2.4	22	Total number of licenses to be procured may vary by -25% to +50% of the number of licenses indicated above. Licenses shall be bought as and when need arises for a specific project.	Request MMRC to indicate minimum no. of licenses to be purchased and any negative variance to be purchased should not exceed less than 10 %.The minimum quantity of licenses will be delivered at one go.	The required number of the licenses has been mentioned in RFP section 3.1.2 i.e. 22 for Primavera EPPM and 2 for Risk Analysis which shall be procured at one go. Bidder shall indicate the unit price of each license given in financial format. If needed, additional licenses may be procured later.
19	3.1.2	23	Total number of licenses to be procured may vary by -25% to +50% of the number of licenses indicated above.	Kindly mention which softwares are require other than Primavera with the quantity ? Kindly confirm the require operating system? Eg. Windows 2012 Std.etc. No. of OS licenses required at initial stage ?Kindly mention the pricing format for the future license/software/hardware requirement	The solution has to be Hosted as per the specifications given in the RFP. So all other licenses and related hardware has to be provided by the Bidder as a part of Hosting. Pls. Refer to Section 8.2.2 for pricing format.
20	3.1.6	23	After the system stabilizes, Refresher programs shall also be provided to MMRC as and when required at no additional Cost.	Maximum number of refresher programs have to be specified	Refresher programs may be one per quarter.
21	3.1.4	23	Warranty and Annual Maintenance Contract (AMC)	Comprehensive/ Non comprehensive AMC ?	It is related to Software tool licenses only. The hardware is already covered in the Bidder's scope as a part of Hosting.

22	3.1.5.2	23	MMRC shall have full rights as regards to granting of permission to use these licenses to any person / agency / organization associated with/ working for its project/s.	All the usage terms will be governed by OEM policies. MMRC has asked for Primavera as project management tool, the usage policy will be governed by Oracle OEM.	MMRC shall decide the use of licenses to GC/ Contractors or internal/ external officers. This is a single instance owned by MMRC and license are to be used for MMRC project. OEM / Bidder cannot restrict the use to only MMRC employees only. MMRC shall decide which agency/user can use their license.
23	3.1.2.2	23	Additionally, Two (2) licenses shall be procured for Primavera Risk Analysis Tool (latest version)	As Risk management software is desktop based application and hardware is not in bidder's scope. MMRC to clarify if desktop for this software will be provided by MMRC.	Yes, desktops shall be provided by MMRC
24	3.1.2.3	23	Twenty two (22) Primavera (latest version) compatible database licenses required for successful installation and implementation of Primavera (latest version) Solution.	Please confirm the acceptable makes of data base OEMs and also the versions like enterprise / standalone required for the project. Please also confirm if bidder can size the required number of data base licenses for 22 Primavera licenses based on OEM recommendation.	To be proposed by Bidder. The versions proposed should be compatible for successful installation and implementation of the overall solution.
25	3.1.6.1	24	Online learning modules	Request MMRC to clarify if one line training software will be provided by MMRC.	No online training software available with MMRC.
26	3.1.6.	24	The trainings shall cover the basics and advanced stages of working on Primavera.	Please confirm the training shall only include the functional aspects of Primavera and not the Technical aspects of it.	Functional
27	3.1.6.	24	Training shall be provided for 50 executives in 3-5 batches. The trainings shall cover the basics and advanced stages of working on Primavera	1. The 50 executives mentioned for training are only Primavera users?	Yes
28				2. Are the count of 50 executive consider for the overall span of project only or up to Go-live period? 3. If the count exceeds 50 executives during the project span, will it be consider for change request?	The user count is considered till Stabilization period i.e. 2 months post Go Live. Additional Training for new joiners if required must be done by the bidder as Refresher trainings.
29	3.1.6.5	24	Training schedule will be finalized in consultation with MMRC. Infrastructure shall be provided by MMRC	Request you confirm, as per our understanding training shall be Centralized for executives and other members. Apart from that all the arrangements for training shall be provide by MMRC like Infrastructure, refreshment snacks, Tea etc	Yes.
30	3.1.7.2.3	25	Project Planning, Execution and Monitoring	Is this one time or Does this have to be done for 5 years?	As required by MMRC

31	3.1.7.2.3	25	Create & revise project plan by using primavera.	Is MMRC having existing project to be migrated to this new instance? If Yes, what is the format of those project plan (e.g. Excel, mpx, mpp etc.)	Mostly Excel.
32	3.1.7.2.5	25	All data transfer must be performed using secure SSL connection (https protocol)	1)Kindly Specify the no. of Websites /Domains and Required SSL certificates ? 2)Kindly provide Domains & Sub-Domains details?	To be finalized during SRS, FRS in consultation with MMRC.
33	3.1.9	28	Bidder shall assist and extend full co-operation towards integrating Primavera Enterprise Project Portfolio Management Software with the ERP Packages, Document/Content Management System and Business Reports.	Would require a list of all systems (along with their versions, and the integration mechanisms supported) with which integration is to be established	Integration with ERP which is planned to be implemented in parallel. Integration with website/portal.
34	3.1.9.	28	Document/Content Management System, ERP and Business Reports are additional important packages/ IT requirements of the overall ecosystem at MMRC.	Please give details of ERP solution to be integrated with the primavera project tool.	The ERP tender has been just released. It is proposed to be a COTS ERP solution
35	3.2.2.1.2	28	Role based access control integrated with Enterprise Identity management system with SSO	Is SSO already implemented in MMRC? If No, do we need to propose SSO and LDAP in scope of work?	No SSO is not implemented as yet. SSO and LDAP integration may be required when implemented.
36	3.2.2.1.5	28	Should provide code at the time of creation	Need clarification for Code at the time of creation	A unique document code
37	3.2.2.1.9	28	Should support integrate with other enterprise systems such as ERP, project management systems, Engineering design tools, document collaboration tools	What are the ERP/Engineering Design tools needed to be integrated	COTS ERP solution, AutoCAD drawings
38	3.2.2.1.11	28	Scalable to hold large data files	What is the average size of large data files?	The size of the drawings may go up to 1 GB. However the solution has to be scalable.
39	3.2.2.1.15	28	System shall provide the standard file hierarchy structure of folders and sub-folders	What is the expected number of files to be stored under a folder?	Unlimited
40	3.2.2.1.5	29	Should provide code at the time of creation	What is "code at the time of creation"	A unique document code
41	3.2.2.1.6	29	Should be able to make a full text, index and parametric search	Extent of search possible is dependent on Document format: please specify if OCR has to be done	OCR not necessary

42	3.2.2.1.19	29	Should be able to provide tools to automatically attach file templates to newly created document	Do the templates need to be added as attachments to the newly created document? Do the templates already exist in the repository?	The templates need to exist in the repository. It will be linked to the documents as required.
43	3.2.2.1.20	29	Should be able to edit files directly from the system and save back changes automatically	What are the file formats?	Clause has been removed.
44	3.2.2.1.29	29	Should have an integrated on-line viewer with mark-up capabilities to handle common CAD files formats	The online viewer should be part of the document management system or project management system?	Document Management System
45	3.2.2.1.22	30	V. Adding new services/applications	Need explanation of these terms	These are related to user management control
46			VI. Multi-domain definition.		
47	3.2.2.1.22	30	The observations from the workflow participants should be captured in a tool so that it can be addressed through a set of actions.	Need explanation	The comments should be captured
48	3.2.2.1.22	30	The documents collected during the project lifecycle should be able to get linked to the systems used during the operations.	Need an example for this	Agreement as milestone. Agreement document should be available which will be linked to primavera milestone.
49	3.2.2.1.24	30	Should provide a built – in LDAP v3 compliant Directory which provides a single repository for storing and managing identity, policy and service information.	Any particular Identity Management Software is in use already or our solution should offer this functionality?	The solution should offer the functionality. However, SSO and LDAP integration may be required when implemented.
50	3.2.2.5	31	System should allow reporting on the documents and workflows of the project. These reports can be provided as Excel spreadsheets, PDF files, etc. They may be triggered directly by users or sent automatically by the system	Kindly confirm, MMRC will provide Email solution for automatically sending reports to respective persons?	MS Exchange is being used currently.
51	3.2.3.1	31	Document Control Module	What is the expected volume of content in Giga Bytes?	10-15 TB to start with. Yearly growth expected to be around 15%
52	3.2.3.1	31	Comprehensive Document Scanning, Indexing & Storage	Is there any existing tool used for scanning documents?	No
53				Is automatic metadata extraction and Optical Character Recognition needed?	No
54	3.2.3.1.2.7	32	Adding scanned documents to documents already archived in Document Management Solution.	The scanned documents need to be added to the archive or to be added as a related document to any archived document?	Scanned document to be added as a related document to archived document
55	3.2.2.4	32	Should support the integration Primavera, ERP applications through standard APIs.	Should we include Primavera P6 EPPM and ERP integration as a part of solution or we need to just confirm capabilities.	Should be part of Solution and bidder scope during SRS and FRS

56	3.2.2.4	32	Should support the integration Primavera, ERP applications through standard APIs.	In order to confirm integration scope between Primavera P6 EPPM and ERP, we need detail integration scenarios or touch points between 2 systems.	Should be part of Solution and bidder scope during SRS and FRS
57	3.2.2.4	32	Should have the ability to deliver integrated content, applications, and services through customizable channels.	This point needs further clarity. Does this mean solution should have integration capabilities through custom integrations?	Email
58	3.2.2.4	32	Should have the ability to deliver integrated content, applications, and services through customizable channels.	Which other systems are required to be integrated besides Primavera P6 EPPM, ERP, and Document Control?	Yes. Integration with ERP, Primavera, Email, Portal
59	3.2.24	32	Should be able to integrate with portal (envisaged) for viewing, adding, searching documents from the Document repository.	Please provide details of this Portal Application to confirm the integration of our solution with it.	Should be part of Solution and bidder scope during SRS and FRS. MMRC Intranet portal is being developed in php and mysql.
60	3.2.3.1.2.1	33	Integration with Microsoft Office Applications, SMS Gateway & Portals.	Please elaborate the requirement with SMS gateway.	SMS Notifications for important milestone, decision, delay, etc. Should be part of Solution and bidder scope.
61	3.4	36	The Bidder shall conduct refresher trainings at regular intervals for MMRC post stabilization of systems at no additional cost.	What will be the group size for these refresher trainings and what will be the minimum time interval for this?	15-20 people. Once in a quarter. Bidder to submit the plan after SRS and FRS Study
62	3.5	36	The OEM for Servers should be from top three vendors in terms of revenue as per IDC latest quarterly report on worldwide market share of servers.	Please specify vendors listed in the IDC list referred in this clause to avoid any confusion at the time of technical evaluation.	Hewlett-Packard, Dell and IBM.
63	3.5	36	The service provider should have a Disaster Recovery Server in a different Seismic Zone - a dedicated server with 50% of the configuration as the primary server with a suitable replication tool license and replication management.	Please provide desired RPO (Recovery Point Objective) and RTO (Recovery Time Objective) for data replication between DC and DRC.	Policy to be formulated in consultation with MMRC during SRS, FRS

64	3.5 (1)	35,36	Hosting operation & maintainance	<p>1) Kindly Specify the configuration for the all the servers to be hosted</p> <p>2) Kindly specify the required RPO &amp; RTO</p> <p>3) kindly specify Existing infrastructure if any and Does any migration invovled in scope ?</p> <p>4) Is there any migration scope involved in the Project, If yes elaborate the same</p> <p>Kindly specify who will provide the required bandwidth/connectivity for DC and DR ?</p> <p>Kindly confirm the total size of data?</p> <p>Kindly confirm the Daily incremntnal size of data?</p> <p>Kindly confirm require connecivity? Eg. Internet, P2P etc.</p>	To be proposed by Bidder for the no. of users mentioned in the RFP for both Primavera and Document/Content Management solution. Policy to be formulated in consultation with MMRC during SRS, FRS.
65	3.5(1)	36	DC and DR should be in different seismic Zone ?	5)Need to relax this clause.	Provision of Clause 3.5(1) stands good.
66	3.5.1	35	Cloud infrastructure to be hosted in DC should be Tier III in India and DC should be located in Maharastra	Since the solution will be hosted and access through internet/remote,accessebility speed is depends on the connectivity and broadband speed.If this infrastructure Is avaiable any where in India and outside Maharastra it is available much lesser cost.Kindly request you to consider that DC can be anywhere within India	Provision of Clause 3.5.1 stands good.
67	3.5(1)	36	The bidder should provide adequate security framework and infrastructure to ensure the security of the application hosted in DC and DR. Firewall with IPS, IDS for both primary and DR servers should be provisioned.	"2) Kindly Confirm any redundancy required at - > Server Level -> Network Level"	Yes
68	3.5 -1	37	The uptime of the data center shall be 99.98% and Cloud Platform availability should be 99.95% uptime. The Cloud platform should have the facility to check online usage reports.	Usage reports view for CPU, RAM, Disk & network utilization can be facilitated. In case of any further requirement, kindly make a mention of the same in detail.	As required by MMRC
69	3.5-5	38	Backup and Preventive Maintenance	What is backup data type, Data size to backup,	Policy to be formulated in consultation with



			<p>The selected bidder shall provide for backup management services (conduct regular backups and restoration (if required), of critical data and systems. The activities shall include:</p> <ul style="list-style-type: none"> <li>· Backup of operating system, database and application as per stipulated policies.</li> <li>· Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.</li> </ul>	Backup policy & retention period required? Does client required to keep backup offsite?	MMRC during SRS, FRS
70	3.5(5)	37	Backup & Preventive maintenance	<p>Kindly Specify the backup policy required for DC &amp; DR?</p> <p>Kindly mention the back up retention period</p> <p>Kindly confirm required backup on Disk to disk or Disk to Tape?</p>	Policy to be formulated in consultation with MMRC during SRS, FRS
71	3.5-5	38	All Security Requirements like HTML/ SQL Injections, application of Stored Procedures etc. should be taken care of.	Request to detail out the level of VAPT required. Kindly make a mention of the same in detail.	External/ Internal users should not be able to access the system and alter data in any way.
72	3.7	39	<p>Payment Milestones:</p> <p>1. SRS &amp; FRS Sign off: 10 % of Total Project cost</p> <p>2. License procurement and installation: 25% of Total Project Cost</p> <p>3. Completion of UAT: 5% of Total project cost</p> <p>4. Training and Go-Live: 10 % of Total project cost</p> <p>5. Operation &amp; Maintenance : 50 % of Total project cost</p>	<p>We request MMRC to revise payment milestones as follows:</p> <p>1. SRS &amp; FRS Sign off: 10 % of Total Project cost</p> <p>2. License procurement and installation: 25% of Total Project Cost</p> <p>3. Completion of UAT: 10% of Total project cost</p> <p>4. Training and Go-Live: 15 % of Total project cost</p> <p>5. Operation &amp; Maintenance : 40 % of Total project cost</p>	<p>Payment milestones to be read as:</p> <p>1. SRS &amp; FRS Sign off: 10 % of Total Project cost</p> <p>2. License procurement and installation: 25% of Total Project Cost</p> <p>3. Completion of UAT: 5% of Total project cost</p> <p>4. Training and Go-Live: 20 % of Total project cost</p> <p>5. Operation &amp; Maintenance : 40 % of Total project cost</p>

				We request MMRC to revise 60 % total project cost as Implementation cost and 40 % of project cost to be paid in 20 Equated Quarterly instalments (every three months) during O&M 5 year (60 months) of operation and maintenance period	Section 3.7, Pt no. 5 to be read as : 40% of Total project cost To be paid in 20 Equated Quarterly instalments (every three months) during O&M 5 year (60 months) of operation and maintenance period
73	3.8.6	41	The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract and shall not be subjected to variation on any account, including changes in taxes, duties, levies etc.	We request MMRC to note that bidder invoices shall subject to statutory variations such as sales tax, duties, service taxes, VAT as per Government norms. We will invoice taxes and duties based on prevailing rates at the time of invoicing. Request MMRC to amend this clause accordingly.	The taxes would be paid at the prevalent rates.
74	5.2.1	49	clause GCC 4.8 (2) shall become applicable	Request you to confirm where are these clauses listed in this document.	It should be read as 5.2.2
75	5.6	51	Bidder hereby grants MMRC license to access and use the Software, including all inventions, designs, and marks embodied in the Software. Such license to access and use the Software shall be: I. Nonexclusive. II. Perpetual, fully paid up and irrevocable. III. Valid throughout India.	These will be governed by the EULA of OEM, bidder does not have the right to grant the same. Request MMRC to consider the same.	MMRC shall decide the use of licenses to GC/ Contractors or internal/ external officers. This is a single instance owned by MMRC and license are to be used for MMRC project. OEM / Bidder cannot restrict the use to only MMRC employees only. MMRC shall decide which agency/user can use their license.
76	5.12.1.11	53	Services similar to those undelivered or not performed, and the successful bidder shall be liable to MMRC for any additional costs for such similar services.	Request you to change this clause, such additional cost to be capped to 10% of the costs otherwise payable to the successful bidder.	Provision of Clause stands good.
77	6.2	58	Initial filter Cover Letter	Request you to confirm, which initial filter cover letter shall be refer with the bid submission because there are another initial filter cover letter on clause 7.1. Page no. 64	Consider Section 6.2
78	7.2	65	Format to Project Citation / References	Overseas clients do not provide completion certificate in letter head and therefore, we request MMRC to accept our declaration letter, completion date and duly self-certified by authorized signatory holding power of attorney.	Bidders can submit declaration letter duly of Project Citation/ References (for overseas clients only) duly signed by the authorized signatory holding power of attorney.

79	PM.10.1	74	System should provide ability to create funding heads / budget heads	Fund Management is essential to be deployed besides just funding heads in order to control, track, and monitor funding. We assume this is also needed. Kindly confirm.	To be finalized during SRS, FRS
80	PM.10.2	74	Project manager should be able to budget time, cost and resources required for the project	This budgeting is Cost Break Down Structure (CBS) for complete project which will be in line with Bill of Quantity (BOQ) of contracts. Please confirm.	Yes. To be finalized during SRS, FRS
81	PM.10.4	74	System should facilitate top down distribution of budget	The top down distribution of CBS budget to the schedule WBS, please confirm.	Yes
82	8.2.2.2	90	OEM should be from the top five Bidders in terms of revenue and market shares as per the IDC's latest quarterly report on Enterprise Network.	Kindly clarify which component's OEM is being referred in this clause.	It is related to Servers only.
83	PDM 16	80	System should have Note & Note Sheet	Please clarify: How are the notes and note sheet created? What format is the file? Should it be saved in repository or it is for user comments during workflow?	Comments in Word format
84	PDM 17	80	System should have Notification & Alarm	What kind of notifications are required (email/sms)? What alarms are required? Is there any escalation mechanism required?	Emails. Yes to be finalized during SRS, FRS
85	PDM 20	80	System should be equipped to ensure all external users to be connected to DMS in secure way	Request MMRC to clarify on how many external users for DMS are envisaged.	Total no. of users are expected to be around 1000
86	PDM 23	81	Particular Project from different sources the workflow details for drawing to be captured with proper alert.	MMRC to provide detailed Information on this point.	Scenarios to be discussed during SRS, FRS stage
87	Section 3.5	36	Hosting Operation and Maintenance, High availability and DR	Does the DMS system has high availability requirements? What is the Capacity Plan for DR? 50% or 100 %	Yes. DMS is a high availability system. 50%
88	General		Identity Management	Does the system need to interact with any existing Identity Management System	MMRC doesn't have existing IDMS
89	2.5.8	11	Sub-Contracting is not allowed	Since Consortium is allowed and the legal binding for all bid obligations are with Prime-Bidder, request to kindly allow Sub-Contracting also to qualified sub-contractors who are authorized partners of OEM of the proposed solution, with prior approval from MMRC	Provision of Clause 2.5.8 stands good.

90	2.21 PQ5	17	<p>The Bidder should have experience of implementing atleast one project of proposed Document/Content Management and collaboration solution with order value not less than 40 lakhs</p> <p>or should have experience of implementing atleast two project of proposed Document/ContentManagement and collaboration solution with order value not less than 30 lakhs.</p> <p>or should have experience of implementing atleast three project of proposed Document/Content Management and collaboration solution with order value not less than 20 Lakhs.</p>	<p>Since there are not many bidders who has competency in both Primavera &amp; Document/Content Management System, request to consider the experience of OEM also for project qualification.</p> <p>This submission can be supported with an OEM Authorization Form, clearly mentioning the OEM responsibility/support for successful implementation of project for the benefit of MMRC. Request to change the clause as follows:</p> <p>The Bidder/OEM should have experience of implementing atleast one project of proposed Document/Content Management and collaboration solution with order value not less than 40 lakhs</p> <p>or should have experience of implementing atleast two project of proposed Document/ContentManagement and collaboration solution with order value not less than 30 lakhs.</p> <p>or should have experience of implementing atleast three project of proposed Document/Content Management and collaboration solution with order value not less than 20 Lakhs.</p>	<p>Technical exprience of the agency is required with the proposed solution. Hence, it is required that the agency has sufficient execution expertise. Provision of Clause 2.21 PQ5 stands good.</p>
91	3	21	3) Hosting, Operations and Maintenance of both the solutions including all Licenses (Tool, hardware and software) required for a period of 5 years on Cloud Hosting Model	The cloud infrastructure for hosting is required to be a public cloud or private cloud of MMRC?	MMRC has no private / public cloud as yet. Bidder has to host the applications on cloud as per the standards mentioned in the RFP
92	3.2.2.1.2	28	Role based access control integrated with Enterprise Identity management system with SSO.	Which enterprise identity management system is being used which needs to be integrated for SSO?	currently MMRC doesn't have ADS. Solution has to be linked with users email ID (office 365 license) with @mmrc.com domain
93	3.2.2.1.16	29	Should support digital operations (like use of Digital Signatures)	Digital Signature Tokens will be procured by MMRC and not in scope of DMS.	Yes. DSC's will be procured by MMRC (Class II DSC)

94	3.2.2.1.22	29	The Management console must be able to administer the following: I. Adding/deleting users II. Adding/deleting authentication mechanisms III. Policies IV. Administering logs V. Adding new services/applications VI. Multi-domain definition. VII. Delegated Administration	Since SSO integration is being factored, these operations related to user management will be controlled through the centralized user management system (like MS AD) and not through DMS. Please confirm.	Yes. There shall be a centralized user management system which will be developed. Bidder to expected to facilitate in integration.
95	3.2.2.1.20	29	Should be able to edit files directly from the system and save back changes automatically	This feature is provided by solutions who have own office tool formats like MS Word. This being not a critical requirement, request to kindly remove this point.	Clause has been removed.
96	3.2.2.1.34	30	The documents collected during the project lifecycle should be able to get linked to the systems used during the operations. For example engineering specification document, manuals, Standard Operating Procedures, etc for equipment should be made available to maintenance engineers who would use systems like ERP, DM System	Please confirm that the envisaged ERP system of MMRC would be a standard ERP package with Integration API's readily available.	COTS ERP products will be used
97	3.2.2.2.7	30	To automatically capture the response that comes via emails to the correspondences sent to the project partners.	a) We assume the responses through emails will be received in a common mailbox which will be monitored for tracking of responses. Please confirm. b) Please confirm the eMail server and client being used by MMRC. c) Please confirm whether direct access to eMail server will be provided by MMRC.	Responses shall be sent to users email ID. However, the same shall be monitored through the centralised system. MS Exchange and Outlook is being currently used. Bidders shall be extended support for access to Servers.
98	3.2.2.3	31	Create as many workflows as needed by project	While the solution will support automating any no. of processes, for factoring implementation efforts, the no. of processes and nature of processes that need to be automated during initial implementation needs to be known. Please clarify on this front.	Bidder is required to conduct SRS and capture all workflows

99	3.2.2.4	31	Workflow Should be able to integrate with portal (envisaged) for viewing, adding, searching documents from the Document repository.	Is this portal already developed? If not, who will take charge of the portal? Also, what is the concurrency of document access expected from the portal?	The portal is being developed by another Agency.
100	3.5/2	36	2. Sizing Considerations Total number of potential users for Document/Content Management: The users (internal and external) could be around 100nos.  Total Number of concurrent users: 30-40 % of potential users for both the solutions	a) It is understood that the Hardware Sizing for DMS should be done keeping in mind 40 simultaneous User Access at any point of time. Please confirm. b) Please provide approximate Storage Space Requirement envisaged Per Year to be utilized. c) Please provide approximate average size of a file to be uploaded to DMS.	The users are expected to be around 1000. Concurrency around 20-25%
101	3.5	37	4. Operation and Maintenance Any UI / UX change shall be considered as part of the maintenance activity. However in case the application goes under a service layer / business layer change, then the same may be considered as part of the Change Request	We agree to change in UI/UX as part of maintenance, but would request to include a cap on the effort being spend on those, after which the changes will be considered as Change Request. Request you to kindly change the clause as follows:  Any UI / UX change ( <b>whose effort requirement is less than or equal to 3 mandays &amp; not exceeding 10 mandays in a year for such changes</b> ) shall be considered as part of the maintenance activity. However in case the application goes under a service layer / business layer change, then the same may be considered as part of the Change Request	Provision of Clause 3.5 stands good.
102	PDM.4	79	Should have capability for centralized and decentralized Scanning & Document Capturing.	Web-Scanning /Capturing feature is the expectation so that users can directly Scan and add the document to the DMS. Please confirm.	Yes
103	7.5.2	83	IR.7 System should be able to import Primavera (latest version) and MS Project	Does this mean uploading documents from Primavera and uploading MS Project files in DMS?	Yes

104	7.5.2	83	IR.9 System should be able to integrate with Google Maps, GIS etc.	Please clarify the use case for this integration.	In infrastructure projects, the site and geo spatial diagrams are required as part of documentation which needs to be amended in the solution. Hence, users should be able to use other GIS software to mark and save the portion of the map in the system while working in solution
105		56	Work orders and Customer Satisfactory Certificate to support that the Bidder should have experience of implementing atleast one project of proposed Document/Content Management and collaboration solution with order value not less than 40 lakhs or should have experience of implementing atleast two project of proposed Document/Content Management and collaboration solution with order value not less than 30 lakhs. or should have experience of implementing atleast three project of proposed Document/Content Management and collaboration solution with order value not less than 20 Lakhs.	Since there are not many bidders who has competency in both Primavera & Document/Content Management System, request to consider the experience of OEM also for project qualification. This submission can be supported with an OEM Authorization Form, clearly mentioning the OEM support for successful implementation of project for the benefit of MRVC. Request to change the clause as follows:  Work orders and Customer Satisfactory Certificate to support that the Bidder/ <b>OEM</b> should have experience of implementing atleast one project of proposed Document/Content Management and collaboration solution with order value not less than 40 lakhs or should have experience of implementing atleast two project of proposed Document/Content Management and collaboration solution with order value not less than 30 lakhs. or should have experience of implementing atleast three project of proposed Document/Content Management and collaboration solution with order value not less than 20 Lakhs	Provision of Clause stands good.
106	PDM.12	80	System should be integrated with Emails	Please provide details of eMail Server and Client	office 365 solution is currently been used. Outlook is the client Application for accessing email

107	PDM.20	80	System should be equipped to ensure all external users to be connected to DMS in secure way	Please confirm that the SSL certificate would be procured and provided by MMRC and is not in scope of Bidder.	SSL Certificate is required to be procured by the bidder
108	CC.3	81	System should have Full multi-currency capabilities with the ability to select pegged, hedged, or floating currencies at the transaction level and full roll-up to the project and organizational levels.	This seems to be a typo error and should be a part of Project Management System specification.	The clause to be read under scope of PMS
109	CC.4	81	System should allow for Generation of cash flow for contract-centric views of baselines, actuals, and forecasts costs.	This seems to be a typo error and should be a part of Project Management System specification.	The clause to be read under scope of PMS



110	8.2.2.2	89	License - Unlimited	<p>a) As per standards, Unlimited User Licenses are being procured by organization where there are more than 5000 to 10,0000 users in the system. Since MMRC have already identified potential Users of DMS to be 100 with 40% concurrency accessibility, we suggest, from our experience of more than 10+ years in the market, to procure 50 Concurrent User License which will suffice the requirement of MMRC. Please note that, there is a huge cost (multifold) difference between "50 concurrent" and "Unlimited" user licenses of any standard DMS Product. Additional Users can be added at anypoint of time on need basis.</p> <p>b) To offer the best optimized BOM for the need of MMRC, which can reduce TCO of solution and benefit MMRC, request to provide break-up of usage of DMS in following aspects:  (i) It is understood that approx 40 to 50 simultaneous users will be accessing the DMS for either uploading or downloading or viewing or searching a file/document. Please confirm.  (ii) Please provide information on approx number of users who will be accessing workflow simultaneously.  (iii) Please provide information on approx number of users who will be viewing/annotating engineering drawings simultaneously.</p>	<p>a) Unlimited no. of users can be considered to be around 1000.  b) Concurrency may be 20-25%</p>
111	General		DMS	Please provide the OEM Authorization Form format, which can bind the OEM also to ensure the successful implementation of the solution, to the benefit of MRVC.	No Change

112	General		Following are some important points which has not been mentioned/discussed in RFP	Kindly Elaborate below mentioned points No. of VM required ? Memory for each servers? Kindly confirm MMRCL required dedicated storage? Kindly confirm the storgae configurtaion? Total usable size require for storage?	Bidder is required to propose in the proposal/ Solution
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