

**Responses to pre-bid queries for  
RFP for Design, Supply, Installation, Testing, Integration, Commissioning and Support of  
Common Asset Management System (CAMS) for Mumbai Metro Line 3 (MML3)**

Sr. No	Section No.	Section Name	Page No.	Point	Response
1.	Volume I – Section 7.24	Qualification Criteria Sr. 4	26	Request to change the average turnover for INR 12 Cr for last five years. Kindly confirm	Bid conditions prevail
2.	Volume I – Section 7.24	Qualification Criteria Sr. 7	27	CMMi models are collections of the best practices that help organizations to improve their processes in the comprehensive integrated set of guidelines for providing superior services, which is covering the same requirements of ISO 20000. It also covers the requirements of QMS-Quality Management System, which is part of ISO 9001 and 20000. Please confirm	Revised clause 7.24 Q7 to be read as: <ul style="list-style-type: none"> <li>- (SEI) CMMI Level 3 or above</li> <li>- ISO 27001 certification</li> </ul>
3.	Volume I – Section 7.13	EMD	20	If bidder is MSME registered organization, as per government resolution it is been exempted by EMD exemption. Kindly clarify	Yes, MSME registered organization are exempted from EMD submission as per guidelines provided by government
4.	Volume IV- Section 24.11	Architecture/ Technology	84	English is default, French is configurable but Hindi is not available as standard offering. Kindly note	English language would be required
5.	Volume IV Section 3.1		9	Training will be as train the trainer basis, MMRC will identify the trainers who will be trained and in turn the trainers will train the end users. Please confirm our understanding is correct.	Refer Clause 11 Volume IV
6.	Volume IV- Section 3.1		9	During the support, implementer will implement the version changes (apply fixes) with respect to the solutions	Service Provider shall ensure one upgrade to latest version of Maximo before Final Go-Live

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				provided by the software provider (IBM) for any issues being faced. However major software version upgrades will not be part of the support. Please confirm	
7.	Volume IV- Section 3.1		9	Production control and scheduling: Plz elaborate expectations	Requirement is related to IT infrastructure
8.	Volume IV: Section 5.3	Packages and lots	17 & 18	Does MMRC assures us regarding complete CMMS master data is available as per solution data templates before commencement of the installation?	No. Refer clause 5.3 page 18 "The Service Provider will provide a COTS spreadsheet based data registration template..."
9.	Volume IV: Section 6.4.1 to 6.4.11	Specific protocols/ preferred protocols	22 to 30	Did MMRC identify any specific protocols or preferences for technical integrations with CMMS/ CAMS	No
10.	Volume IV: Section 6.5.1	Other system integration	30	How many other systems are to be considered for integration other than crew rostering, DMS and Training Management System	Refer clause 6 Volume IV
11.	Volume IV: Section 6.4.1 to 6.4.11		22 to 30	Our response to your RFP is under the assumption that all other external systems are available for integration with CMMS before our development phase	Refer clause 6.1 Volume IV
12.	Volume I – Section 7.13	EMD	20	Kindly let us know if the vendors could provide bank guarantee for the same value of EMD for the period of 90 days, where it would be more efficient for vendors to go through the process instead of going through online e-Tendering payment gateway mode.	Revised Clause to be read as:  1. Bidders shall submit, EMD of Rs. 75, 00, 000/- (Rupees Seventy Five Lakhs Only) through Online e-Tendering Payment Gateway mode or in the form of bank guarantee validity of which shall be 180 days from date of submission of bid. Bank guarantee scanned copy to be uploaded in the

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					portal. (Ref: guidelines provided by General Finance Rules' 2017 Government of India)
13.	-	-	-	1. Is there any existing system used for Asset Management? 2. What are the add-ons installed along with it? 3. How many custom reports have been developed in Current system? 4. Are the customization, interface, report details documented and available for reference? 5. Is document attachments functionality being used? If yes, where the attachments are being stored?	There is no existing system for Asset Management
14.	-	-	-	Should the vendor stick to the time frame proposed for the implementation as per the tender or can propose extended time frame considering the breath of scope?	Vendor should stick to the time frame proposed for the implementation as per the tender
15.	-	-	-	Data digitalization: Who would be responsible in preparing the data in predefined template?	No. Refer clause 5.3 page 18 "The Service Provider will provide a COTS spreadsheet based data registration template..."
16.	-	-	-	What would be the approximate number of custom reports to be developed for the Maximo system?	Refer clause 10 Volume IV
17.	-	-	-	Does all the master data like Assets, Job plan, PM available in soft copy like excel sheet?	No
18.	-	-	-	Where the servers and other hardware would be installed? Would it be in the MMRC data center?	Refer Volume IV Clause 3.1 point 6
19.	-	-	-	Does this need to be integrated to any existing Asset management software?	Not applicable

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20.	-	-	-	If yes, What is the software used?	Not applicable
21.	-	-	-	Do we need to configure Single Sign-On (SSO)?	To be discussed at requirement gathering stage
22.	-	-	-	If yes, is there any existing Active Directory or any equivalent software available to enable the SSO configuration?	Not applicable
23.	-	-	-	Is onsite-offshore model accepted during implementation?	Yes
24.	-	-	-	Would VPN or remote connectivity be provided to perform project activities?	Yes, based on prior approval from MMRC
25.	-	-	-	Approximate volume of master data (like Assets, Locations, Job Plans, Item Master, PM, spare parts etc.,)	Tentative volume of master data may be calculated with reference to clause 7.3 Volume I
26.	-	-	-	Should the hardware support be provided for the CAMS related infrastructure?	Refer Volume IV Clause 13.1 point 7 & 8
27.	-	-	-	Should all the 3 regular support resources be present at MMRCL premise?	Yes
28.	-	-	-	Should the support be provided 24X7?	Bid conditions prevail
29.	-	-	-	What would be the approximate number of custom reports that need to be developed?	To be discussed at requirement gathering stage
30.	-	-	-	Would the hardware and related network connectivity be established by MMRCL?	Refer Volume IV clause 4.3 Supply of Hardware
31.	-	-	-	Would the OS installation required and software be installed and provided by MMRCL?	Refer Volume III Annexure 3: List of Hardware
32.	-	-	-	ISO 20000 is a prerequisite in the RFP. Requesting to remove this clause so as to enable more technically qualified	Revised clause 7.24 Q7 to be read as: - (SEI) CMMI Level 3 or above - ISO 27001 certification



## Common Asset Management System (CAMS) for Mumbai Metro Line 3 (MML3)

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				partners to participate and will result in commercially competitive bids to MMRCL.	