Pre-Bid Reply (Tender no. CON/IT/70845/23/03)

CONCOR has gone through all request (points/queries/clarification) mentioned /submitted by vendors for the pre-bid meeting as detailed at sno. 1 to 116 below, and after detailing/review, the point-wise CONCOR's remarks are as follows:

Sno.	Page No	Section	RFP /Tender Clause	Clarification/Change Request by Vendor	Reply to be Published on website
1.	20	Section 16. Instruction of Tenderer of Indigenous Bidders	16.1 Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a Class-I local supplier, the contract will be awarded to L1. 16.2 If L1 is not Class-I local supplier, the lowest bidder among the Class-I local supplier, will be invited to match the L1 price subject to Class-I local supplier's quoted prices falling within the margin of purchase preference (L1+20%), and the contract shall be awarded to such Class-I local supplier subject to matching the L1 price.	It is requested to modify this clause as an optional criterion as most of the OEMs will not be able to comply to Class I requirements	As per tender document, no change
2.	11	Annexure-A, Minimum Qualifying Criteria for eligibility of the Tenderers	The minimum amount of single work of the similar nature should be amounting to ₹54,08,05,986.00 or works of similar nature amounting to ₹ 81,12,08,979.00 during previous 84 months (7 years) prior to the date of tender opening. The similar nature of work would include orders in his own name for Servers (including RISC/ EPIC servers similar /equivalent), storage, Software licenses/Financial accounting ERP / ERP/ DMS/ Database / for similar / equivalent technologies supply/ implementation/ integration/migration/ support (for multi-location, centralized system) for datacenter / DR site and order for support (for round the clock AMC's / ATS/ on-site support/ support). The above-mentioned details should be supported by copies of Purchase orders alongwith the completion certificate indicating completion of such activities i.e. supply / implementation /integration / migration/ support.	It is requested to allow CA certificate as a proof to substantiate the value of similar nature work in the submitted bidder experience	As per tender document, no change

3.	34	5. Payment terms	For the one-time cost (one time cost of Hardware and Software) quoted by vendor upto 52% of the total cost (one time cost of hardware and Software with recurring charges ofAMC (including on-site support) and ATS for 4 years i.e. A (III) + B (I) + C (I) of price schedule) quoted by bidder.	It is requetsed that the payment terms be modified as per below: For the one-time cost (one time cost of Hardware and Software) quoted by vendor upto 52% 70% of the total cost (one time cost of hardware and software with recurring charges of AMC (including on-site support) and ATS for 4 years i.e. A (III) + B (I) + C(I) of price schedule) quoted by bidder.	As per tender document, no change
4.	145	13. Migration downtime:	Migration downtime: The vendor/supplier would migrate the following applications as per the downtime details mentioned below for the respective applications , the downtime will be given for applications separately for the applications as per the following **, the total penalty towards 'a', 'b', 'c', 'd' mentioned** below will be a subject to maximum of 10% of the total contract value.	It is requested that the penalty be capped to 5% as per the below modification: Migration downtime: The vendor/supplier would migrate the following applications as per the downtime details mentioned below for the respective applications, the downtime will be given for applications separately for the applications as per the following, the total penalty towards 'a', 'b', 'c', 'd' mentioned below will be a subject to maximum 10% 5% of the total contract value	**The LD (Liquidated Damages as genuine pre-estimated damages) for downtime during Warranty and AMC and ATS period would be applicable separately on per annum recurring cost as detailed in tender document.** **As per tender, no change**
5.	14	2. Technical Bid / Financial Bid, Point (g)	No Taxes will be paid separately. Modification in duties/tax rates will not be considered at any stage.	Request the department to pay taxes at actuals	As per tender document, no change

6.		Limitation of Liability	Not provided in the RFP	It is requested to add the Limitation of Liability Clause as provided below: Notwithstanding anything contained in this agreement, no party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights. In no event will either party's aggregate liabilty arising out of or in connection with this aggrement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the Contract Price entered into the Contract between Buyer and Seller.	As per tender document, no change

7.	35	12. LD Clause (For Warranty and AMC)	a) If the uptime as per s.no. 10 (above) is less than 99.8%, LD of ` 1000/- for every hour exceeding the downtime of 0.2% would be imposed. For a single instance if the downtime exceeds 2 hrs. a LD of ` 1,000/- will be imposed for every hour beyond the 2 hrs	Please clarify the currency also state clear example for >= 99.8% availability definition (since it is multi-Hardware and Multi-application), Responsibilities Metrics b/w multi-team environment (Infra vs. App SI Support) and associated Penalty Calculation	As per tender document, no change
8.	35	12. LD Clause (For Warranty and AMC)	b) LD with respect to downtime, delays in switching over from Production / Primary Server (ETMS, DTMS and CCLS application) to standby/DR server and vise versa for each switching requirement would be Rs. 50,000.00 for every half an hour or part thereof for time exceeding half an hour for switching from Production Server to Standby Server and exceeding six hour for switching back from Standby/DR to Production/ Primary server.	Please clarify how the Responsibilities Metrics b/w multi-team environment (Infra vs. App SI Support) will arrive on the accountable team and associated Penalty Calculation.	As per tender document, no change
9.	37 para 2	19. Training & testing	The vendor will be responsible for providing the test plan for UAT and migration of applications proposed in the said tender in consultation with CONCOR. Vendor will be wholly responsible for migration of application (100% data porting) and its replication to various systems, any failure in this will be considered as unsatisfactory performance and CONCOR may forfeit the Bank Guarantee and terminate the contra	Request to define the incumbent Application Owner and responsibilities for support (i.e, dedicated, timeline adherence) since implementation timeline is aggressive considered H/W delivery dependencies (minimum 6-8 weeks)	As per tender document, no change

10.	63	1.4 Specific inclusions in the bid	1.4.9 For the item (hardware / software / networking equipment/additional licenses etc.) which is not mentioned in Bill of Material and whose details not quoted /mentioned by bidder under s.no. 39 of technical compliance, but are required for complete system operational shall be responsibility of the bidder to supply (hardware and software as per the licensing policy of the OEM) without any additional cost to CONCOR.	Request to define the incumbent Application Owner and responsibilities fro support (i.e, dedicated, timeline adharance) since implementation timeline is aggressive considered H/W delivery dependencies (minimum 6-8 weeks)	As per tender document, no change
11.	120	B) Scope of the work	9 Vendor/Supplier would supply, install, migrate and integrate the hardware along with software as detailed in the technical specification of this document with the existing setup for smooth and uninterrupted operation. i) Vendor/supplier would migrate, upgrade and port (100% data porting) the existing Oracle Financial, Data Warehouse (DWH), Document Management System (DMS) & e-Filling applications from the existing hardware to the proposed hardware (all layers on the latest version as per the compatibility of the application as per the requirement of CONCOR).	Request to define existing Application Suppprt Partner responsibilities for ensuring readiness application migration on the New H/W (i.e., Application Compatibilities, Updated SOP for Application Installation/Instance Creation for each application , Functional/Non-functional **scenario's** /Test Cases(System Test Case, Regression Test Cases, Performance Test Cases, UAT Test Cases)) Support for New H/W , Application Fixes for New H/W Commissioning, Data Migration Quality Check Scenario's, Fixes for Data Structure Changes due to Target DB Versions)	As per tender document, no change

12.	40	1.1 Details of Existing Setup	CONCOR has Symantec online backup system configured for taking back up of all the applications proposed for upgradation i.e. centralized applications like Oracle Financials , DWH, DMS , E-FILLING , Citrix etc. CONCOR has implemented Standby System for business critical applications i.e. ETMS, CCLS and DTMS system as operational near DR at CONCOR's Primary site and Backup site at Dadri for its business critical applications along with their interfaces. CONCOR is under process of implementation of DR site at Mihan /Nagpur wherein all these said applications proposed for upgradation will be replicated (application & database)	Need Clarity for Backup Site (Dadri). Is it for used as an Stand-by for Primary Site Failover Scenarios if yes then please provide application details? This will be work permanent post DR establishment.	As per tender document, no change
13.	40	1.1 Details of Existing Setup	CONCOR has Symantec online backup system configured for taking back up of all the applications proposed for upgradation i.e. centralized applications like Oracle Financials , DWH, DMS , E-FILLING , Citrix etc. CONCOR has implemented Standby System for business-critical applications i.e. ETMS, CCLS and DTMS system as operational near DR at CONCOR's Primary site and Backup site at Dadri for its business critical applications along with their interfaces. CONCOR is under process of implementation of DR site at Mihan /Nagpur wherein all these said applications proposed for upgradation will be replicated (application & database)	Need Clarity for DR Site Status. Is it operation for all application or Partially or Primary Site Failover Scenarios if yes then please provide application details?	As per tender document, no change
14.	117	B) Scope of the work	The Solution (Hardware, Software & Licenses) for Financial Accounting System ERP proposed by vendor should be compatible with the existing applications & DR site. In the proposed solution by vendor there should not be any issue related to interoperability / consistency / integration / interface / data loss / migration etc./ automatic data replication and switching of application to DR site and vice-versa without any recompilation / manual intervention. For all migration activity where existing vendor input is required CONCOR will coordinate & existing vendor will assist.	Request to define the incumbent Application Owner and responsibilities for support (i.e, dedicated, timeline adherence) since implementation timeline is aggressive considered H/W delivery dependencies (minimum 6-8 weeks)	As per tender document, no change

| 15. | 117 | B) Scope of the work | The setup for e-Filling of commercial applications, EMB, TMS at DR (Disaster Recovery site) is 100% replica of the existing primary site. The Solution (Hardware, Software & Licenses) for DMS proposed by vendor should be compatible with the existing applications & DR site. In the proposed solution by vendor there should not be any issue related to interoperability / consistency /integration / interface / data loss / migration etc./ automatic data replication and switching of application to DR site and vice-versa without any recompilation / manual intervention. For all migration activity where existing vendor input is required CONCOR will coordinate & existing vendor will assist. | Request to define the incumbent Application Owner and responsibilities for support (i.e, dedicated, timeline adherence) since implementation timeline is aggressive considered H/W delivery dependencies (minimum 6-8 weeks) | As per tender document, no change |
| 16. | 118 | B) Scope of the work | The setup for e-Filling of commercial applications, EMB, TMS at DR (Disaster Recovery site) is 100% replica of the existing primary site. The Solution (Hardware, Software & Licenses) for DMS proposed by vendor should be compatible with the existing applications & DR site. In the proposed solution by vendor there should not be any issue related to interoperability / consistency /integration / interface / data loss / migration etc./ automatic data replication and switching of application to DR site and vice-versa without any recompilation / manual intervention. For all migration activity where existing vendor input is required CONCOR will coordinate & existing vendor will assist. | Request to define the incumbent Application Owner and responsibilities for support (i.e, dedicated, timeline adherence) since implementation timeline is aggressive considered H/W delivery dependencies (minimum 6-8 weeks) | As per tender document, no change |

| 17. | 30 | 5. Payment terms | (ii) 15% on successful installation, commissioning, integration, migration (including 100% data porting) and implementation of complete hardware, software, networking equipment etc. go-live, as per the requirement of CONCOR.

(Note: Any shortfall in the 'b(i)' due to hardware and software licenses prices shall also be added in this installment i.e. 'b(ii)' to make it 85% of one-time cost quoted by bidder at this stage.)

c) Balance 15% shall be paid after one month of successful operation of the system after commissioning, implementation and acceptance by CONCOR. | (ii) 25% 15% on successful installation, commissioning, integration, migration (including 100% data porting) and implementation of complete hardware, software, networking equipment etc. go-live, as per the requirement of CONCOR.

(ii-a) worth 15% of the total hardware and licenses cost payout on successful installation and implementation of complete hardware, software, networking equipment

(ii-b) worth 10% of the total hardware and licenses cost payout on successful commissioning, integration, migration (including 100% data porting) and implementation of complete hardware, software, networking equipment etc. go-live, as per the requirement of CONCOR..

(Note: Any shortfall in the 'b(i)' due to hardware and software licenses prices shall also be added in this installment i.e. | As per tender document, no change |

					'b(ii)' to make it 95% 85% of one-time cost quoted by bidder at this stage.) c) Balance 5% 15% shall be paid after one month of successful operation of the system after commissioning, implementation and acceptance by CONCOR.	
18.	GENER AL	NA	NA			As per the communication from one of the leading OEMs participating in this bid, that OEM does not provide MAF for the Enterprise Support RFPs. Also, for Commercials they are asking for the authorization letter by the End Customer authorizing the SI as its Pay Agent for the Annual Enterprise Support Fees.	**Clauses are self-explanatory.** It is already mentioned in the tender document that the vendor has to provide the required hardware, software, licenses as per the proposed solution. Accordingly, vendor has to provide MAF (documentary evidence of tie-up) for the software (including licenses) can be submitted from the OEM or from their authorized partners for supply and support software for a period of four years (after warranty/1st year ATS) As per tender document, no change

19.	11	Annexure –A, Minimum Qualifying Criteria for eligibility of the Tenderers, Sr. No. 2	The minimum amount of single work of the similar nature should be amounting to Rs. 54,08,05,986.00 or works similar nature amounting to Rs. 81,12,08,979.00 during previous 84 months (7 Yrears) prior to the date of tender opening. The similar nature of work would include orders in his own name for Servers (including RISC / EPIC servers similar /equivalent), storage, Software licenses/Financial accounting ERP / ERP/ DMS/ Database / for similar / equivalent technologies supply/ implementation/ integration/migration/ support (for multi-location, centralized system) for datacenter	We understand that the similar nature of work includes orders in his own name for Servers (including RISC /EPIC Servers / x86 Servers / or equivalent), Storage, Software Licenses / Financial Accounting ERP /ERP/DMS / Database / for similar / equivalent technologies supply/ implementation/ integration/migration/ support (for multi-location, centralized system) for datacenter. Please confirm.	As per tender document, no change
20.	11	Annexure –A, Minimum Qualifying Criteria for eligibility of the Tenderers, Sr. No. 2	The minimum amount of single work of the similar nature should be amounting to Rs. 54,08,05,986.00 or works similar nature amounting to Rs. 81,12,08,979.00 during previous 84 months (7 Yrears) prior to the date of tender opening. The similar nature of work would include orders in his own name for Servers (including RISC / EPIC servers similar /equivalent), storage, Software licenses/Financial accounting ERP / ERP/ DMS/ Database / for similar / equivalent technologies supply/ implementation/ integration/migration/ support (for multi-location, centralized system) for datacenter	**Purchase Orders for Data Centre population / System Integration including Servers, Storage, Swithes, Vmware, Windows OS, etc. of the required value will qualify for this clause. Please confirm**	As per tender document, no change
21.	11	Annexure –A, Minimum Qualifying Criteria for eligibility of the Tenderers, Sr. No. 4	EMD of Rs. 10.00 Lac (Rs. Ten Lac only) to be paid through e-payment and the receipt of the same should be scanned and uploaded in the e-tendering website www.tenderwizard.com/CCIL. EMD is exempted for Micro & Small Enterprises (MSEs) subject to submission of proof of MSEs.	Please allow to submit EMD in the form of Bank Guarantee also.	As per tender document, no change

| 22. | 29 | Section-5 Payment Terms | Clause 5/ Page # 29, 30,31
Payment terms | We as a Bidder need to Pay upfront to OEM for Hardware & Software Delivery. No OEM will agree for Back to Back Payment as Per RFP.

Hence We request CONCOR to revise Payment terms as follows.
Payment of Hardware/Software (with 1st year ATS)/Licenses (with 1st year ATS) /1st year on-site support (one time cost)

a) No advance payment shall be made.

b) 80% on on successful supply and inspection of hardware and software licenses….
(c) Balance 10 % against successful Installation & commissioning.
d) Remaining 10% after Go live or Final Acceptance. | As per tender document, no change |
| 23. | 47 | SECTION -VI Details of Existing Setup | CONCOR has Oracle Financials (e-Business Suite) (five modules of Oracle Applications GL, FA, AR, AP, and Cash Management) and two customized modules (CSDM- FDR and Contractor Module) which has been implemented on the centralized architecture with frontend in Developer 2000 and backend database as Oracle. The Oracle Apps and CSDM application is being accessed by users through Citrix. The version of Oracle Apps is R12 and backend is Oracle DB 12c. | Please provide the exact version details of Oracle Financial | As per tender document, no change |

24.	47	SECTION -VI Details of Existing Setup	Oracle Financial is interfaced with ETMS, DTMS, CCLS, HR Payroll, application and other application. The broad Configuration details of the components are given below in table: | Function	Application	OS	Make & Model	Processor Type
Database & Application Server	Database Server	Solaris	Oracle T 5-4 (RISC)	RISC
	Application Server			
	Web Server			
Citrix Server	Citrix Server	Windows	Oracle X 5-2 (Intel)	Intel
Development Server	Database Server	Solaris	Oracle T 4-1 (RISC)	RISC
	Web/Application server			
Standby Server	Database Server	Solaris	Oracle T 5-2 (RISC)	RISC
	Application Server			
	Web Server			
Storage 1 Production	Storage 12 TB Usable		Oracle FS 1-2	NA		Please provide the exact version details of the items	As per tender document, no change

| 25. | 47 | SECTION -VI Details of Existing Setup | Online Interfaces of Oracle Financials: On-line interfaces of Oracle F[...] Applications are as follows: -
(i) Integration with HR & Payroll (HRMS).
(ii) eMB (e-Measurement Book).
(iii) Commercial applications: ETMS, DTMS, CCLS, Enterprise Dashb[...]
(iv) Bank Integration (multiple banks through API/ Web services).
(v) e-Contractor billing.
(vi) DMS, GST/GSP, CSDM.
(vii) Proposed Integration – ITMS.

The broad Configuration details of the components are given below in table: | We understand that these applications are already integrated with Oracle Financial.
Kindly confirm how exactly these integrations are happening with Oracle Financial.
Is there any middleware used to integrate these applications then kindly provide middleware name and exact version detail | As per tender document, no change |

The broad Configuration details of the components are given below in table:

Function	Application	OS	Make & Model	Processor Type
Database & Application Server	Database Server	Solaris	Oracle T 5-4 (RISC)	RISC
	Application Server			
	Web Server			
Citrix Server	Citrix Server	Windows	Oracle X 5-2 (Intel)	Intel
Development Server	Database Server	Solaris	Oracle T 4-1 (RISC)	RISC
	Web/Application server			
Standby Server	Database Server	Solaris	Oracle T 5-2 (RISC)	RISC
	Application Server			
	Web Server			
Storage 1 Production	Storage 12 TB Usable		Oracle FS 1-2	NA

26.	47	SECTION -VI Details of Existing Setup	Online Interfaces of Oracle Financials: On-line interfaces of Oracle Financial Applications are as follows: - (i) Integration with HR & Payroll (HRMS). (ii) eMB (e-Measurement Book). (iii) Commercial applications: ETMS, DTMS, CCLS, Enterprise Dashboard. (iv) Bank Integration (multiple banks through API/ Web services). (v) e-Contractor billing. (vi) DMS, GST/GSP, CSDM. (vii) Proposed Integration – ITMS.	Please provide the exact version details of all these applications	As per tender document, no change
27.	48	SECTION -VI Details of Existing Setup	(vii) Proposed Integration – ITMS.	What is the full form of ITMS? What is the technology stack and exact version details of ITMS? How exactly integration is planned with Oracle Financial - with some middleware or by some other method, please confirm	ITMS stands for Integrated Terminal Management System. Details are as per tender document,
28.	48	SECTION -VI Details of Existing Setup	(vii) Proposed Integration – ITMS.	We understand that there is no new implementation or development included for the ITMS.	Details are as per tender document

29.	48	SECTION -VI Details of Existing Setup	Oracle Financial is interfaced with ETMS, DTMS, CCLS , HR Payroll , e-Billing & eMB application and other application.	Please confirm the exact version details and technology stack of all the applications.	Details are as per tender document
30.	48	SECTION -VI Details of Existing Setup	Existing License Details : 	Please confirm the exact version details of existing licenses	As per tender document, no change

Existing License Details :

Software Deployment Details

S No	Project	Software Programs	Environment	Metric	Qty
1	Oracle Financials	Oracle Database Enterprise Edition	Production	NUP	120
		Oracle Database Enterprise Edition	Production	NUP	130
		Oracle Database Enterprise Edition	Development	NUP	50
		Oracle Database Option RAC	Production	NUP	300
		Oracle E Business Suite	Production	NUP	2
		Oracle Database Enterprise Edition	Development	NUP	50
		Oracle Database Enterprise Edition	Standby	NUP	75
		Oracle IDS	Development	NUP	2
		Oracle Discoverer	Development	NUP	2
		Oracle C/C++ compiler	Development	NUP	1
		Citrix Xen Apps	Production	NUP	150
		Windows License (Server, CALS, RDS)	Production	NUP	200
2		Backup Licenses Latest version Symantec / Veritas Netbackup	Production	Lump Sum	

31.	49	SECTION -VI Details of Existing Setup	CONCOR has implemented Document Management System (Oracle Web enter Content 11.1.9) along with Oracle access directory and Access Manager. The version of Oracle DB is 12c . The Document management system has been interfaced with Oracle Financials and Ramco HR & Payroll	What is the technology stack and platform of RAMCO ERP and also, please provide exact the version details of RAMCO ERP	**Clause is self-explanatory** Currently all interface with Oracle Financial, required has been mentioned in tender document
32.	49	SECTION -VI Details of Existing Setup	CONCOR has implemented Document Management System (Oracle WebCenter Content 11.1.9) along with Oracle access directory and Access Manager. The version of Oracle DB is 12c . The Document management system has been interfaced with Oracle Financials and Ramco HR & Payroll	We understand that there is no technology upgradation is required under current for RAMCO ERP	
33.	49	SECTION -VI Details of Existing Setup	The data warehousing of EXIM (ETMS & CCLS) is developed, implemented, and maintained by M/s. TCS Ltd. and Domestic (DTMS) application is developed, implemented, and maintained by M/s. CRIS. The version of Oracle DB is 11g. The reporting tools are SAP Business Intelligence, Web intelligence and crystal report	Please confirm the exact version details of DWH and SAP	As per tender document

34.	50	SECTION -VI Details of Existing Setup	The data warehousing of EXIM (ETMS & CCLS) is developed, implemented, and maintained by M/s. TCS Ltd. and Domestic (DTMS) application is developed, implemented, and maintained by M/s. CRIS. The version of Oracle DB is 11g. The reporting tools are SAP Business Intelligence, Web intelligence and crystal report	We understand that no technology upgrade is included in the scope of work for SAP.	As per tender document
35.	51	SECTION -VI Details of Existing Setup	SAP to Oracle Integration	What methodology is used to integrate SAP with Oracle, and how and who is responsible for integration?	Current Requirement is for upgradation and required details are as per tender document and vendor has to integrate as per the proposed solution

36.	51	SECTION -VI Details of Existing Setup		Please confirm the exact version details of existing licenses The SAP licenses ATS are expired dated 04.11.2022, therefore please confirm, we need to provide new licenses or we need to provide renewal of existing SAP licenses	As per tender document
37.	53	SECTION -VI Details of Existing Setup	The Concor has implemented e-Filling application for their external customers. e-Filling application is developed, implemented and maintained by TCS. E-Filling is centralized web interface of its commercial applications i.e. e-filling of EXIM, Web queries of EXIM and Domestic and Webservices for data exchange with Railway system for RR generation and SMS services. E-Filling is implemented on centralized architecture with frontend Oracle SOA/Weblogic Suite and backend Oracle Database version 12c,	Please confirm the exact version details of E-filling application	As per tender document

Software Deployment Details

S No	Project	Software Programs	Environment	Metric	Qty
1	DWH-DMS	Web Center Content	Production	Processor	4
		Web Center Applications Adapter	Production	Processor	4
		Oracle Web Center Enterprise Capture	Production	Processor	2
		Oracle Access Manager	Production	Employee User	2000
		Oracle Directory Services Plus	Production	Employee User	2000
		Oracle Database Enterprise Edition for DWH	Production	NUP	800
		Oracle Enterprise RAC License for DWH	Production	NUP	800
		Oracle Database Standard Edition	Test	NUP	5
		Oracle Database Enterprise Edition for DMS	Production	Processor	2
		Oracle IDS	Development	NUP	1
		Additional BO XI Server Edition (Windows)	Development	SAP	20
		Crystal Report XL Developer Edition	Development	SAP	1
		Web Intelligence Reporting Tool	Development	SAP	4
		Oracle IDS	Development	NUP	1
		Citrix Xen Apps Enterprise Concurrent User	Production	Citrix	25
2		Backup Licenses (Symantec Net backup) Latest version	Production	Lump Sum	

38.	53	SECTION -VI Details of Existing Setup	The broad Configuration details of the components are given are below in table: | Function	Application	OS	Make & Model	Processor Type
Web Application Server	e filling application server	Solaris	Oracle T 5-4 (RISC)	RISC
Reverse Proxy Servers	Proxy Server	Windows	Oracle X 4-2 (Intel)	Intel
Development Server	Web Application Server	Solaris	Oracle T 5-1 (RISC)	RISC
Test Server	Web Application Server	Solaris	Oracle T 5-2 (RISC)	RISC
Storage e-Filling	Storage 8 TB	NA	Oracle ZS 3-2	NA		Please confirm the exact version details of all these applications	As per tender document
39.	53	SECTION -VI Details of Existing Setup	Online Interfaces of WebLogic/e-filling Applications: On-line interfaces of WebLogic/e-filling Applications are as follows: -- (i) Integration with DMS. (ii) eMB (e-Measurement Book) (iii) Commercial applications: ETMS, DTMS, CCLS (iv) Bank Integration (multiple banks through API/ Webservices) (v) e-Contractor billing, (vi) TMS. (vii) FOIS.	We understand that these applications are already integrated with e-filling, and we need to migrate the 100% data to the proposed hardware. Also, please provide the full form of TMS FOIS and the technology stack of applications with exact version details	As per tender document
40.	53	SECTION -VI Details of Existing Setup	ERP-Web Content	What Methodology is used to integrate ERP web content and how and also who is responsible for integration?	As per tender document

41.	120	2. Technical specifications:	Web Servers for e-Filling of ETMS, DTMS and CCLS Application and Citrix Application Servers procured	Please confirm the exact version for Citrix, and also, please confirm that the bidder will upgrade Citrix to the latest version.	As per tender document
42.	122	2. Technical specifications:	Existing e-Filling of commercial applications, EMB, TMS implemented for the external customers. e-Filling is implemented on centralized architecture with frontend Oracle SOA/Weblogic Suite and backend Oracle Database version 12c	Please confirm the exact version details for front end and Oracle SOA/Weblogic	As per tender document
43.	38	SECTION -V Special Conditions of Contract	9. Support (on-site) during warranty and AMC - Supplier/Service Providers shall made available the required manpower (on-site) as per the tender terms and conditions and scope of work at Central site/Corporate Office during implementation and AMC/ATS for 5 years post go live in-line with s.no. 8 (above).	Please confirm where we need to deploy the required resources; either the NSIC office or the central site.	As per tender document
44.	38	SECTION -V Special Conditions of Contract	The On-site resource for System / Database Administrator (single shift) to be made available at Corporate office. The resources for these shifts(single and three shifts) will be selected at Corporate Office based on the cv submitted by vendor within 15 days of receipt of purchase order for the scope of work mentioned in this tender.	Please confirm that the stated resources will be required for a single shift or three shifts, as this may impact our commercials.	As per tender document

45.	66	1.2 Purpose and Need and Functional Requirement: Monitoring strategy : Para 2	The OEM man-days for the proposed technologies would be required (90 man-days).	Please confirm if OEM Man days requirement is 90 or 100.	As already mentioned in tender document in Bill of material & scope, total 100 OEM man-days . The OEM man-days would be required as per the proposed technological solutions.
46.	24	B Scope of Work Point No8	OEM man-days: Specialized on-site support from OEM for implementation, deployment as per the technology proposed by bidder/vendor for hardware,software i.e. approx. 50 man-days OEM on-site support is required for the proposed solution by bidder during implementation & warranty and 50 man-days during AMC/ATS of 4 years to monitor /review the Deployment Architecture for all products supplied by the vendors to meet all functionalities in line with the industry best practices especially to get the best architecture implementation and optimize performance at CONCOR's central site i.e. total 100 man days. CONCOR may use these man-days for the proposed technologies in the said tender for which the vendor has to provide on-site resources from OEM within 36 hrs as per the requirement given by CONCOR from time-to time may be for one day or multipledays as per the requirement.	Request the department to please let us know the bifurcation of the 50 OEM-Man Days for Hardware-Software. i.e. How many OEM Man Days for Server/Storage/SAN Switch, and how many OEM Man Days for Load Balancer and N/w Switch.	As per tender document
47.	66	1.2 Purpose and Need and Functional Requirement:	CONCOR is under process for implementation of its DR site at Mihan, Nagpur, wherein all the applications proposed for upgradation in the said tender will be replicated to DR site , the vendor would co-ordinate with the DR vendor for replication of all these applications database and applications to DR site and assist in the DR drill etc. as per the requirement of CONCOR.	Kindly clarify that bidder has to perform all applications replication mentioned in this RFP to DR site with help of DR vendor. The bidder is not required to set up, configure and Maintain DR environment	As per tender document

48.	112	B) Scope of the work Point No. 6	The vendor / supplier provide would be responsible for data extraction from existing systems proposed for upgradation and migration / porting in the proposed system of 100% data migration from existing applications as detailed in scope of work to the proposed system and will certify in writing for confirmation of 100% data migration from existing applications and its automatic replication DR site on the existing platform without any manual intervention.	Kindly confirm that, automatic replication at DR site is required for only Oracle Financial application not other applications like - DMS, DWH, E-filling and e-MB	As per tender document
49.	112	B) Scope of the work Point No. 6	Vendor/supplier co-ordinate with DR vendor for migration of existing standby of Oracle Financials on RSIC & UNIX based system and DR replication of these applications from the upgraded hardware and software and as per the requirement of CONCOR	Kindly confirm that, only Oracle financial need to be made available at DR site not other applications like DMS, DWH, E-filling, e-MB.	As per tender document
50.		General Query		We have approached the respective OEM - SAP in this regard. SAP has confirmed that they will directly do the renewal of existing licenses and not through any System Integrator or bidder. Therefore, we request to descope the SAP Components from the current scope of work	As per tender document
51.		General Query		We understand that, the department requires technology upgrades for Oracle Financial, DMS, DWH, and E-filling, and any third-party applications like RMCO ERP, SAP, etc. are not in the scope of the bidder. Please confirm.	As per tender document

52.	Page # 102	10	Supplied Unified Storage should be configured with Dual Controller.	Supplied ~~Unified~~ SAN Storage should be configured with Dual Controller.	Clause remaining same , no change
53.	Page # 102	10	CPU: Minimum 2 x dual-socket Intel CPUs, 32 cores per Array, 1.8GHz	Point to be removed	Clause remaining same , no change
54.	Page # 102	10	Memory/Cache: Proposed storage shall have active active. controllers with minimum 192GB cache. Scalable to 256GB total cache across controllers.	Memory/Cache: Proposed storage shall have active active controllers with minimum 192GB Global protected cache. Scalable to 256GB total cache across controllers.	Clause remaining same , no change
55.	Page # 103		Minimum: 200TB usable on SSD in Raid5 Configuration with drive size should not exceed 4TB.	Minimum: 200TB usable on SSD in ~~Raid5~~ RAID6 Configuration with drive size should not exceed 4TB.	Clause remaining same , no change

56.	Page # 103	10	Must support NFSv3, NFSv4, NFSv4.1; CIFS (SMB 1), SMB 2, SMB 3.0, SMB 3.02, and SMB 3.1.1; FTP and SFTP; FC, iSCSI, De-duplication, Storage Analytics, Snapshots, Compression Replication features. Licenses for these features should be factored from day1.	Must support ~~NFSv3, NFSv4, NFSv4.1; CIFS (SMB 1), SMB 2, SMB 3.0, SMB~~ ~~3.02, and SMB 3.1.1; FTP and SFTP~~; FC, iSCSI, De-duplication, Storage Analytics, Snapshots, Compression Replication features. Licenses for these features should be factored from day1.	Clause remaining same , no change
57.	Page # 103	10	Proposed storage should support Controller based Data at Rest Encryption (D@RE), with self-managed keys	Proposed storage should support Controller/Disk based Data at Rest Encryption (D@RE), with self-managed keys and shall meet FIPS 140-2 – Level 2 security requirements	As per tender document
58.	Page # 103	10	The Storage System shall support Synchronous & Asynchronous Replication for both Block and File Protocols.	The Storage System shall support Synchronous & Asynchronous Replication ~~for both Block and File Protocols.~~	As per tender document

59.	Page # 103	10	Proposed storage array should be provided with Storage management software which should be configured with HTML5 based graphical user interface and it should be configured with single interface for managing all BLOCK and NAS Protocols. The storage management software should dis play graphical depiction of storage hardware components with capability of tracking system and state information in real time in order to simplify debugging of hardware faults.	Proposed storage array should be provided with Storage management software which should be configured with HTML5 based graphical user interface and it should be configured with single interface for managing all BLOCK ~~and NAS~~ Protocols. ~~The storage management software should display graphical depiction of storage hardware components with capability of tracking system and state information in real time in order to simplify debugging of hardware faults.~~	As per tender document
60.	Section-VI/Page No. 110	14	Minimum 32 port active (32 *10 G Fiber Port + 2* 1 G Fiber/ Copper Port)	The sizing of 32 *10 G Fiber Port + 2* 1 G Fiber/ Copper Port switch is not a standard. Either it shaould be 24 x 10G Fiber ports and 2 x 1G Fiber/ Copper Port or 48 x 10G fiber ports. Request you to kindly amend the clause as "**Minimum 24 port active (24 *10 G Fiber Port + 2* 1 G Fiber/ Copper Port)**" so that leading PEM can participate.	As per tender document

61.	Page # 72	1. Application & Database Servers for Production	Enterprise class server with latest RISC/EPIC based processor, with minimum of 160 cores, minimum 5TB Memory, 7 x 16Gbps dual port FC HBA cards and 7 x Dual-port 10 Gbps Ethernet cards, redundant power supplies, 64-bit Unix operating system & Virtualization software for full supplied capacity in cluster HA software, clustering software licenses should be as per the requirement.	Enterprise class server with latest **RISC/EPIC/CISC (Intel)** based processor, with minimum of 160 cores, minimum 8TB Memory, 7 x 16Gbps dual port FC HBA cards and 7 x Dual-port 10 Gbps Ethernet cards, redundant power supplies, 64-bit Linux/Unix operating system & Open platform Virtualization software for full supplied capacity in cluster HA software, clustering software licenses should be as per the requirement.	Clause remaining same, no change
62.	Page # 72	1.1 Server Specifications			

| 63. | Page # 72 | CPU: | Latest RISC/EPIC based processor to be quoted. Server should be quoted with minimum 4 sockets/processors and should be scalable to 8 sockets/Processors | CPU : Latest RISC/EPIC/CISC (Intel) based processor to be quoted. Server should be quoted with minimum 4 sockets/processors and should be scalable to 8 sockets/Processors

Vendor has mentioned that please modify the original clause to requested clause to make it generic and not vendor specific | Clause remaining same, no change |
|---|---|---|---|---|---|
| 64. | Page # 72 | Core: | 160-core per server with highest cache available with the processor to be quoted. Minimum clock speed should be 4.0 GHz or above. | 160-core scalable to 320 core per server with highest cache available for the clock speed quoted on the system. Peak frequency of 3.8 Ghz should be provided.

Vendor has mentioned that Please modify the original clause to requested clause to make it generic and not vendor specific | Clause remaining same, no change |

65.	Page # 72	RAS Features		The RAS features asked are OEM specific. HPE will propose highest end server with built in RAS features as below • Firmware-first: architecture in analyzing alerts, errors and taking actions • Analysis engine • Self-healing capabilities • Corrupt data containment • PCIe live error containment • Memory RAS: proactive memory scrubbing & ADDDC Security Solutions: Designed with security strategy to minimize threat exposure: • Air gapped manageability subsystem that doesn't allow firmware updates from the operating system • limiting the number of common industry interfaces (that add security vulnerabilities) to only those that customers need • Silicon Root of Trust protection implemented directly in specialized hardware to enable detection of potentially compromised firmware and prevent its execution • Environmental monitoring	Clause remaining same, no change

				• Extended memory protection with error correction within single • DIMM sparing enabled with fully populated memory slots, increasing system reliability and uptime • Easy component replacement • Fault Management Architecture and Predictive Self-Healing RAS features mentioned in the RFP are specific to OEM specific architecture. Request to please remove OEM specific RAS features and add generic RAS features catering to all types of architectures. Vendor has mentioned that please modify the original clause to requested clause to make it generic and not vendor specific	

| 66. | | | Hardware physical partitions with electrical isolation when the server is ordered with two physical domains

• Hot-pluggable PCIe card carriers

• Redundant, hot-swappable power supplies and fans

• Environmental monitoring

• Extended memory protection with error correction within single

•SDRAM, triple-bit detection across SDRAMs, page retirement,

memory scrubbing, cyclic redundancy check (CRC), message retry, and lane retire in hardware

• DIMM sparing enabled with fully populated memory slots,

increasing system reliability and uptime

• System Interconnect: message retry, link retrain, and lane

failover·

• Easy component replacement

• Fault Management Architecture and Predictive Self-Healing

•Live operating system upgrades

• Firmware updates during system operation

• Redundant system clock synthesizers on each CPU-memory-I/O

board

• Redundant hot-swappable service processors with automatic

failover

• Dedicated PCIe root complexes for every slot for isolated I/O

virtualization | | |

67.	Page # 74	1.3 Operating System	OS should be UNIX version (AIX/HPUnix/Solaris etc.) complied for 64- Bit Architecture, with unlimited Systems user license. Online OS upgrades and online kernel patching/upgrades	OS should be Linux (SUSE/RHEL) / UNIX version (AIX/HPUnix/Solaris etc.) complied for 64- Bit Architecture, with unlimited Systems user license. Live kernel patching. The vendor has mentioned that please modify the original clause to requested clause to make it generic and not vendor specific	Clause remaining same, no change
68.	Page # 75	**2. Application and Database server for Test**	RISC/EPIC Based server: with minimum 2 x 32-core 4.0 GHz CPU, 2 TB RAM, 4 x 1.2TB SAS HDD, 4 x 16Gb FC dual ports, 4 x dual port optical 10Gbps card with Latest version of Unix 64-bit Operating System and Virtualization software for full capacity of the server	RISC/EPIC/Intel Based server: with minimum 2 x 32-core peak clock speed of 4 Ghz CPU, 2 TB RAM, 4 x 1.2TB SAS HDD, 4 x 16Gb FC dual ports, 4 x dual port optical 10Gbps card with Latest version of Unix/Linix 64-bit Operating System and Open platform Virtualization software for full capacity of the server The vendor has mentioned that please modify the original clause to requested clause to make it generic and not vendor specific	Clause remaining same, no change

69.	Page # 77	2.3 Operating Systems	OS should be UNIX version (AIX/HPUnix/Solaris etc.) complied for 64- Bit Architecture, with unlimited Systems user license.	OS should be Linux/ UNIX version (AIX/HPUnix/Solaris etc.) complied for 64- Bit Architecture, with unlimited Systems user license. The vendor has mentioned that please modify the original clause to requested clause to make it generic and not vendor specific	Clause remaining same, no change
70.	Page # 78	**3. Application and Database server for Development**	RISC/EPIC Based server: with minimum 2 x 32-core 4.0 GHz CPU, 2 TB RAM,4 x 1.2TB SAS HDD, 4 x 16Gb FC dual ports, 4 x dual port optical 10Gbps card, with Latest version of Unix 64-bit Operating System and Virtualization software, for full capacity of the server	RISC/EPIC/Intel Based server: with minimum 2 x 32-core peak clock speed of 4 Ghz CPU, 2 TB RAM,4 x 1.2TB SAS HDD, 4 x 16Gb FC dual ports, 4 x dual port optical 10Gbps card, with Latest version of Unix/Linix 64-bit Operating System and Virtualization software, for full capacity of the server The vendor has mentioned that please modify the original clause to requested clause to make it generic and not vendor specific	Clause remaining same, no change

71.	Page # 79	3.3 Operating Systems	OS should be UNIX version (AIX/HPUnix/Solaris etc.) complied for 64- Bit Architecture, with unlimited Systems user license.	OS should be Linux/ UNIX version (AIX/HPUnix/Solaris etc.) complied for 64- Bit The vendor has mentioned that please modify the original clause to requested clause to make it generic and not vendor specific	Clause remaining same, no change
72.	Page # 8	EMD	Earnest Money of Rs. 10.00 Lac (Rs. Ten Lac only) in proper format as mentioned in para 3 of Section III. EMD to be paid through e-payment and the receipt of the same should be scanned and uploaded in the e-tendering website www.tenderwizard.com/CCIL.EMD will be exempted for MSEs (details mentioned in Section-III clause 15).	We would request you to accept BG in place of EMD. As this would also allow more participation.	As per tender document, no change
73.	Page # 40	Delivery Schedule	The system should be delivered, installed, commissioned, integrated, migrated and accepted within 180 days from the date of the purchase order as per project schedule As understood from Tender notice that Purchaser intends to upgrade its existing DMS. In that respect, please confirm the name of existing DMS application along with OEM name.	Delivery within 180 days is bit challanging for such large deployment, hence we would request you to kindly extend delivery time upto 365 days instead of 180 Days.	As per tender document, no change
74.		Generic Terms	Need Clarity on Existing DMS	Please confirm whether the purchaser intends to go for a new DMS application or to upgrade the existing DMS application keeping the DMS OEN as it is.	**Clause is self-explanatory.** As per tender document
75.		Generic Terms	Need Existing Volume Sizing of DMS	What is the approximate volume of existing DMS Data & Documents that needs to be migrated to proposed DMS application.	As per tender document

76.		Generic Terms	Need on Concurrent and Total DMS Volume	What is the current User Volume (Concurrent & Total) of existing DMS. Does the Purchaser want the same number of Users in proposed DMS?	*As per tender document*
77.		Generic Terms	Need more clarity on Workstation count	Is scanning / digitization solution under the scope of current RFP? If "Yes", please confirm the number of workstations from where the digitization activity will take place.	*As per tender document*
78.		Generic Terms	Need exact application users with respect to DMS Document, Upload and View Purpose.	What will be approximate number concurrent access request towards DMS from 3rd Party Applications (Like ERP, Portal etc.) for Document Upload & View purpose?	*As per tender document*

79.	11	Minimum Qualifying Criteria for eligibility of the Tenderers	The average annual turnover of the bidder during the last three financial years (i.e. 2019- 20, 2020-21 & 2021-22) should not be less than ₹ 1,09,66,34,361.00 (Rupees One Hundred Nine Crore Sixty-Six Lac thirty-four Thousand Three Hundred Sixty One only). The information shall be supported by the copy of Chartered Accountant's certificate and copy of Balance sheet (Audited for FY 2019-20 & 2020-21 and Audited/ Unaudited for FY 2021- 22).	As the current financial year is FY 2023-24, we kindly request the department to consider the turnover from the past FY 2022-23 instead of the requested turnover from FY 2019-20. We request that this clause be amended as follows: The average annual turnover of the bidder during the last three financial years (i.e. 2020-21, 2021-22 & **2022-23**) should not be less than ₹ 1,09,66,34,361.00 (Rupees One Hundred Nine Crore Sixty-Six Lac thirty-four Thousand Three Hundred Sixty One only). The information shall be supported by the copy of Chartered Accountant's certificate and copy of Balance sheet (Audited for 2020-21, 2021-22 and Audited/ Unaudited for **FY 2022-23**).	As per tender document, no change
80.	47	SECTION -VI Details of Existing Setup	CONCOR has Oracle Financials (e-Business Suite) (five modules of Oracle Applications GL, FA, AR, AP, and Cash Management) and two customized modules (CSDM- FDR and Contractor Module) which has been implemented on the centralized architecture with frontend in Developer 2000 and backend database as Oracle. The Oracle Apps and CSDM application is being accessed by users through Citrix. The version of Oracle Apps is R12 and backend is Oracle DB 12c.	Please provide the exact version details of Oracle Financial	Required details mentioned in tender documents

81.	47	SECTION -VI Details of Existing Setup	Oracle Financial is interfaced with ETMS, DTMS, CCLS , HR Payroll and other application. The broad Configuration details of the components are given below in table: | Function	Application	OS	Make & Model	Processor Type
Database & Application Server	Database Server	Solaris	Oracle T 5-4 (RISC)	RISC
	Application Server			
	Web Server			
Citrix Server	Citrix Server	Windows	Oracle X 5-2 (Intel)	Intel
Development Server	Database Server	Solaris	Oracle T 4-1 (RISC)	RISC
	Web/Application server			
Standby Server	Database Server	Solaris	Oracle T 5-2 (RISC)	RISC
	Application Server			
	Web Server			
Storage 1 Production	Storage 12 TB Usable		Oracle FS 1-2	NA		Please provide the exact version details of the items	Required details mentioned in tender documents
82.	47	SECTION -VI Details of Existing Setup	Online Interfaces of Oracle Financials: On-line interfaces of Oracle Financial Applications are as follows: - (i) Integration with HR & Payroll (HRMS). (ii) eMB (e-Measurement Book). (iii) Commercial applications: ETMS, DTMS, CCLS, Enterprise Dashboard. (iv) Bank Integration (multiple banks through API/ Web services). (v) e-Contractor billing. (vi) DMS, GST/GSP, CSDM. (vii) Proposed Integration – ITMS.	We understand that these applications are already integrated with Oracle Financial. Kindly confirm how exactly these integrations are happening with Oracle Financial. Is there any middleware used to integrate these applications then kindly provide middleware name and exact version detail	Required details mentioned in tender documents

83.	47	SECTION -VI Details of Existing Setup	Online Interfaces of Oracle Financials: On-line interfaces of Oracle Financial Applications are as follows: - (i) Integration with HR & Payroll (HRMS). (ii) eMB (e-Measurement Book). (iii) Commercial applications: ETMS, DTMS, CCLS, Enterprise Dashboard. (iv) Bank Integration (multiple banks through API/ Web services). (v) e-Contractor billing. (vi) DMS, GST/GSP, CSDM. (vii) Proposed Integration – ITMS.	Please provide the exact version details of all these applications	As per tender document
84.	48	SECTION -VI Details of Existing Setup	(vii) Proposed Integration – ITMS.	What is the full form of ITMS? What is the technology stack and exalt version details of ITMS? How exactly integration is planned with Oracle Financial - with some middleware or by some other method, please confirm	As per tender document
85.	48	SECTION -VI Details of Existing Setup	(vii) Proposed Integration – ITMS.	What is the full form of ITMS? What is the technology stack and exalt version details of ITMS? How exactly integration is planned with Oracle Financial - with some middleware or by some other method, please confirm	As per tender document

86.	48	SECTION -VI Details of Existing Setup	Oracle Financial is interfaced with ETMS, DTMS, CCLS , HR Payroll , e-Billing & eMB application and other application.	Please confirm the exact version details and technology stack of all the applications	Required details mentioned in tender documents
87.		SECTION -VI Details of Existing Setup	Existing License Details : **Existing License Details :** **Software Deployment Details** | S No	Project	Software Programs	Environment	Metric	Qty
1	Oracle Financials	Oracle Database Enterprise Edition	Production	NUP	120
		Oracle Database Enterprise Edition	Production	NUP	130
		Oracle Database Enterprise Edition	Development	NUP	50
		Oracle Database Option RAC	Production	NUP	300
		Oracle E Business Suite	Production	NUP	2
		Oracle Database Enterprise Edition	Development	NUP	50
		Oracle Database Enterprise Edition	Standby	NUP	75
		Oracle IDS	Development	NUP	2
		Oracle Discoverer	Development	NUP	2
		Oracle C/C++ compiler	Development	NUP	1
		Citrix Xen Apps	Production	NUP	150
		Windows License (Server, CALS, RDS)	Production	NUP	200
2		Backup Licenses Latest version Symantec / Veritas Netbackup	Production		Lump Sum		Please confirm the exact version details of existing licenses	Required details mentioned in tender documents
88.	49	SECTION -VI Details of Existing Setup	CONCOR has implemented Document Management System (Oracle Web enter Content 11.1.9) along with Oracle access directory and Access Manager. The version of Oracle DB is 12c . The Document management system has been interfaced with Oracle Financials and Ramco HR & Payroll	What is the technology stack and platform of RAMCO ERP and also, please provide exact the version details of RAMCO ERP	Required details mentioned in tender documents

89.	49	SECTION -VI Details of Existing Setup	CONCOR has implemented Document Management System (Oracle WebCenter Content 11.1.9) along with Oracle access directory and Access Manager. The version of Oracle DB is 12c . The Document management system has been interfaced with Oracle Financials and Ramco HR & Payroll	We understand that there is no technology upgradation is required under current for RAMCO ERP	Required details mentioned in tender documents
90.	49	SECTION -VI Details of Existing Setup	The data warehousing of EXIM (ETMS & CCLS) is developed, implemented, and maintained by M/s. TCS Ltd. and Domestic (DTMS) application is developed, implemented, and maintained by M/s. CRIS. The version of Oracle DB is 11g. The reporting tools are SAP Business Intelligence, Web intelligence and crystal report	Please confirm the exact version details of DWH and SAP	Required details mentioned in tender documents
91.	50	SECTION -VI Details of Existing Setup	The data warehousing of EXIM (ETMS & CCLS) is developed, implemented, and maintained by M/s. TCS Ltd. and Domestic (DTMS) application is developed, implemented, and maintained by M/s. CRIS. The version of Oracle DB is 11g. The reporting tools are SAP Business Intelligence, Web intelligence and crystal report	We understand that no technology upgrade is included in the scope of work for SAP.	Required details mentioned in tender documents

92.	51	SECTION -VI Details of Existing Setup	**Existing License Details of DMS/DWH**	Please confirm the exact version details of existing licenses The SAP licenses ATS are expired dated 04.11.2022, therefore please confirm, we need to provide new licenses or we need to provide renewal of existing SAP licenses. We kindly request the department to remove the renewal of SAP licenses from the scope of the bidder as the bidder's OEM SAP is not supported	Required details mentioned in tender documents
93.	53	SECTION -VI Details of Existing Setup	The broad Configuration details of the components are given are below in table:	Please confirm the exact version details of all these applications	As per tender document

Software Deployment Details

S No	Project	Software Programs	Environment	Metric	Qty
1	DWH-DMS	Web Center Content	Production	Processor	4
		Web Center Applications Adapter	Production	Processor	4
		Oracle Web Center Enterprise Capture	Production	Processor	2
		Oracle Access Manager	Production	Employee User	2000
		Oracle Directory Services Plus	Production	Employee User	2000
		Oracle Database Enterprise Edition for DWH	Production	NUP	800
		Oracle Enterprise RAC License for DWH	Production	NUP	800
		Oracle Database Standard Edition	Test	NUP	5
		Oracle Database Enterprise Edition for DMS	Production	Processor	2
		Oracle IDS	Development	NUP	1
		Additional BO XI Server Edition (Windows)	Development	SAP	20
		Crystal Report XL Developer Edition	Development	SAP	1
		Web Intelligence Reporting Tool	Development	SAP	4
		Oracle IDS	Development	NUP	1
		Citrix Xen Apps Enterprise Concurrent User	Production	Citrix	25
2		Backup Licenses (Symantec Net backup) Latest version	Production	Lump Sum	

The broad Configuration details of the components are given are below in table:

Function	Application	OS	Make & Model	Processor Type
Web Application Server	e filling application server	Solaris	Oracle T 5-4 (RISC)	RISC
Reverse Proxy Servers	Proxy Server	Windows	Oracle X 4-2 (Intel)	Intel
Development Server	Web Application Server	Solaris	Oracle T 5-1 (RISC)	RISC
Test Server	Web Application Server	Solaris	Oracle T 5-2 (RISC)	RISC
Storage e-Filling	Storage 8 TB	NA	Oracle ZS 3-2	NA

94.	53	SECTION -VI Details of Existing Setup	Online Interfaces of WebLogic/e-filling Applications: On-line interfaces of WebLogic/e-filling Applications are as follows: -- (i) Integration with DMS. (ii) eMB (e-Measurement Book) (iii) Commercial applications: ETMS, DTMS, CCLS (iv) Bank Integration (multiple banks through API/ Webservices) (v) e-Contractor billing, (vi) TMS. (vii) FOIS.	We understand that these applications are already integrated with e-filling, and we need to migrate the 100% data to the proposed hardware. Also, please provide the full form of TMS FOIS and the technology stack of applications with exact version details	As per tender document
95.	53	SECTION -VI Details of Existing Setup	ERP-Web Content	What Methtodology is used to integrate ERP web content and how and also who is responsible for integration?	Required details mentioned in tender documents
96.	120	2. Technical specifications:	Web Servers for e-Filling of ETMS, DTMS and CCLS Application and Citrix Application Servers procured	Please confirm the exact version for Citrix, and also, please confirm that the bidder will upgrade Citrix to the latest version.	Required details mentioned in tender documents
97.	122	2. Technical specifications:	Existing e-Filling of commercial applications, EMB, TMS implemented for the external customers. e-Filling is implemented on centralized architecture with frontend Oracle SOA/Weblogic Suite and backend Oracle Database version 12c	Please confirm the exact version details for front end and Oracle SOA/Weblogic	Required details mentioned in tender documents

98.	38	SECTION -V Special Conditions of Contract	9. Support (on-site) during warranty and AMC - Supplier/Service Providers shall made available the required manpower (on-site) as per the tender terms and conditions and scope of work at Central site/Corporate Office during implementation and AMC/ATS for 5 years post go live in-line with s.no. 8 (above).	Please confirm where we need to deploy the required resources; either the NSIC office or the central site.	Required details mentioned in tender documents
99.	38	SECTION -V Special Conditions of Contract	The On-site resource for System / Database Administrator (single shift) to be made available at Corporate office. The resources for these shifts(single and three shifts) will be selected at Corporate Office based on the cv submitted by vendor within 15 days of receipt of purchase order for the scope of work mentioned in this tender.	Please confirm that the stated resources will be required for a single shift or three shifts, as this may impact our commercials.	Required details mentioned in tender documents
100.	66	1.2 Purpose and Need and Functional Requirement: Monitoring strategy : Para 2	The OEM man-days for the proposed technologies would be required (90 man-days).	Please confirm if OEM Man days requirement is 90 or 100.	As already mentioned in tender document in Bill of material & scope, total 100 OEM man-days. The OEM man-days would be required as per the proposed technological solutions. **As per tender document**

101.	24	B Scope of Work Point No8	OEM man-days: Specialized on-site support from OEM for implementation, deployment as per the technology proposed by bidder/vendor for hardware,software i.e. approx. 50 man-days OEM on-site support is required for the proposed solution by bidder during implementation & warranty and 50 man-days during AMC/ATS of 4 years to monitor /review the Deployment Architecture for all products supplied by the vendors to meet all functionalities in line with the industry best practices especially to get the best architecture implementation and optimize performance at CONCOR's central site i.e. total 100 man days. CONCOR may use these man-days for the proposed technologies in the said tender for which the vendor has to provide on-site resources from OEM within 36 hrs as per the requirement given by CONCOR from time-to time may be for one day or multiple days as per the requirement.	Request the department to please let us know the bifurcation of the 50 OEM-Man Days for Hardware-Software. i.e. How many OEM Man Days for Server/Storage/SAN Switch, and how many OEM Man Days for Load Balancer and N/w Switch.	As already mentioned in tender document in Bill of material & scope, total 100 OEM man-days . The OEM man-days would be required as per the proposed technological solutions. **As per tender document**
102.	66	1.2 Purpose and Need and Functional Requirement:	CONCOR is under process for implementation of its DR site at Mihan, Nagpur, wherein all the applications proposed for upgradation in the said tender will be replicated to DR site , the vendor would co-ordinate with the DR vendor for replication of all these applications database and applications to DR site and assist in the DR drill etc. as per the requirement of CONCOR.	Kindly clarify that bidder has to perform all applications replication mentioned in this RFP to DR site with help of DR vendor. The bidder is not required to set up, configure and Maintain DR environment	As per tender document
103.	112	B) Scope of the work Point No. 6	The vendor / supplier provide would be responsible for data extraction from existing systems proposed for upgradation and migration / porting in the proposed system of 100% data migration from existing applications as detailed in scope of work to the proposed system and will certify in writing for confirmation of 100% data migration from existing applications and its automatic replication DR site on the existing platform without any manual intervention.	Kindly confirm that, automatic replication at DR site is required for only Oracle Financial application not other applications like - DMS, DWH, E-filling and e-MB	As per tender document

104.	112	B) Scope of the work Point No. 6	Vendor/supplier co-ordinate with DR vendor for migration of existing standby of Oracle Financials on RSIC & UNIX based system and DR replication of these applications from the upgraded hardware and software and as per the requirement of CONCOR	Kindly confirm that, only Oracle financial need to be made available at DR site not other applications like DMS, DWH, E-filling, e-MB.	As per tender document
105.		General Query		We understand that, the department requires technology upgrades for Oracle Financial, DMS, DWH, and E-filling, and any third-party applications like RMCO ERP, SAP, etc. are not in the scope of the bidder. Please confirm.	**Clause remains same**, no change
106.	9	I	Completion Period	Time period mentioned for completion of the entire work i.e 180 Days is quiet less. Accordingly, it is requested to modify the same to minimum 270 days.	As per tender document, no change
107.	46	VI	Details of Existing Setup	Please arrange to provide the CSI details of the existing Oracle licenses for which support is required.	As per tender document

108.	46	VI	Details of Existing Setup	Citrix Xen Apps: Earlier OEM has refused to provide the MAF and commercials. For competitive bidding, Concor is requested to ask all the OEMs to provide the requisite documents and commercials to bidders.	**Clauses are self-explanatory.** It is already mentioned in the tender document that the vendor has to provide the required hardware, software, licenses as per the proposed solution. Accordingly, vendor has to provide MAF (documentary evidence of tie-up) for the software (including licenses) can be submitted from the OEM or from their authorized partners for supply and support and the details of existing licenses already mentioned in the BOM, the vendor may utilize these existing licenses or provide additional /new as per the solution offered. As per tender document, no change
109.	69	VI	Technical specifications:	Intel Servers: M/s Dell has refused to provide the MAF and commercials citing that they already have partners aligned for the same. Hence, Concor is requested to ask the OEMs to provide the requisite documents and commercials to bidders.	It is already mentioned in the tender document that the vendor has to provide the required hardware, software, licenses as per the proposed solution, accordingly vendor has to submit the MAF(documentary evidence of tie-up) for the proposed hardware and software. As per tender document

| 110. | 80-150 | 4. Application Server Data warehousing - Production (Web Intelligence/ reports)- 2 Qty

5. Financial Accounting system ERP Citrix Servers - 3Qty

6. Application Server Data warehousing - Production (Crystal Reports ,BO, BI)- 2 Qty

7.Reverse Proxy Servers for e-Filling production- 2 Qty

8.Reverse Proxy Servers for Financial Accounting system ERP production- 1 Qty

12.Test and Development Application Server Data warehousing - Production (Crystal Reports ,BO, BI) - 2Qty | Controller: Server should support two M.2 drives OS Boot Device with Hardware RAID 1.
In addition, Server should support one of the below controllers, must support Mixed Mode which combines RAID and HBA mode operation simultaneously: | | As per tender document, no change |
| 111. | | | PCIe 4.0 based x8 RAID controller with 4GB Flash backed write cache, supporting RAID 0, 1, 1 TP, 10, 10 TP, 5, 6, 50, 60 with 16 SAS/SATA/NVME lanes supporting up to 16 direct-connected storage devices (SAS/SATA/NVMe). Controller must support 6G SATA, 6G/12G/24G SAS, Gen 3/Gen4 NVMe. Storage controller should support Secure encryption/data at rest Encryption. | | |

112.			Interfaces: Serial - 1 (Optional) USB 3.0 support With Up to 5 total: 1 front, 2 internal, 2 rear, 2 internal	Please revise the clause as follows : Front --- 1 x Dedicated iDRAC Direct micro-USB, 1 x USB 2.0 Rear --- 1 x USB 2.0, 1 x USB 3.0 Internal Ports --- 1 x USB 3.0 1 x Serial (optional)	As per tender document, no change
113.			Power Supply: Should support hot plug redundant low halogen power supplies with minimum 94% efficiency	"Low Halogen" is a proprietary term specific to one OEM. Please revise the clause as (low halogen power supplies or equivalent)	As per tender document, no change
114.			iLO Security Modes	"iLO" is a proprietary term specific to one OEM. Please revise the clause as (iLO or equivalent)	**iLO or equivalent Security Modes**
115.			Granular control over iLO interfaces		
116.			Firmware security: 1. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable	"fingerprint" is a proprietary term specific to one OEM. Please revise the clause as (fingerprint or equivalent)	As per tender document, no change