

# Response to Pre-bid queries

For

Request for Proposal (RFP)

for

**“Design, development, integration,  
implementation, operation and maintenance  
of  
Port Community System ver1x  
for  
Indian Sea Ports”**

**Bid Reference # IPA/ICTD/PCS/1x/2018**

Date: 10.03.2018



Indian



Ports



Association

**Response to Pre-bid queries for Request for Proposal (RFP) for ““Design, development, integration, implementation, operation and maintenance of Port Community System ver1x for Indian Sea Ports”**

S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
1	Request for Proposal Data Sheet	7	2. Purpose of Tender	Migration of Port Community System 1.0 functionality to cloud environment, provide value added services as per requirements and operation & maintenance of Port Community System ver 1.x for all the Indian sea ports.	Please provide the list of all the Indian Sea Ports which will be included in the scope of PCS 1x	This can be seen in IPA PCS web site at <a href="https://www.indianpcs.gov.in">https://www.indianpcs.gov.in</a>  (Link: About PCS at homepage of PCS).  PCS 1x should be scalable to add any new ports in the future.
2	1. Introduction	9	1.2 The Project <i>(IPA has intended to appoint a partner that can:)</i>	3. Support and Maintain the PCS Ver 1.0 functionality at Cloud Environment along with delivered value added services for two (2) years post Go Live.	a) Request herewith to mention time period from date of Award to Go Live  b) There needs to be extension clause over and above 2 years <i>(refer 10.2 Summary of Commercial Proposal)</i> and/or till the next version of PCS (i.e. PCS 2.0) is in place, whichever is later.	a. Refer Corrigendum - I (Project Schedule)  b. No change. Tender condition shall prevail
3	2. Instructions to Bidders	13	2.2.2 Consortium of Firms	ix. In case of any dissatisfaction or default on part of the lead bidder, Consortium members would provide the level of support desired by IPA without any financial liability	This needs to be deleted as the Lead Bidder shall be responsible and liable for the successful completion of the entire project	Refer Corrigendum - I
4	2. Instructions to Bidders	13	2.3 Sub-Contracting	Sub-contracting would be subject to the following conditions:  i. All sub-contracting arrangements must form part of the bid.	The successful bidder should be allowed to submit sub-contracting arrangements after the award of contract	Refer Corrigendum - I

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5	4.5 Pre-Qualification Criteria	25	2. Positive net worth	<p>The bidder should have positive net worth for last three years as of March 31, 2017.</p> <p>For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.</p>	<p>With reference to Vol.1,Pg 12, 2.2 Eligible bidders (3):</p> <p><i>"For the purpose of evaluating the Bidder in respect of the prescribed pre-qualification and technical criteria, the respective technical experience and the financial capabilities of all the Consortium Members shall also be considered. In addition, the technical experience and the financial capabilities of the Associates of the Bidder/ Members of the Consortium would also be considered.</i></p> <p><i>For purposes of this Tender, 'Associate' means, in relation to the Bidder/ Consortium Member, a person who controls, is controlled by, or is under the common control with such Bidder/ Consortium Member (the "Associate").</i></p> <p><i>As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law."</i></p> <p><b>Net-worth of the Bidder /Lead bidder and its associates to be considered. The clause should be read as</b></p>	<p>To be read as "The Lead bidder or Consortium members should have positive net worth as on the date of last closure of accounts"</p>

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					<p>following:</p> <p>"The bidder should have positive net worth for last three years as of March 31, 2017. For the purpose of this criterion, net-worth of the bidding entity and/or its associate(s) will be considered."</p>	
6	4. Evaluation of Bids	29	4.6 Technical bid Evaluation -- Schedule I – Evaluation criteria for the proposed solution --A Bidder Experience--A6	IPCSA+ISO 27001+SEI CMM Level 5	SEI CMM Level 5 to be changed to SEI CMMi Level 3 as per the provision at A6 Pg. 32.	Refer Corrigendum 1
7	4. Evaluation of Bids	29	4.6 Technical bid Evaluation -- Schedule I – Evaluation criteria for the proposed solution --B Resources Requirements	B Resources Requirements - 300(Max Marks)	No. of Resources required under each category is on very high side (B2-B9). This needs to be suitably reduced.	No change. Tender condition shall prevail
8	4.6 Technical bid evaluation	36	Note below the Format for submission of technical bids	Wherever self-certification or certification by statutory auditor has been submitted by the bidder and he happens to be successful bidder , he has to produce either work order or agreement or certification from the client for the purpose	Internationally, PCS Service Providers are independent service providers. They do not develop their systems based on work orders issued by clients. This Note should therefore be removed	Refer Corrigendum I

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9	6.Payment Terms	41	6.1 Payment components (S.no 1)	Completion of system study with recommendations for process optimization – submission and acceptance of report.	Request to consider 5% payment at this stage	Refer Corrigendum - I
10	6.Payment Terms	41	6.1 Payment components (S.no 2)	Proto type of the design of the proposed community system – acceptance of the design by the stakeholders	Acceptance of the design to be at IPA level instead of the stakeholders	No change. Tender condition shall prevail
11	6.Payment Terms	41	6.1 Payment components (S.no 6)	UATs	The User of UAT will be IPA	No change. Tender condition shall prevail
12	6.Payment Terms	41	6.1 Payment components (S.no 8)	Go Live in phases	a)No. of phases to be defined  b) In view of completion of system study being allocated 5 % ; to reduce go live phases pay-out from 20 % to 15%.	Refer Corrigendum - I
13	8. Formats for submission of technical bids	46	8.3 PQ Form 3 - Financial Capability	We have examined the books of accounts and other relevant records of <<Bidder / consortium Partner Name along with registered address>>.	The certificate to be amended needs to say that <b>“We have examined the books of accounts and other relevant records of &lt;&lt;Bidder / consortium Partner /Associate of the Bidder - Name along with registered address&gt;&gt;.”</b>	No change. Tender condition shall prevail
14	8. Formats for submission of technical bids	49	8.5 PQ Form 5 - Details of Experience of Bidder in Various projects -- Financial details of the project (value in millions.	Revenues from PCS Operations (in millions)	The unit of currency in Indian Rupees (INR)	Refer Corrigendum - I

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			Specify the currency and exchange rates) (S.no18.)			
15	8. Format for Consortium Agreement	53		2. M/S .....shall act as Bidder for self and for and on behalf of M/s ..... (second member). Further , the bidder is authorised to incur liabilities and receive instructions for and on behalf of any or all members of the consortium	This should read as '2. M/S .....shall act as Bidder for self and for and on behalf of M/s ..... (second member) and ..... (Third Member). Further , the bidder is authorised to incur liabilities and receive instructions for and on behalf of any or all members of the consortium	Refer Corrigendum I
16	8. Formats for submission of technical bids	53	8.6 PQ Form 6 - Format for Consortium Agreement--(Point 4. Table heading)	Roles & Responsibility of Lead Bidder	Lead word to be retained	Refer Corrigendum I
17	8. Formats for submission of technical bids	70	8.19 Tech Form 12 - Format for Power of Attorney for Bidder of Consortium	8.19 Tech Form 12 - Format for Power of Attorney for Bidder of Consortium  Para 3: Whereas, it is necessary for the members of the Consortium to designate one of them as the Bidder with all necessary power and authority to do, for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's RFP response for the Project.	To be worded as follows: "8.19 Tech Form 12 - Format for Power of Attorney for <b>Lead</b> Bidder of Consortium"  Para 3: Whereas, it is necessary for the members of the Consortium to designate one of them as the <b>Lead</b> Bidder with all necessary power and authority to do, for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's RFP response for the Project.	Refer Corrigendum I

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18	9 Sample Forms	72	9.1 Sample Form 1: Tripartite agreement for Cloud Service Provider  (Responsibility of the BIDDER)	To arrange through a licensed CLOUD SERVICE PROVIDER, Network services, Internet Bandwidth and connectivity, incidental thereto as specified in the Scope of Work in the agreement between ..... (BIDDER) and ..... (OWNER). The BIDDERS overall liabilities and responsibilities shall in no case be less or more than the liabilities as mentioned in the contract, with respect to 'The Project', executed between the BIDDER and the Owner. Ensuring Timely execution of the part of the order related to required Bandwidth for the project.	To amend the wordings as follows: "To <b>monitor and maintain</b> through a licensed CLOUD SERVICE PROVIDER, Network services, Internet Bandwidth and connectivity, incidental thereto as specified in the Scope of Work in the agreement between ..... (BIDDER) and ..... (OWNER). The BIDDERS overall liabilities and responsibilities shall in no case be less or more than the liabilities as mentioned in the contract, with respect to 'The Project', executed between the BIDDER and the Owner. Ensuring Timely execution of the part of the order related to required Bandwidth for the project."	Refer Corrigendum I
19	9 Sample Forms	72	9.1 Sample Form 1: Tripartite agreement for Cloud Service Provider  (Responsibility of the BIDDER)	To obtain and arrange for the maintenance in full force and effect of all applicable government approvals, consents, licenses, authorizations, declarations, filings, and registrations as may be necessary and advisable for the performance of all of the terms and conditions of this Agreement.	Suggest to amend as follows: "To <b>assist</b> for the maintenance in full force and effect of all applicable government approvals, consents, licenses, authorizations, declarations, filings, and registrations as may be necessary and advisable for the performance of all of the terms and conditions of this Agreement."	Refer Corrigendum I
20	10. Formats for submission of Commercial Bids	86	10.2 Summary of Commercial Proposal (in Table)	* O&M phase can be extended by maximum of 3 more years at the same rate quoted by the bidder at the discretion of IPA, and with satisfactory performance of the	O&M phase can be extended by maximum of 3 more years <b>and/or till the next version of PCS (i.e. PCS 2.0) at additional 10% increase in the rate quoted for every consecutive year (after completion of initial 2 years contract period)</b> is in place at the	No change. Tender condition shall prevail

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				bidder during first year of O&M Phase.	discretion of IPA, and with satisfactory performance of the bidder during first year of O&M Phase	
21	10. Formats for submission of Commercial Bids	86	10.2 Summary of Commercial Proposal (in Table)		To add rate card for manpower for additional services to provide under change of request.	Refer Corrigendum I
22	1.2.1.3. SOLUTION DESIGN CONSIDERATIONS	8			<b>To add point 13 as :</b> The existing vendor to handover current source code with technical/functional design documents and knowledge transfer of the same duly endorsed and understood by the successful bidder in presence of IPA.	No Change. Please refer "A. Existing Modules in PCS"
23	1.2.1.3. SOLUTION DESIGN CONSIDERATIONS	8			<b>To add point 14 as:</b> The existing vendor will support and provide representative with adequate knowledge to successful bidder till PCS 1.0 is migrated to the cloud.	No change. Tender condition shall prevail
24	2. SCOPE OF THE PROJECT	9	2.(f)	All services and licenses procurement will be proposed by successful bidder and responsibility of procurement and cost shall rest with IPA, who will be the owner.	All services and licenses procurement will be proposed by successful bidder and responsibility of procurement and cost shall rest with IPA, who will be the owner. <b>All payments arising out of the same are to be paid by IPA directly to the concerned vendor.</b>	Refer Corrigendum I

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25	2. SCOPE OF THE PROJECT	15	B. Software components - PCS V1.0*:	B.1, B.2, B.3, c-cloud services, d-cloud (primary and DR site)	Need clarification	Clause B1, B2, B3 and C Self-explanatory.  D - Refer Corrigendum I
26	Annexure 2	19		Functional Enhancements are required to be provided as per the changes requested by the users	a)Please clarify the scope.  b)This will be beyond the scope of PCS 1.x and thus to be removed.	No change. Tender condition shall prevail
27	4.Condition s Precedent & Effective Date	9	4.2 (b)	Conditions Precedent of IPA	The transfer of Source Code along with the existing documents from the existing service provider should form part of the Conditions Precedent	Refer Corrigendum I
28	15. Termination & Suspension	25	15.2 Termination for Convenience	IPA may terminate the Contract for any reason by giving the Service Provider a notice of termination	Events of default should be defined and only for reasons of events of default, the Contract can be terminated. It will be against the principles of natural justice to terminate a contract for any reason	No change. Tender condition shall prevail
29	15. Termination & Suspension	27	15.5 Suspension	The Service Provider shall, if ordered in writing by IPA, temporarily suspend the performance of any services	It is against the principles of natural justice, to order suspension of services without assigning any reason	No change. Tender condition shall prevail
30	20. Intellectual Property Rights	32	20	All Intellectual Property Rights of SP in bespoke development and pre-existing work , upon payment, shall be transferred to IPA.	This should not apply to pre-existing work and other Exim related services rendered by SP	Self – Explanatory

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31	21 Warranty	34	21.1 Standard	The SP warrants that the Project including all the systems, materials and goods supplied pursuant tot his Agreement shall be free from any defector deficiency in the material....	SP can give warranty for his services, but not for the material supplied by the previous SP or the Cloud Service Provider. This provision needs to be changed suitably	No change. Tender condition shall prevail
32	21 Warranty	35	21.1 Standard	Clauses (j) and (l)	These two clauses are same. Only one clause needs to be retained	Sub Clause L deleted
33	23. Escrow Agreement	36	b)	Within ninety (90) days after IPA's acceptance of the Solution, the Parties shall enter into a software escrow agreement ("Escrow Agreement") with a reputable, independent, third party that provides software escrow services among its principal business offerings ("Escrow Agent"). The Escrow Agreement shall provide for the regular deposit into escrow of all source code (including without limitation all make files, configurational files, data tables upon which execution is dependent, and the like, collectively the "Source Code"), object code, and documentation with respect to all Public Material and Implementation Agency's Proprietary Material (and cumulative updates thereof), together with (a) continually updated instructions as to the compilation, installation, configuration, deployment, and use of the Source Code, and (b) a list of all non-	<p>PCS 1.0 source code is already available with IPA.</p> <p>Source Code for the value adds - prescribed in Vol.2 Section 2 part 6 will be deposited in the proposed escrow account.</p> <p>Other services offered by the service provider to the EXIM trade as per Vol.2, 1.2.1.3. (1) are the property of Service provider and any source code related to that is beyond the purview of this proposed escrow arrangement.</p>	Self-Explanatory

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				deposited third party software used in conjunction with the Source Code to provide the full functionality of the deposited materials. In the event of the termination or expiration of the initial Escrow Agreement or any successor agreement, with minimal delay the Parties shall enter into a substantially equivalent agreement with a successor provider of software escrow services (who shall then be known as the “Escrow Agent”).		
34	27. SCHEDULES	46	SCHEDULE I – DEFINITIONS: Term: GO LIVE	Go Live: Means operating the full solution on the target production environment successfully as per the scope of work as defined in RFP by the actual intended users of IPA and integration of existing systems and commissioning of DR set up	The definition of Go Live open ended. Can this be elaborated further	Clause self-explanatory
35	Schedule II- Change Control Schedule	50	a (iii) Change Control Note	Any change of control suggested beyond 10%of the value of the project will be beyond the scope of Change control process and will be considered as the subject matter for a separate bid process and a separate contract	a) First right of refusal beyond 10 percent to be for the successful bidder.  b) The Schedule Manpower rate structure to be part of commercial proposal 10.2 of vol.1 page 86.	a. No change. Tender condition shall prevail  b. Refer Corrigendum I
36	Schedule III-Exit management Schedule	52	2. Transfer of Assets	IPA shall be entitled to ask the SP to sell the Assets to IPA at book value prior to the end of exit management period	This should not apply to assets in relation to exim related services that will be rendered by SP	No change. Tender condition Shall Prevail

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37	Schedule IV-Audit, Access and Reporting	59	7. Terms of Payment	The SP shall bear the cost of any audits and inspections	IPA should bear the cost of such audits and inspections	No change. Tender condition shall prevail
38	Annexure H-Services Level Agreement	75	10.1 Details of SLA Penalty Mechanism and calculations	No substitution of resources will be allowed for a period of 15 months	This clause should be removed as it would be difficult to bind people with an Organization. Instead, provision should be made for substitution of the resource with equal or better credentials without any penalties.	No change. Tender condition shall prevail
39	Annexure H-Services Level Agreement	76	SLA parameters during Operations & Maintenance Phase		Many of parameters appear to be onerous. These parameters should be on par with those of the existing service provider and penalties should be reduced.	No change. Tender condition Shall Prevail
40	3.4	21	Submission of Proposal	Table under 3.4.1 Sr. No. 1:: talks about PQ Form 8	In enclosed sample forms : For data filling PQ Form 8 is not enclosed ; probably this will come under Technical Bid documents	Refer Corrigendum I
41	3.4	21	Submission of Proposal	Table under 3.4.1 Sr. No. 2: Tech Form mentioned up to 12.	The enclosed form also contents Tech Form 13. This needs to be mentioned in the table	Refer Corrigendum I
42	8	52	8.6 PQ Form 6 - Format for Consortium Agreement	to be purchased in the name of executants companies	to be purchased in the name of the lead bidder who will obtain signatures of other consortium members	No change. Tender condition shall prevail
43	8	67	8.16 Details of Experience of	Mention of Tech Form 5	Requires to be PQ Form 5. It may also be mention here that many of the international players do not execute specific projects on behalf of clients, thus	No change. Tender condition shall prevail

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			Bidder in Various projects		in such cases self-certificate of bidder or consortium partner counter signed by statutory auditor / chartered accountant to be considered.	
44	8	70	8.19 Tech Form 12	To be executed by all the members individually in case of consortium	This form cannot be signed by consortium members individually and it has to be jointly signed by all the members.	To be read as “To be executed by all the members jointly in case of consortium”
45	8	71	8.19 Tech Form 12	Tech Form 13.2 ; Column : details of reference Documents for verification of compliance	Needs clarification as what documents needs to referred	Refer Corrigendum I
46	1.2.1.1 vol 2	6	Point#1	1. Use data as provided by PCS 1.0; PCS 1.0 shall continue to be the primary source of data.	For end user, PCS1 is still front end and Value added services are related to integrations ?	PCS 1x will be front end
47	1.2.1.1 Vol2	6	Point#3	3. move towards a paperless regime i.e to optimise, manage and automate port and logistics processes by connecting transport and logistics chains i.e. electronic handling of key processes regarding import and export of containerised, general and bulk cargo;	How the port processes are automated using this system? What are the key processes are not mentioned?	The successful bidder has to study and provide best solution as required in the scope of RFP
48	1.2.1.2 Vol 2	7	#1	"Servers shall be hosted with suitable Cloud Solution providers with exclusive servers"	What does "Exclusive Servers" imply? Does it mean that physical servers has to be arranged for the hosted CLOUD environment? Currently most CLOUD providers offer IAAS where underlying servers are provided by the CLOUD service provider.	a. Dedicated Servers for IPA b. No further explanation for second part.

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49	1.2.1.2 Vol 2	7	#2	"All Government Agencies shall continue linkages to PCS 1.0 as-is currently in existence"	Can the bidder assume that all government agencies are currently linked or have existing connectivity with the MeITY certified CLOUD service providers?	Bidder to make necessary assumption to provide services as required in the scope of RFP
50	1.2.1.3 Vol2	7	Point# 1	1.PCS 1.xshall be designed as an “open platform” and in a manner that allows coexistence of multiple service providers to provide EXIM related services independently or by using connectivity options and data as authorized by IPA.	PCS 1.0 cloud migration on open source or as it is with the existing s/w stack?	Bidder to make necessary assumption to provide best solution as required in the scope of RFP
51	1.2.1.3 Vol2	7	Point# 3	3. The proposed solution shall be highly configurable through dynamic forms, list grids, layouts etc. Changes to these components shall be achievable without code modification. For example, all list grids provide selectable fields to be displayed, export to excel/ pdf/ print/ XML function, filtering etc. which is configurable. New changes on existing modules shall be faster to incorporate and mostly achieved with minimal code changes. E.g. adding a new field to an existing form is more of a configuration.	it says new changes on existing module should be faster, existing modules are in PCS1.0 and all value add services are on new independent system. Please elaborate more on this	Self – Explanatory
52	1.2.1.3 Vol 2	7	#2	Facilitate seamless migration from existing application hosting from NIC to MeITY certified cloud service provider"	Can the bidder choose any of the cloud service provider from the list shown in the link ? <a href="http://meity.gov.in/content/gi-cloud-meghraj">http://meity.gov.in/content/gi-cloud-meghraj</a>	Self – Explanatory

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53	1.2.1.3 Vol 2	7	#2	Facilitate seamless migration from existing application hosting from NIC to MeITY certified cloud service provider"	Can the bidder assume that all CLOUD service provider hosting cost will be provided by IPA?	Refer Corrigendum I
54	1.2.1.3 Vol 2	7	#6	The proposed solution shall have provisions for translating messages of different standards (EDIFACT, XML, ANSI etc) to facilitate meaningful exchange of messages with multiple external systems in required formats	Shall the new system rely on existing PCS 1.0 for message exchange? Any expected changes in message format/ mode/ protocol with external systems?	Self – Explanatory
55	2.4 Vol 2	9	# 4	"Study the existing Port Community System (PCS 1.0) and conduct business process discovery on the implemented platform."	What is the meaning of "business process discovery"? Please elaborate more on this	The Bidder has to study the existing PCS ver 1.0 functionality and the underlying business processes before implementing it on the proposed new PCS ver 1.x. In order to ensure that the existing functionalities are correctly understood, the bidder has to clearly understand the business processes.
56	2.4 Vol 2	9	# 5	"Prepare a Business Requirements Specification (BRS) document identifying the list of processes that are proposed to be modified due to the proposed value add solution"	Number of processes are not mentioned? how many processes need to change? Scope for Value add solution / services is not clear. Please elaborate.	The successful bidder has to study and provide best solution as required in the scope of RFP
57	2.4 Vol 2	9	# 6	"h. Solution should have centralized identity management for all defined users."	Is it referring to Single Sign on, if yes, between what components?	The successful bidder has to study and provide best solution as required in the scope of RFP

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58	2.4 Vol 2	9	# 6	"i. Solution should facilitate seamless exchange of information/ data in multiple formats and in electronic form. "	PCS1 is already doing message exchange, are you referring to create a new message exchange platform?	The proposed PCS 1.x shall include all the functionalities of the existing PCS ver 1.0. Hence it should have message exchanging capabilities of the existing PCS as well.
59	2.4 Vol 2	9	# 6	"m. Solution should provide Decision Support Tools to all stakeholders." "r. Solution should have the capability to automate capture of data."	m) Not sure what are you referring here? R) Please elaborate more on this	In the proposed value add services, the system should be capable of helping the users to decide on the actions to be taken based on the data available. R. The bidder has to assess the need for these features while doing the study with the stakeholders
60	2.2 Vol 2	9	#2	Solution should be able to meet RPO (Recovery Point Objective) i.e. acceptable Data Loss and RTO (Recovery Time Objective) i.e. time to bring back system defined in SLA.	Can the bidder assume the RPO and RTO as 24 hrs?	Refer Corrigendum I
61	2.7 Vol 2	12	#7	To prepare Data Analysis report that captures the data points required from the PCS 1.0 platform for value add solution to function as desired	What is the expected number of reports?	The bidder has to assess while doing the study with the stakeholders
62	B. SW component s Vol 2	15		Software components - PCS V1.0*: B.3CMS and other features shall include; a. role-resource based authorization including 2F authentication b. password end to end encryption c. UI/API mode of integration d. Configurable and flexible password policy	Are these features already in PCS V1.0 or to be added in 1.X?	To be part of PCS1x

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				e. SSO f. UI for password reset g. Compatibility with all popular open source OS, middle tier and DB software h. Prompt for Password change upon first login i. Locked Account after multiple failed attempts (configurable) j. Enforce periodic changing of passwords (configurable) k. Maintain password history (configurable) l. Flexibility to choose password complexity (simple/medium) m. Passwords encryption in database n. Flexibility to choose user commencement date		
63	Annexure - II Vol 2				Detailed requirements are not provided for all the items including mobile app	Detailed requirements have to be studied by the bidder as part of the scope of work before developing the applications
64	4.3, Vol I	25	#5	<ul style="list-style-type: none"> <li>The Bidder must have experience of successful Go-Live / completed/ operational project during the last Seven years (as on the last date of bid submission) in:                              one project of similar nature viz. implementation, operation and maintenance of maritime community projects of value of INR 10crores and above</li> </ul>	Request to relax the same to INR 5 Crores for one project/ operational support in last years	No change Tender Condition Prevail

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
65	Vol I	7	#10	Last Date & time (deadline for Submission: 19th March 2017	Request you to extend the submission deadline for 1 month till 19th April.	No change Tender Condition Prevail
66	RFPPCS1x Vol1: Technical bid Evaluation	29	4.6	A6 : IPCSA+ISO 27001+SEI CMM Level 5	A6 : IPCSA+ISO 27001+SEI CMM Level 5 but in the Detailing of A6 in Page 32, Bidder/any member of consortium being a member of IPCSA Bidder/any member of consortium being ISO 27001 Standard certified Bidder/any member of consortium being <b>CMMi-Level 3 standard certified, Kindly Confirm it is Level 3 or Level 5.</b>	Refer Corrigendum I
67	RFPPCS1x Vol1: Technical bid Evaluation	29	4.6	<b>A1</b> . The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project during the last Seven years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window, Cargo Community System, Maritime and Port Single Window <ul style="list-style-type: none"> <li>· Study of the system Optimization/ re-engineering</li> <li>· Design of the solution</li> <li>· Development / customization</li> <li>· Training &amp;Implementation</li> <li>· Operation and maintenance</li> </ul>	The wording and text and Scope is looking almost similar, Please Clarify the difference between A1 and A2.	Self – Explanatory

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
				<p>services</p> <p>Each of the above component will be awarded 5 marks subject to a maximum of 25 marks per project. The bidder can submit upto a maximum of 4 projects.</p> <p><b>A2.</b> The Bidder / any member of consortium must have of successful Go-Live / completed project experience during the last seven years (as on the last date of bid submission) of National level or Regional level community projects for 4 or more ports under one community comprising of the following components:</p> <ul style="list-style-type: none"> <li>· Study of the system &amp; Optimization/ re-engineering</li> <li>· Design of the solution</li> <li>· Development / customization</li> <li>· Training &amp; Implementation</li> </ul> <p>Each of the above parameters will be awarded 5 marks per project 20 marks. Bidder can submit up to a maximum of 4 projects.</p>		
68	RFPPCS1x Vol1: Technical bid Evaluation	29	4.6	<p>A5 . The bidder / any member of the consortium must have experience in designing, developing and integrating mobile applications on diverse platforms (Android, iOS, Windows, etc.) during the last seven years.</p> <p>20marks will be awarded for each</p>	As per the clause, four projects are considered as 60 Marks, But the Evaluation Marks are mentioned as 80. Please clarify	Refer Corrigendum I

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
				mobile project subject to a maximum of 4 projects for a total score of 60.		
69	RFPPCS1x Vol2: 2. SCOPE OF THE PROJECT :	9	Point 2	Prepare a cloud migration roadmap for PCS 1.0 and implement the same. The cloud solution should meet the following criteria:	Please Clarify If the Prospective Bidder will have access to Existing IPA PCS Version 1.0 access to Source Code.	Refer B1 (Volume2)
70	RFPPCS1x Vol2: 2. SCOPE OF THE PROJECT :	9	Point 2	Prepare a cloud migration roadmap for PCS 1.0 and implement the same. The cloud solution should meet the following criteria:	Please clarify If the Prospective Bidder can modify Source Code.	The bidder can modify the source code but the source codes may be platform dependent in some cases and might not work in a different platform/ environment. Hence, bidders are advised to consider this while planning for migrating the functionalities based on the platforms proposed by them.
71	RFPPCS1x Vol2: 2. SCOPE OF THE PROJECT :	9	Point 2	Prepare a cloud migration roadmap for PCS 1.0 and implement the same. The cloud solution should meet the following criteria:	Kindly Do share us the details of third party software License available with IPA.	Refer B1 (Volume2)
72	RFPPCS1x Vol2: 2. SCOPE OF THE PROJECT :	9	Point 2	Prepare a cloud migration roadmap for PCS 1.0 and implement the same. The cloud solution should meet the following criteria:	Do let us know if there are any Test cases and Test Strategy already created for existing solution, Do you have any automation testing tools deployed, If yes please provide information.	The test cases and strategy will have to be developed by the bidder in consultation with IPA. There are no automated testing tools deployed in this project.

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
73	General	63	8.13	8.13 Tech Form 6 - Project Plan & Deployment of Personnel:	Please Specify if there are any timelines for Migration and Enhancements.	Refer Corrigendum I
74	RFPPCS1x Vol2: 2. SCOPE OF THE PROJECT :	9	Point 2	Prepare a cloud migration roadmap for PCS 1.0 and implement the same. The cloud solution should meet the following criteria:	Please Specify the bandwidth required for the current IPA PCS V1.0.	Refer B1 (Volume 2)
75	RFPPCS1x Vol2: 2. SCOPE OF THE PROJECT :	9	Point 2	Prepare a cloud migration roadmap for PCS 1.0 and implement the same. The cloud solution should meet the following criteria:	Please specify the volume of Data transfer per minute.	Bidder to make necessary assumption to provide best solution as required in the scope of RFP
76	General			PCS 1.x Road Map	Kindly do share the Road map of the PCS 1.x Version and expected enhancements.	No change. Tender condition shall prevail
77	RFPPCS1x Vol1: General	7	10	Last date and time (deadline) for 19.03.2018 15:00 HRS	Request extension the date of Submission for 6 to 8 Weeks.	No change. Tender condition shall prevail
78	General				No of concurrent Users, data Storage required.	Refer B1 (Volume 2)
79	General				Security Policy of Existing PCS and any identified areas of improvement.	To be proposed by the bidder as per the ISO 27001 requirements.
80	General				Request to provide us the process of release management.	To be proposed by the bidder.

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<b>S. No.</b>	<b>Section</b>	<b>Page#</b>	<b>Clause#</b>	<b>Content of Tender requiring Clarification</b>	<b>Points of Clarification Required</b>	<b>Response</b>
81	General				Request to provide us the process of change management.	To be proposed by the bidder.
82	Volume 1	25	Positive network	<p>The bidder should have positive net worth for last three years as of March 31, 2017.</p> <p>For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.</p> <p>Net Worth shall mean (Subscribed and Paid-up Equity + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders).</p>	Please change this to 3 years positive net worth out of last 5 financial years	Refer S.No.5
83	Volume 1	29	Evaluation criteria for the proposed solution	IPCSA+ISO 27001+SEI CMM Level 5	In the Volume 1 page no 32 it is mentioned to submit CMM Level 3 certificate where as page no 29 it is mentioned CMM Level 5. However CMM Level 3 is sufficient for the SOW mentioned in the Tender. So request to change it CMM Level 3	Refer Corrigendum I
84	Volume 1	29	Resource requirement	Point no B1 to B8	Need clarity on sizing of the resources	Bidder to make necessary assumption to provide best solution as required in the scope of RFP

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85	Volume 1	41	Central help desk/Call center		Need existing call volume of last 6 months to size the resources & current team size	Refer B1 (Volume 2)
86	Volume 1	7	Last date and time (deadline) for receipt of proposals in response to tender notice	19.03.2018 15:00 HRS	Request to extend till 30th march	Refer Corrigendum I
87	Volume 2	11	Scope of the project	v. Solution provider should provide SLA based (response and resolution) support as per the following 1. Ticketing System for capturing incident and record of closure 2. On site resources for L1 & L2 Support 3. Off Site resources for L3 and above	We need clarity on the no of locations where onsite resources to be deployed and no of shifts	a. Refer S.No 1 for no of locations. b. General Shift of the respective Ports.
88	Volume 2	8	Scope of the project	Bandwidth guidelines for access of the PCS 1.0 application for locations of IPA to the chosen MeitY Certified Cloud Service provider	What is existing bandwidth consumption PCS application	Refer B1 (Volume 2)
89	Volume 2	9	Scope of the project	Solution should be able to meet RPO (Recovery Point Objective) i.e. acceptable Data Loss and RTO (Recovery Time Objective) i.e. time to bring back system defined in SLA	Please specify the RPO & RTO parameters	Refer Corrigendum I
90	Volume 2	9	Scope of the project	All services and licenses procurement will be proposed by successful bidder and responsibility	IPA is going to use the existing licenses (eg. Middleware) or bidder has to propose all new licenses	Refer Corrigendum I

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				of procurement and cost shall rest with IPA, who will be the owner		
91	Volume 3	74	Adherence to timelines for Go-live	Up to 4 calendar weeks delay from the timelines as mentioned	Request to change it to 8 weeks	Refer Corrigendum I
92	Volume 3	74-75	Penalty clause	Point no 1 to 3	Need to be relook on the penalty clause	No change. Tender condition shall prevail
93	Volume 3	75 - 88	SLA Parameters during Operations and Maintenance Phase		Request to share the existing SLA of PCS 1.0 . Need clarity on the defined matrix & criticality and also required revision based on that.	Refer B1 (Volume 2)
94	Volume 3	75	Substitution of resources from those	Penalty of Rs. 5,00,000 per substitution of resources whose CVs have been provided along with the technical bid	Request to remove the clause	No change. Tender condition shall prevail
95	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	1. Please do share Current Hardware Utilisation Levels (CPU, Memory) for each machine/server covering Peak Utilisation % and Average Utilisation Percentage to under the current workload 2. What is the level of performance is expected from new proposed setup. Please share any specific performance metrics has been defined to accommodate new users/modules/growth. Performance of the solution and scalability of the solution has to be defined clearly and explicitly	Refer B1 (Volume 2)  Bidder to make necessary assumption to provide best solution as required in the scope of RFP

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					for the vendors to work on solution sizing.	
96	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	<p>1. Current Storage Details (Make, Model, Front End Interface, Capacity, HDD Type and RAID Details allocated to each setup / Server)</p> <p>2. Please confirm whether the existing setup is connected to Storage through SAN Switches. If Yes, please do share the details of SAN Switches including Make and Model No, Port Speed, Port Count etc</p> <p>3. Please confirm total data size of Oracle DB and other solution components</p>	Refer B1 (Volume 2)
97	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	Please do let us know how HA is achieved for Database Tier. Is there a Common Storage attached to Database Tier?	Refer B1 (Volume 2)
98	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	Please let us know whether IPA intend to do platform version upgradation as well (Recommended). Please do list out the Certified Operating System to which current applications and DB can be ported. Does it support Oracle Solaris 11.3, Solaris Cluster 4.x etc?	Bidder to make necessary assumption to provide best solution as required in the scope of RFP
99	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	1. Please do share the list of Software Licenses including Oracle Licenses including Product Name, Edition, License Metric (Processor Perpetual or Named User Plus), available with IPA	Refer B1 (Volume 2)

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					<p>2. Please do confirm whether ATS Support for above licenses is in place till current date</p> <p>3. Please let us know whether procurement of additional software licenses is under bidder scope or IPA has additional licenses</p>	
100	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	Please share details about the current Backup Solution, if any, covering Infra, Backup Software, Backup Policies etc should be shared	Refer B1 (Volume 2)
101	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	<p>1. Please list out the Application Name, Edition, Version of Proxy Server, DNS Server, SMTP, Fax Server etc</p> <p>2. Please list out the technologies/application used in the application like DNS, Proxy, STFP, NFS, SMS, sftp, Monitor server etc.,</p> <p>3. Is there any application vendor involved in this? Does application vendor/ team will provide support in migrating these applications? Please confirm whether ATS or equivalent support is there for these applications and whether existing vendor will provide migration services along with version upgrade services if OS is changed to latest version</p> <p>4. Does latest Solaris 11.3 Operating System is certified to run these applications?</p> <p>5. Can these applications be virtualized using Solaris Virtualization technologies</p>	Refer B1 (Volume 2)

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					<p>6. Please also share any specific Hardware Requirement Sizing and pre-requisites if we were to propose latest hardware along with virtualization solution</p> <p>7. Whether these application stack supports Operating System like Windows 2016 or Windows 2012 R2, Oracle Linux/RHEI etc.,</p> <p>8. Please let us know the mailing solution available? Why only SMTP Services?</p>	
102	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	Please do share how DC to DR Failover happens, does IPA has any DR automation Solution? How does IPA take care of DC to DR Failover and switch Back currently? What is the current RTO achieved by IPA and what is the anticipated RTO in the proposed solution. Does bidder need to quote any DR Automation Solution? if Yes, please do share minimal requirements	Refer B1 (Volume 2)
103	Volume 2 - Annexure III	20,21,	Existing DC & DR Setup	Hardware Sizing	Please do share how data from DC is getting replicated from DC to DR during production hours. Please list out all mechanism for both Application, Database and other peripheral applications. What is the RPO achieved currently and what is the RPO anticipated from proposed solution	Refer Corrigendum I

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<b>S. No.</b>	<b>Section</b>	<b>Page#</b>	<b>Clause#</b>	<b>Content of Tender requiring Clarification</b>	<b>Points of Clarification Required</b>	<b>Response</b>
104	Volume 2 - Annexure III			Technology Stack of IPA	<p><b>Database</b></p> <ol style="list-style-type: none"> <li>1. What is the size of the current database, would also like to know the number of database</li> <li>2. Is the existing environment to be migrated to cloud is in Oracle or any other ?</li> <li>3. Are there any specific localization character set or only English</li> <li>4. Do we need to propose the cloud (AWS or Oracle), is there any specification. Is it going to be a private cloud or public cloud</li> <li>5. What is the expected growth rate of the database in the next 5 years (2+3) mentioned in the RFP.</li> <li>6. Who will be responsible for gateway integrations, who owns the API and who will liaison with the vendors for integration of 3rd party API</li> <li>7. What are the various database they have</li> <li>8. Are there any middleware, I am unsure if I missed anything in the RFP, if yes, what are they</li> </ol>	
105	Volume 2 - Annexure III			Technology Stack of IPA	<p><b>Application Stack</b></p> <ol style="list-style-type: none"> <li>1. Migration of Application to cloud should be as is, if Yes, what is the technology of the existing application</li> <li>2. Does the maintenance includes bug fixing, if Yes, what is the existing technology framework and technology architecture of the application</li> <li>3. Is there a pending bug list, if Yes, how</li> </ol>	Refer B1 (Volume 2)

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					<p>long are the bugs pending.</p> <p>4. Are there any documentation available, Both functional and technical specification document</p> <p>5. Any customization done so far is documented</p> <p>6. How many customizations are done and is everything move to existing production</p> <p>7. Are there any customization on the application which are pending to be developed</p> <p>8. Will the vendor be given access to the source code of the existing application that is running in production</p> <p>9. Who will authenticate to confirm that the source code shared to the vendor is the current product version of the source code</p> <p>10. The RFP is talking about getting all port into the same application and database platform in addition to the existing ports who are using it, in this perspective, who own the opening balance data migration activity</p> <p>11. Is the data for the ports who are not presently using the application and database, do they have a clear data migration roadmap</p> <p>12. If migration roadmap is available, is only opening balance to be migrated or even history data</p> <p>13. Is the data structure in line with the current recommended application</p>	

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
106	Volume 2 - Annexure III			SLA Related	<p>1. It is not possible to have the resource locked for the project for a period of deployment and post production maintenance for 2 years. This industry never has that facility of liberty</p> <p>2. SLA for the above cannot be accepted, if we accept it, it is a suicidal approach</p> <p>3. Without having proper technical and functional specifications of the existing applications and bug list, it is not recommended to accept the SLA of resolution, response and go live time</p> <p>4. Alternatively, all parties have to do a audit of the existing application and mutually come up with a document and sign to conclude based on the present state of application to agree on a mutually acceptable SLA</p>	No Change.
107					which CMMI Level is applicable as both are mentioned in RFP, CMMI Level-3 Or CMMI level-5?	Refer Corrigendum I
108					Can payment terms can be changed?	Refer Corrigendum I
109					Can IPA Provide all the documents related to existing application architecture like technical detail, deployment document etc if yes than in which form?	Refer B1 of volume 2

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<b>S. No.</b>	<b>Section</b>	<b>Page#</b>	<b>Clause#</b>	<b>Content of Tender requiring Clarification</b>	<b>Points of Clarification Required</b>	<b>Response</b>
110	Pg-8 of 22			a. IPA will have complete ownership and will transact directly with the MeitY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution. Solution provider to propose the optimum model for rules of engagement and ownership to IPA	Cloud services will be provided by us or they will directly deal with cloud service provider	Refer Corrigendum I
111	volume -2	Pg-9 of 22		Create a Software Requirement Specification (SRS) document, to encapsulate the functionality of the proposed value add solution.	Value added solutions should be developed or should be provided only in the SRS? All value added solutions/Enhancements/changes should be developed on existing platform or on separate platform	Value added solution should be developed after preparing the SRS. Bidder to make necessary assumption to provide best solution as required in the scope of RFP
112	Annexure-IV	pg -22 of 22	Point-7	Review of messaged during migration as defined in RFP	Please explain in Detail	PCS users have proposed certain inputs for changes in the existing PCS ver 1.0 which are placed in Annexure-I. The messages will have to be reviewed keeping these proposals in mind at the time of migration.
113	Annexure-IV	pg -22 of 22	point-10	Development of satellite modules on mobile platform	SLA/RTO/RPO is not defined in RFP & it is mentioned it will be discussing during the execution any cloud service provider can provide technical & commercial details only when these are known. However We will provide our inputs on the above as the part of the response.	Refer Corrigendum I

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S. No.	Section	Page#	Clause#	Content of Tender requiring Clarification	Points of Clarification Required	Response
114	Volume 1 - Instructions to bidder 2. SCOPE OF THE PROJECT	97	section d	d. Solution should have Onsite and Offsite proper backup mechanism with a mechanism for restoring data to check the backup consistency as per the mutual understanding with IPA on SLA.	<p>Backup Software is required for onsite and offsite backup copies, however no technical specification for backup software has been provided or any BOQ. Request to provide some minimum Specifications for a Backup Software Solution. Some of general specifications like below;</p> <ol style="list-style-type: none"> <li>1. Backup software should work on Windows and Linux Operating Systems, should support hosts on Physical, Virtual and Cloud environment.</li> <li>2. It should be capable of LAN based and SAN based backup /restore from various platforms including Linux and Windows</li> <li>3. The proposed Software Vendor must be available as Leaders in Latest Gartner Magic Quadrant for Enterprise Backup Software report.</li> <li>4. It should be able to perform backup/ restore of both file and block/ RDBMS data.</li> <li>5. The backup software must provide functionality for disk-to-tape, block/ file based full/ incremental backup, vaulting of tapes offline, etc.</li> <li>6. The backup software should allow creation of additional backup copies within the same library after the main backup.</li> <li>7. It must have in-built calendar based scheduling system .</li> </ol>	No change. Tender condition shall prevail

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					<p>8. It must have in built Java and Web-Browser based GUI for centralized comprehensive management of backup.</p> <p>9. Supplied backup software should allow individual file restore option from the selected backups or VM image backup without any staging or proxy.</p> <p>10. Proposed Backup solution should be able to perform Instant Recovery and Granular recovery of VMware and hyperV Virtual Machines.</p> <p>11. The backup software shall provide import and export facility of encryption keys for protection</p> <p>12. The backup software should have integration with public cloud vendors and should provide intelligent reduplicated replication of backup images to Cloud without any extra licenses or 3rd party tools.</p> <p>13. Proposed Backup Solution must provide Source and target data deduplication.</p>	
115	RFP Data Sheet	9		Pre bidding is schedule 06.03.2018 15:00 HRS Indian Ports Association	We are requesting pre bidding to be postponed of two weeks in order to us to get visas for India for our team and organize our travel. In that respect, we are asking IPA to provide invitation letters to submit them to the Indian Embassy in Paris to get the visas. Do know that the Indian embassy in Paris have a long process to issue visas. Participating to Pre-bidding meeting is	No change. Tender condition shall prevail

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					always very important and SOGET absolutely need to participate.	
116	RFP Data Sheet	7		All the queries/clarification requests should be received on or before 05.03.2018	We are requesting that clarification requests to be received on or before 12.03.2018 leaving the time for our PCS bid and expert teams to review RFP next week.	No change. Tender condition shall prevail
117	2.2	11	1	Eligible bidders	According to IPA: “Bidder should be a Company incorporated in India under the Companies Act, 1956 or Companies Act, 2013. “. Therefore, SOGET is not eligible to IPA RFP since we are a French Company and have no incorporate company in India as of today. It will be the case for most of international PCS solutions providers IPA has invited to participate. Shall therefore IPA propose Indian companies to lead the consortium? In that respect we will need time to meet with them, process due diligence, discuss and put in place the consortium agreement	No change. Tender condition shall prevail
118	RFP Data Sheet	7		Bid date is schedule on 19.03.2018 15:00 HRS	In the context of our above requests for clarification, we are requesting Bid date to be postpone to 10.04.2018	Refer Corrigendum I