

**Amendment- 1****RFP GEM/2023/B/4107997, Dtd 18.10.2023**

Sl. No.	Tender Page No./Section No./Clause No.	Clause as per RFP	New Modified Clause
1	Clause 4.1 of Section IV of RfP	The ERP platform shall be an available off the shelf product (COTS)/BESPOKE capable of integrating the different business functions mentioned below. Entire responsibility of the fully functional ERP system shall rest with the ERPSI to meet the performance levels as given in the Contract.	The ERP platform shall be an available off the shelf product <b>COTS</b> capable of integrating the different business functions mentioned below. Entire responsibility of the fully functional ERP system shall rest with the ERPSI to meet the performance levels as given in the Contract.
2	Clause 10.2 of Section IX of RfP	<i>Note 2: The late delivery charges shall be capped at maximum 10% of total project cost.</i>	<i>Note 2: The late delivery charges shall be capped at maximum 5% of total project cost.</i>
3	Clause 6.1 of GCC under Section X of RfP	Except in case of Force Majeure or where the delay in delivery of the Solution is caused due to any delay or default of RECPDCL if the delivery, site installation, integration, and operationalization of ERP System with related hardware, software and equipment is delayed by more than 9 (nine) months from the date of execution of the Contract the ERPSI shall be liable to pay liquidated damages as per the rates specified in this Article.	Except in case of Force Majeure or where the delay in delivery of the Solution is caused due to any delay or default of RECPDCL if the delivery, site installation, integration, and operationalization of ERP System with related hardware, software and equipment is delayed by more than <b>6 (six)</b> months from the date of execution of the Contract the ERPSI shall be liable to pay liquidated damages as per the rates specified in this Article.
4	Point 1.2 of Clause 5.1.1 (5.1 Qualification Requirements) under Section V of RfP	The bidder should have •CMM/CMMI level 3 (or above) •IEC/ ISO 27001 certification •ISO 9001:2015 certification	The bidder should have •CMM/CMMI level 3 (or above), <b>or</b> IEC/ ISO 27001 certification •ISO 9001:2015 certification

**Pre-Bid Clarifications**

**RFP GEM/2023/B/4107997, Dtd 18.10.2023**

Sl. No.	Reference Clause	Page No./ Clause No.	Bidder's Query	Clarification to Bidder	
1	C.3 Procurement Planning	7. Ability to set up E - procurement facility to automate processing of transactions between RECPDCL and its vendors and to share information with vendors, leading to providing access to RECPDCL data, as and when RECPDCL decides to use e-procurement	86	As it is understood that RECPDCL would use government tendering portal to publish bids and get bids for evaluation. Does the scope pertain to integrate the ERP solution with third tendering applications ? Please clarify.	No it is not required to integrate the poroposed ERP solution with third party tendering applications.
2	C.6 Turnkey Procurement	21. Ability to support multiple type/modes of tendering	93	what are the applicable modes of tendering for RECPDCL as we understand that all tenders would be in digital mode and executed through government tendering portals like GepNIC or GEM etc. ?	No it is not required to integrate the poroposed ERP solution with third party tendering applications.
3	4.3.4 Project Management E.1Project Planning	7 - Planning Support - Ability to create planning support repository which will consist of documents related to standard templates of resources, risk & effective mitigation strategies, learning from other projects, other historical data etc.,	112	how many project users would be involved in stated activities who would so in envisaged system ?	As per requirements of RECPDCL. However the financial bid shall be inclusive of all the increments in the user base as per requirements of RECPDCL.
4	4.3.4 Project Management E.1Project Planning	25 - Ability to define project related checklist / steps and issue alert for deviation/non-Compliance	113	how many project users would be involved in stated activities who would so in envisaged system ?	As per requirements of RECPDCL. However the financial bid shall be inclusive of all the increments in the user base as per requirements of RECPDCL.
5	4.3.4 Project Management E.2Project Scheduling	6 - Import/Export to industry standard project management software applications such as Primavera/Project Scheduler/MS Projects etc.,	113	If proposed solution has capability to do project scheduling and execution, is there a need to import/export other project management softwares ? Please clarify.	RFP conditions shall prevail
6	4.3.4 Project Management E.3Project Execution	14 - System should enable online project management process by enabling team members to easily manage, track, and report on their project activities through familiar tools, like the Web.	115	how many project managers would need to access, manage, track the progress ? We need approximate count of users of similar activities.	As per requirements of RECPDCL. However the financial bid shall be inclusive of all the increments in the user base as per requirements of RECPDCL.
7	4.3.5 Business Reporting	The objective of this functionality is to provide an effective, efficient, and user-friendly method of Business Intelligence and Reporting at RECPDCL including mails, SMS alerts and notifications. A system is required to enable attainment of these objectives	119	how many BI/MIS users are expected in proposed system ?	As per requirements of RECPDCL. However the financial bid shall be inclusive of all the increments in the user base as per requirements of RECPDCL.
8	4.3.7 Governance, Risk and Compliance	The objective of this functionality is to provide an effective, efficient, and user-friendly method of Governance, Risk and Compliance at RECPDCL	122	As a best practice, all the users should be subjected to access control to avoid segregation of duties violation etcetra. Please specify the count of transaction users except ESS/MSS users ?	As per requirements of RECPDCL. However the financial bid shall be inclusive of all the increments in the user base as per requirements of RECPDCL.
9	4.3.1Finance and Accounts - A.4 Cash Management / Treasury	41 - Capability to provide function for handling the complete loan process for loan given and loan taken e.g., calculation of repayment schedule, Instalments due, Interest calculation, payment of instalment and interest, capability calculation and posting into	37	what is the average value of loans & deposits in a year to be accounted in new system ?	Based on requirements of RECPDCL

10	4.3.1 Finance and Accounts - A.5 Budgeting / Analysis	6 - Capability to provide Windows-based spreadsheets for budget preparation 8 - Capability to navigate within the budget hierarchy (e.g., expand/ collapse structure, drill down for details) 12 - Capability to retain user-specified versions of the budgets upon subsequent reviews	38	With the stated requirements, it looks RECPDCL wants to digitalize the budgeting process on ERP system with a capability of budget versus actual view on real time basis at any level. Please clarify if the understanding is otherwise.	Bidder's understanding is in line with the RfP
11	4.3.1 Finance and Accounts - A.9 Employee Expenses	4 - Advance, TA advance, medical, LTC/LLTC (ESS workflow will be enabled for employee travel process, planning, approval, ticketing etc.)	52	Is the understanding correct that all ESS users would have facility for doing travel planning and travel reimbursements ? How many ESS users are expected in RECPDCL ?	As per requirements of RECPDCL. However the financial bid shall be inclusive of all the increments in the user base as per requirements of RECPDCL.
12	4.3.1 Finance and Accounts - A.9 Employee Expenses	27 - Capability to generate Employee Pay-slip	53	1. how many payroll records ( employees ) per month are to be processed ? 2. does system need to create payroll slip in hindi ?	As per requirements of RECPDCL. However the financial bid shall be inclusive of all the increments in the user base as per requirements of RECPDCL.
13	4.3.2 Human Resources (HR) Management - B.5 Training & Development	1 - Ability to view the training calendar and nominate oneself and subordinate for the Same	60	Does RECPDCL require online training tool which gives facility to publish courses, self service registration, approval, attendance and previous courses history in new system ? Pls clarify.	PI refer to Clause 4.3.2 (B.5) under Section IV of the Rfp
14	4.3.2 Human Resources (HR) Management - B.20 Manpower planning	1 - Capability to automate manpower requirement/planning based on competencies, skills, experience, qualification and other criteria	75	how many HR function users would be involved in man power planning on new system ?	As per requirements of RECPDCL. However the financial bid shall be inclusive of all the increments in the user base as per requirements of RECPDCL.
15	14.2.5 Performance Parameters	14.2.5 Performance Parameters	Page No 264	We request this to change this to contractually committed Application level SLA uptime of minimum 99.7% uptime supported by minimum 99.9% uptime platform level SLA directly from COTS ERP OEM to be offered as Application as a Service (SaaS) on Price Cloud Model on Meity Empanelled CSP. This will ensure that all the Building Blocks including Application, Platform, Infra, DC, DR Network, Security are covered directly from the COTS ERP OEM and is available to Customer under simplified single contract directly from COTS ERP OEM.	RFP conditions shall prevail
16	Payment Terms	13. Payment Terms under section IX of RfP	Page No 256	We request payment terms to be categorised as below : 1. OEM Cloud SaaS Service (Including Usage Licenses Subscription, OEM Technical Support, OEM Cloud Infra & Infra Managed Services with Contractually Committed SLA for more than 99.7% at Application Level with platform availability of more than 99.9% uptime directly from COTS ERP OEM deployed on Private Cloud Model on Meity Empanelled CSP). - To be paid Annually/ Quaterly in Advance. 2. SI Implementation Services for COTS ERP - one time implementation as per milestone defined 3. SI Services (O&M Phase) - Quaterly Payouts.  This is required as SAP will offer Component 1 for OEM	RFP conditions shall prevail

17	14.2.5 Performance Parameters RPO/ RTO under Section IX	RPO / RTO of 15 mins and <b>6 hrs</b>	Page NO 265	We request RECPDL to consider RPO of 30 mins and RTO of 4 hrs which will be supported and committed by contractually committed SLA directly from COTS ERP OEM (SAP). Customer can rely on single contract from OEM rather than various contracts at Application level, Infra Level and CSP policy. Here SAP owns overall RPO & RTO which will be reliable operations directly from COTS ERP OEM (SAP).	RPO shall be considered maximum of 15 minutes, RTO shall be considered maximum of 1 hour in all cases wherever RPO/RTO are mentioned in the RfP.
18	2.2 IMPLEMENTATION OF CLOUD BASED DATA CENTRE AND DISASTER RECOVERY CENTRE	While the initial sizing and provisioning of the Cloud based IT-Infrastructure may be carried out based on the information provided in RFP document. However, detailed assessment / study shall be carried out by SI for optimal sizing and provisioning of Cloud based IT Infrastructure. Subsequently, it is also expected that based on the growth in user load (peak and non-peak periods; year-on-year increase), the SI will scale up or scale down the compute, memory, and storage as per the performance requirements of the solution and meet the SLAs using the autoscaling features provided by CSP.	Page no 171	Please confirm number of concurrent users are going to access the setup?	The indicative users shall be the as per the manpower of RECPDCL, however the financial bid shall be inclusive of all the variations in the user base as per requirements of RECPDCL. Rfp conditions shall prevail.
19	2.1.1 General Conditions	The responsibilities of CSP include migration of the data, content, and any other assets to the new environment or on alternate cloud service provider's offerings and ensuring successful deployment and running of the RECPDCL's Solution on the new infrastructure	Page no 169	Kindly confirm the exact data size to be migrated on new servers in MB/GB/TB.	Based on the primary As-Is assessment report submitted by SI and subject to consent by RECPDCL during project implementation phase, preferably at the time of kick-off
20				Kindly provide the existing landscape for Data migration.	Landscape for data migration is to be studied and finalized as per As-Is and to-be reports submitted by SI and subject to consent by RECPDCL during project implementation phase, preferably at the time of kick-off
21				Kindly confirm the existing Database version, edition and also help us with latest patch updated on same.	To be finalized basis As-Is and to-be reports submitted by SI and subject to consent by RECPDCL project implementation phase, preferably at the time of kick-off
22	2.2.2 User Administration	Implement Identity and Access Management (IAM) as a service that properly separates users by their identified roles and responsibilities, thereby establishing least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks.	Page no 171	Kindly confirm the total number of IAM user's.	The indicative users shall be the as per the manpower of RECPDCL, however the financial bid shall be inclusive of all the variations in the user base as per requirements of RECPDCL. Rfp conditions shall prevail.
23	2.2.2 User Administration	Offer fine-grained access controls including, conditions like time of the day, originating IP address, use of SSL certificates, or authentication with a multi-factor authentication device		As per the requirement, please specify which type of SSL certificate (domain, organization, or wildcard) is needed for each domain and mentioned the number of SSL certificates required.	As per RECPDCL requirements
24	2.2.2 User Administration	Implement multi-factor authentication (MFA) for the root account, as well as any privileged Identity and Access Management accounts associated with it.		Kindly specify the use case of MFA and where can we deploy the MFA.	As per the latest Gol cyber security, data governance and MeitY guidelines etc., SI shall use the latest/most secure authentication method
25				Also specify the count of users who is going to avail the MFA service.	As per the RECPDCL requirements
26	2.2.5 Database Backup	SI shall formulate Backup & Archival policy and procedure in line to the requirements and necessary approval of RECPDCL.		As per the requirement, could you please specify the data archival space required in the DC/DR site (in GB/TB)? Also specify the archival retention period.	1. SI shall provide the estimated data space requirement to ensure 100% data redundancy and reliability 2. Archival policy as per prevalent industry practices and mutually agreed by RECPDCL. RfP conditions shall prevail.

27	2.2.5 Database Backup	The SI shall perform backup as per the requirement of the RECPDCL. This will include managing the regular backup and restore operations and assuring security of the media through appropriate access control. In addition, the SI shall also manage scheduled data replication at DR.	Page no 174	As per the requirement, could you please specify the backup space required in the DC site (in GB/TB)?	SI shall provide the estimated data space requirement to ensure 100% data redundancy and reliability
28				Please provide information regarding the backup policy (daily incremental, monthly full) and also specify the backup retention policy (daily, weekly, monthly, quarterly).	As per prevalent industry practices and mutually agreed by RECPDCL based on criticality of data
29				If the backup is required, please specify whether it should be disk-to-disk or disk-to-tape.	As per benchmarking of best practices in industry by SI and mutually agreed by RECPDCL
30	2.2.6 Network Management	Shall manage the cloud base third party IPSEC and SSL VPN solution users in redundancy with two factor authentications.	Page no 174	Kindly confirm the approximate number of SSL VPN and IPSEC VPN user for Windows and Linux respectively.	As per RECPDCL requirements
31	2.2.6 Network Management	Should provide and manage the Next Generation firewall which can be utilized for Firewall, IPS/IDS, MPLS, P2P, IPSEC/GRE tunnel, the device shall also support for URL filtering, Anti-malware and link load balancing/Sharing etc.		Kindly provide the required firewall throughput so that the bidder can proceed with selecting the appropriate firewall.	RfP conditions shall prevail. It should be as per the latest GoI cyber security, data governance and MeitY guidelines etc.
32	2.2.7 Security	Should Implement and manage the Sandbox, DDOS, DNS Security, IPS/IDS and WAF etc. in such a way that the performance of the applications will not hamper, and single point of failure will not be there.	Page no 175	Could you please confirm the required WAF throughput so that an appropriately sized WAF can be selected for the solution?	RfP conditions shall prevail. It should be as per the latest GoI cyber security, data governance and MeitY guidelines etc.
33	2.2.9 Usage Reporting Management	Its SI responsibility, in the event of a disaster at DC (primary) site, activation of services from the DR site (or from different physical locations) with RPO <= 15 Minutes and RTO <= 1 Hour. In case of DR Solution having Active-Active arrangement or Multisite site solution then applicable RPO and RTO shall be <= 15 Minutes)	Page no 177	As per the meity guidelines the RTO and RPO is 15 minutes for transaction and 2 hours for the data.	RPO shall be considered maximum of 15 minutes, RTO shall be considered maximum of 1 hour in all cases wherever RPO/RTO are mentioned in the RfP.
34	2.3.1 Operational Management	CSP should provide access of cloud virtual machines either by SSH in case of Linux and RDP in case of Windows servers.	Page no 180	Kindly confirm the number of user's for RDP	As per the RECPDCL requirements
35	2.3.3 Cloud Network Requirement	CSP should ensure use of appropriate load balancers for network request distribution across multiple cloud VMs.	Page no 180	Kindly confirm the required Load balancer throughput and specification, so that an appropriately sized Load balancer can be selected for the solution?	The proposed architecture by SI shall meet the SLAs and conditions of the RfP.
36	2.3.5 Cloud Storage Service Requirements	CSP should clearly differentiate its storage offering based on IOPS. There should be standards IOPS offering per GB and high-performance disk offering for OLTP kind of workload.	Page no 181	Kindly specify the IOPS for storage with block size.	As per the RECPDCL requirements and Rfp conditions shall prevail.
37	2.3.12 Security	Cloud HSM: Meet regulatory compliance requirements for data security by using dedicated Hardware Security Module (HSM) appliances within the Cloud.	Page no 185	Kindly confirm number of key storage is required	As per the proposed cloud solution by SI based on prevalent industry practices and mutually agreed by RECPDCL. It shall conform to latest cyber security and data governance guidelines and policies. Rfp conditions shall prevail
38				Kindly share the TPS count.	
39				Please share the following details for HSM ,	
40				i. TPS count	
41				ii. HSM use case	
42				iii. No. of keys needed	
43				iv. Is it needed to encrypt Database/ other files and store keys in HSM	
44	General Query	NA	NA	Please specify the daily incremental size of data needed for both bandwidth and backup purposes.	As per RECPDCL requirements
45				Kindly specify the daily data incremental size for the data replication link.	
46				Please confirm the total amount of data generated for the DC site on a daily basis including log files, flat files, etc.?	