S. No.	Reference	Query	Remarks from Bidder	Response to querries
	Call Centre			
1		Is setting up of Call centre for Grievance Redressal is in scope of current RFP. And if so then:		The call centre and helpdesk would be the same function. The helpdesk is for technical and functional support to users as mentioned in RFP
2		a) What services will be provided through the Call Centre?		The helpdesk will provide the services as described in the scope of work and also listed in the RFP vol III, page 2.7.3.2
3		b) When the services will be available from Department of Finance?		The services would be available from the time of go live date
4		c) What shall be the capacity and answer rate of the Call Centre?		SI to decide depending upon the specified SLAs in the RFP
5		d) Can bidder lease/hire the Call Centre?		Yes
6		e) Will there be any SLA on Call Centre services and if yes then where is the conditions mentioned?		The overall service SLAs defined in the RFP should be met
7		f) Can bidder optimize on the requirement of Call Centre as per their understanding of the RFP?		The overall service SLAs defined in the RFP should be met
8		g) How the technical evaluation will be done if number of Call centre seats/timings are different by different bidders?		Please refer SLAs. As long as SLAs are met, there would be no difference

S. No.	Reference	Query	Remarks from Bidder	Response to querries
	BIOMETRIC			
9		Is supply of Biometric Devices / Biometric engine is in scope of current RFP. And if so then:		Yes, but only for the new systems that the department will be procuring under the RFP.(Reference RFP Volume II Page 125 and attachment B - FRS - General System Requirements - The Biometric would be used only for logging in to the system) and it would not be used by all the users to enter the system it will be used only by the departmental users where the existing PCs are being used or the new PCs as proposed in the RFP will be used
10		a) Who will collect the Biometric Database?		The biometric devices would be mapped to OS installed on individual machines so no database of biometric impressions needs to be maintained
11		b) What will be the size of the Database?		Not applicable as the bioemtrics will be used for individual machines
12		c) How many devices to be quoted?		Same as number of PCs as mentioned in RFP
13		d) What shall be the searching time in the Database?		Not applicable as the bioemtrics will be used for individual machines
14		e) Is there any standard/certification to be followed for the matching algorithm – Algorithms capable of searching in a database of 5-6 lacs entries runs into crore of rupees!		Not applicable as the bioemtrics will be used for individual machines
15		f) Can bidder optimize on the total number of Biometric devices/engine as per their understanding of the RFP?		No it has to be same as the number of PCs

S. No.	Reference	Query	Remarks from Bidder	Response to querries
16		g) How the technical evaluation will be done if number of Biometric devices/engine are different by different bidders?		All the bidders have to supply biometric devices same as the number of PCs
	DIGITAL SIGNATURE			
17		Is supply of Digital Signature is in the scope of current RFP. And if so then:		Yes
18		a) What is the exact number of Digital Signature required		Same as the number of active users (10000 including all DDOs and certain departmental users)
19		b) Is issuing Digital Signature to all the DDO's over Safe Id Token is necessary?		Yes
20		c) What is the duration of years for which Digital Signatures has to be provided as they are charged on yearly basis?		Throughout the project lifecycle
21		d) Can bidder optimize on the total number of Digital Signatures as per their understanding of the RFP?		No
22		e) How the evaluation will be done if number of Digital Signatures are different by different bidders?		All the bidders have to quote DSCs for 10000 active users (including all DDOs)
	GENERAL	List of legacy system with brief on application		SFMS , MUDRA
23		Project creation, mile stone setting, cost estimate and project execution is performed by Treasury dept people or others		No This activity is not carried out currently by treasuries it is carried out by individual departments and district admin officials
24		Is there any Banking gate way configuration exists		The existing Cyber treasury system has a payment gateway throguh State Bank of India and State Bank of Indore
25		What is the present mode of pension fund transfer to pension system		The banks transfer it to pensioner's accounts and then send a bank scroll to DoF to verify the payments to pensioners.

S. No.	Reference	Query	Remarks from Bidder	Response to querries
26		Is there any inventory system exists. If Yes provide a brief details		No computerized inventory management system exists to forecast the demand and supply although the strong room management module captures the current state of inventory at the treasury and sub treasury level
27		How is Asset requirement process initiated …		Based on the project / office requirement needs
28		Is their any subcontractor service exists (eg, Building Maintenance)		No subcontractor service exists
29		What will be the total number employees for which pay roll processing is needed		All the MP government employees and pensioners
30		How is pension data transferred to pension legacy system		Pension data is not up to date, GoMP will be carrying out this activity and hand over the legacy data in digitised form to be used for IFMIS
31		Please quantify amount of documents to be digitized for uploading data it to the system		All the employee, pension and SFMS records
32		How is state employees are related to treasury department to access HR master data?		The employees are not related with treasury department. As part of HRMIS, the Employees in grade I, II and III will be provided user login and passwords to access their personal data through the system
33		Please specify numbers of DDO offices & Users in each DDO		There are approximately 10,000 active users including DDOs in MP. The DDOs are spread throughout the State in various departments

S. No.	Reference	Query	Remarks from Bidder	Response to querries
34		Is the proposed system/Application has all the capabilities to replace the existing System/Application? If yes then can we use existing Servers at Locations (Treasury & Sub-treasury Servers) for Directory/LDAP authentications at Locations/DNS/DHCP?		Though the proposed system/ application would have all the capabilities to replace the existing system/application use of existing servers for other purposes would possibly not be feasible since: 1. The systems would not replace the existing system in one go on any particular date. So it is being assumed that for some period of time both old and new systems would co-exist 2. The servers that are currently being utilized are old by a few years and would reach the end-of-life and thus should not be utilized for other purposes in future. However if after studying they are found fit for use – they could be used but only after the old system is completely phased out – as per Pt 1
35		Volume III, Page No 81 "Each Location shall have an Additional Domain Controller (ADC)…." Please clarify that Work Dept/Forest and Pension Offices require ADC where you have single or few users?		Additional domain controllers are not required in such locations. Accordingly Sub-Treasuries Work Dept/Forest or other offices (that are of comparatively lower criticality) should not have local Additional Domain Controllers and should utilize cached credentials
36		Please specify no of E-mail Users		10000 (for all active users)
37		The existing routers can be used in proposed system or routers to be proposed separately for each location.		The routers would have to be analysed by the vendors to see if the solutions and channels they are providing would be feasible on the existing routers. Existing routers are all Cisco 2611XM series WAN routers.
38		The number of "User Switches" and "WAN Routers" to be proposed for locations, Please Specify.		Refer Row 45 of Corrigendum

S. No.	Reference	Query	Remarks from Bidder	Response to querries
39		Please clarify whether "User Switches" and "WAN Router" to be proposed for Pension Offices and Work Dept/Forest offices? If yes then please specify no of Pension offices and Work Dept/forest offices and no of users in these offices.		Not at present.
40		In the Proposed Work Dept/Forest offices and Pension office access application thru nearby location or directly from DC/DR.		Directly from DC/DR
41		1. Please Refer Page No 1 of Annexure –VII WAN Router Specifications of Crrigendum-1; Whether WAN Router (At Main Site & DR) and Other Location WAN routers to be added in the "Bill of Material" or we can quote them as optional Items		It should be included in the bid (Refer Row 45 Corrigendum)
42		2. Please Refer Page 22 Of Vol-III Please make appropriate changes in the "Proposed System"(Figure-4) to depict a) the connectivity of Work/Forest Dept and AGMP to access IFMIS through INTERNET. b) the connectivity of HOD,BCO and DDO through both INTRANET and INTERNET		No changes in diagram however all the directorates would be covered through Intranet (DoP, DIF, DPPFI) and DoF - FMIS & DTA already indicated in diagram
43		3. Please Refer Page no 90 of Vol-III of RFP. Please specify no of users for Radius AAA, SSO		Around 10000 DDOs should have secure login (it can either be SSO, Radius AAA or RSA Secure ID for dual factor authentication)
44		4. Please Specify No of Users for Digital Signature		10000 - i.e. total active users
45		5. Please provide the detailed scope of work for SI at "locations".		At treasuries / sub treasuries / Directorares / Divisions, the SI will be responsible for managing the hardware

S. No.	Reference	Query	Remarks from Bidder	Response to querries
46		6. Is enough space available in the existing RACK or additional RACK would be provided by the customer to install the network devices supplied as per the tender.		The Bidder to propose separate RACK for the new infrastructure
47	Vol.3/55/1.5.1(Sr. No. 3)	SI will have to comply with the security policies and procedures as developed by the Purchaser	Pl. provide the details of existing secucrity and other policies and procuedures required to be followed for better understanding.	To be shared with the selected SI at the time of SRS
48	Vol.3/60/1.5.1 (Sr. No. 8)	Syllabus and Manual for Training plan for the departmental users to be approved by Purchaser beforehand both in Hindi & English	Pl. modify this requirement with syllabus and manual in English. Pl. note that most of the OEM documentation will be in English.	Not accepted
49	Vol.3/60/1.5.1 (Sr. No. 9)	Technical, Operational and User Manuals for operation of the deployed solution in Hindi and English	Pl. modify this requirement with Technical manual in English only while Operational and User manual in Hindi & English. Pl. note that most of the OEM documentation will be in English.	Not accepted
50	Vol.3/71/2.1	Main Site has been assumed to be DTA Office, Bhopal and DR site Gwalior. Supplier will have to audit the sites and determine their suitability for use as Main/DR Site. In case these sites are different from assumed, the assumed sites will be treated equivalent to Collocated Offices	We understand that these sites will be provided with basic building structure to the successful bidder for setting up the DC & DRC. Pl. clarify if this is not so.	Yes
51	Vol.3/72/2.2	It is proposed that each office and other stakeholders of MP Finance department would access the application through Intranet preferably VPN over broadband. However if department wants to move on the State Wide Area Network or integrate the existing WAN there should be provision for the same and it would be supplier's responsibility to integrate it.	Deploying both the solution requires different equipments. The supplier should be given responsibility of extending help for SWAN/Existing WAN integration however, the prime responsibility should be of SWAN/Existing WAN operator. All the required equipments for such integration should be the responsibility of GoMP/SWAN operator/Existing WAN operator. Pl. modify the clause accordingly.	Not accepted

S. No.	Reference	Query	Remarks from Bidder	Response to querries
52	Vol.3/73/2.2	These links could be either one with higher and one with lower capacity with higher capacity link configured as primary link and other as secondary link or they could be equally sized (depends on the performance over a period of time, if there are not major cost differences both could be equally sized to begin with). However, in either case, they should be load balanced for optimum simultaneous utilization of both.	The load balancing of Primary and Secondary link required at CD & DRC only or at all locations? Having load balancing at all the locations will require additional hardware/software. Also, pl. clarify whether in case of failure, the working link should take all the required load or can function with lower capacity?	Load Balancing only at DC and DR site.

Depends on the performance over a period of time, if there are not major cost differences both could be equally sized to begin with |
53	Vol.3/75/2.2.2.1	These servers will be connected to the core layer of the LAN through higher end multilayer server farm switches2 2 The primary purpose of the Web switch is to load balance the incoming IP traffic to multiple Web servers. It provides high availability, improved performance, fault tolerance, easier manageability, and proxy functionality as well.	The Server farm switches refer here are Network switches or Load balancer appliance? How DB servers can connect to core layer of LAN thorugh Load balancer (also knowns as Application switches)?	These are network switches.
54	Vol.3/75/2.2.2.1	The application and database servers should be configured in clusters3 3A server cluster is the combination of two or more servers that are interconnected to appear as one, thus creating a virtual resource that enhances availability, scalability, or both.	The cluster refer for database servers are OS cluster or database cluster?	Clustering should be in such a manner that failure either in OS or Hardware or at the Database layer should fail over to the other server so as to avoid any downtime and to meet the specified SLAs
55	Vol.3/77/2.3	Figure in Storage Area Network	The figure shows application server connected to SAN. Is there any specific requirement for connecting application servers to SAN?	This is just a high level architecture, the Bidder needs to define the architecture for their own solution

S. No.	Reference	Query	Remarks from Bidder	Response to querries
56	Vol.3/84/2.5.7	VOIP/Videoconferencing The network LAN/WAN should be able to support Videoconferencing facility. It will be used for conducting any meetings or training within DoF	The bidders are expected to quote for VoIP and Video conferencing equipments? If yes, pl. provide the list of users/locations which are required to provide such facility. Also, provide the specification of required components.	No, Bidders are not expected to quote for VOIP and Video Conferencing equipments.The system should have the capability to support VOIP / Video Conferencing
57	Vol.3/85/2.6.1	Firewall with Intrusion Prevention System. Network Intrusion Prevention System is a device that stops intrusion attempts before it enters the network. The network IPS (sensor) has two interfaces connected to the network; it receives network traffic on one of its interface and then passes that traffic out via the other interface. Any traffic that passes through the IPS (sensor) will then be examined for any malicious / suspicious activity by the sensor's Intrusion Prevention Software.	We understand that separate Network based IPS appliances are required to be provided. Is requirement of Firewall with IPS mendatory?	Either the firewall should have IPS integrated or it can be a separate dedicated device.
58	Vol.3/90/2.6.5	RSA SecurID should be provided to all DDO levels for accessing IFMIS for secured transactions.	Have Govt. decided to go for RSA SecurID for two factor authentication or bidder is free to suggest another option?	As per RFP the bidder has to build in for RSA Secure id
59	Vol.3/93/2.7.2.3	Conducting training in 6 batches and for 2 weeks per batch (maximum 15 participants per batch)by Instructors of Software Solution Provider i.e. OEM	We understand that here "OEM" means Software solution provider of IFMS application. Pl. confirm.	OEM means Original Equipment Manufacturer in terms of software it will be the company that has developed the software
60	Vol.3/94/2.7.3.1	No equipment should be declared 'end of life' by its OEM within three (3) year of the date of installation in IFMIS and no equipment should be declared 'end of support' by its OEM within ten (10) years of its installation. In the event of this condition being breached, the necessary equipment must be replaced with equipment of equivalent or higher specifications entirely at the cost of the Supplier.	Normally, OEMs continue providing support for further 5 years from the EoL. Considering the same, "end of Support" clause may be reduced from 10 years fromt "the supply" as installation may be delayed due to reasons like "Site Not Ready" etc.	Not accepted

S. No.	Reference	Query	Remarks from Bidder	Response to querries
61	Vol.3/95/2.7.3.3 (b)	Supplier must maintain necessary inventory of spares at appropriate locations for maintaining the SLAs. In case of failure of any network component during operation, replacement must be of the same specifications and OEM.	We request Govt. to provide secure space at their office(s) for storing the inventory of spares.	Not accepted. SI to manitain
62	Vol.3/95/2.7.3.3 (e)	Supplier shall make arrangements for the transportation of goods during the contract period (required hardware peripherals) to the site(s) and if required, cover transit insurance till the delivery of the material to respective site(s)	The first time transportation to the customer sites will be covered with transit insurance. However, for subsequent such transfers either Govt. should bear the expense or the quantum of such transfers should be finalized so that the expense of the same can be considered in the cost.	Not accepted
63	Vol.3/96/2.7.3.4 (a)	After the expiry of the warranty period, the Supplier must continue to provide support necessary for maintaining the various performance and availability requirements specified in section "2.7.3.5 Service Level Agreements".	The supplier shall provide the warranty support for the entire project period. Any support requirement after project period shall be decided on mutual terms.	The SI needs to support it
64	Vol.3/96/2.7.3.4 (b)	"Refresh Warranty" – The Supplier must replace all the equipments as mentioned in the Technical Specifications as per the declaration of end of life/end of support by the OEM / Principal Vendor for free or cost, else the cost of the same should be included in the cost of equipment/software.	This is contradictory to the earlier term of 10 year support from OEM. Pl. remove this clause.	The points are not contradictory if the OEM is nt able to support the equipment for ten years and the equipment needs to be changed during the duration it needs to be done free of cost
65	Vol.3/109/4	Hardware Procurement delivery at respective office T1 + 48 Hardware and LAN Implementation, Data Centre Setup - T1 + 52	Time of 4 weeks for total installation and LAN implementation at various offices across the state is very aggressive time line. Request to keep min. 12 weeks for completion of implementation from the delivery at end locations.	Not accepted

S. No.	Reference	Query	Remarks from Bidder	Response to querries
66	Annexure A	For some of the items, quantity mentioned while for others quantities not mentioned.	Pl. provide complete BoM with Qty. and minimum specification for clarity.	The BOM is provided in the Financial forms the SI needs to identify the number of invidual items based upon the solution proposed keeping in mind the defined SLAs
67	Annexure A	Application and Database servers on Blade architecture	Application and Database Servers are having Blade architecture while rest of the servers are Rack mounted. Any specific reason for keeping Application and Database servers only as blade servers? Can bidder quote for all Blade servers or Rack mounted servers?	Refer corrigendum Row No 6
68	Annexure A	Disk Array for Main and DR Site Capacity i. 10 TB (HDD with 10K RPM or higher) with support for 64 hosts Scalability i. Scalable to 48 TB of storage	Pl. clarify whether 10 TB raw capacity or usable capacity. Same way, the scalability of 48 TB storage is raw or usable and with what capacity of HDDs? If usable, then with which RAID level?	Refer corrigendum Sr. No 30
69	5. Bid Opening & Bid Evaluation	Vol 1- Instruction To Bidders General- ITB1.5.1 a) , Qualification requirements for Bidders are: Bidder (or prime bidder in case of consortium or any partner in case of a Joint Venture/Consortium) should provide documentary evidence on customer letterhead as a proof of services provided/projects implemented	1. W.r.t. providing proof for case studies (P 52, Technical Evaluation data table, Sl # 1), we would not be able to provide reference letter from Client due to NDA signed with them. But to provide a clear proof for having done those projects, we would like to provide a self-undertaking letter signed by Authorized Signatory or would like to provide a report from Statutory Auditor. Request you to accept these mode of proof.	Not accepted.
70	Systems, Servers and Associated Hardware; Pg 183-190	Annexure B: Current Infrastructure Design	• There are 1400 existing workstations with very old configuration. We would like to know if these workstations can be refreshed with newer configuration or should we have to maintain as is. If we have to maintain as is, what is EOL period for these machines (i.e. how many years do we need to support these as-is configurations)	The Bidder to maintain the existing infrastructure till upgrade.

S. No.	Reference	Query	Remarks from Bidder	Response to querries
71	Systems, Servers and Associated Hardware; Pg 183-190	Annexure B: Current Infrastructure Design	• How long the current application will be used in out-dated servers and workstations? Can we bring the current application post implementation of new solution?	The current application will be replaced by the new application. However, there would be sometime when the old application would coexist with the new application.
72	Computing Hardware Specs- Pg 124	Desktop Computers* (to be used as end user systems). Info on No of new scanners & printers to be procured is not available.	Are we supposed to provide new desktops, scanners & printers ? If yes, what are the numbers ?	Yes. Desktop Qty is provided in RFP, Vol 3. New high end (as per configuration) Scanners & Printers required are 4 & 4 respectively.
73	Systems, Servers and Associated Hardware; Pg 183-190	Annexure B: Current Infrastructure Design	From the FMS perspective, what are the things that are to be supported apart from servers and n/w equipments ? What other things would constitute the Bill of Quantity apart from existing scanners, desktops and printers that presumably need to be supported?	Exisiting Infra list is provided in Vol-3, Pg 183- 190, which is all that would need to be supported.
74	Systems, Servers and Associated Hardware; Pg 183-190	Annexure B: Current Infrastructure Design	Have the existing hardware (details provided in RFP) to be maintained til their EOL. Do they have a valid AMC from the current vendors?	The Bidder will maintain the existing hardware till upgrade. These hardware have valid AMC from the current vendors.
75	Clause-1.5.1/6	Supplier must appoint a Third Party Agency (To be approved by purchaser) for conducting third party testing for all hardware and software equipments.	What will be the scope of hardware testing?	Hardware testing will include testing against set standards and quality parameters
76	Sr 45	As per the corrigendum, we need to provide routers for Main DC, DR and other locations (All DoF offices under the purview of IFMIS like Division, Treasuries & Sub-Treasuries.)	Do we need to provide routers & switches at all locations given the fact thet RFP keeps the WAN solution out of scope.	Bidders are expected to quote WAN routers and switches for locations as specified in corrigendum.
77	Corrigendum-Sr 46	DR site will be a hot site (with no data loss) and will be owned by the purchaser.	1. Is Primary and DR in Active/Active configuration OR Active/passive ?	RFP states that DR site will have Active-Passive configuration.

S. No.	Reference	Query	Remarks from Bidder	Response to querries
78		2. Do we need a metrocluster across primary and DR OR high availability clusters in Primary and DR sites each ?	From the RFP, it appears that DR site would be 50% of DC site in terms of infrastructure count and size. Further, it appears that GoMP wants cluster at each site for DB and Application servers (as mentioned elsewhere in RFP). The sentence – "The Passive server (DR Site) …. request will be serviced from passive server." Implies that servers which are DR site would be monitoring the servers in DC site for availability and they would take over, once they sense failure of DC Site server. This means that Cluster would be setup across Bhopal and Gwalior and it would also imply dedicated bandwidth with very very low latency levels. If the link quality is degraded, then operations would be impacted as Cluster across Bhopal and Gwalior would be deemed to be broken. This leads to complex situations. Kindly clarify the implication of clauses in this light. More so in light of next point as well.	We 've asked for Active – Passive DR wherein operations failure because of one site-DC would start from DR within the stipulated time as being mentioned in RFP.

S. No.	Reference	Query	Remarks from Bidder	Response to querries
79		3. Storage related : Is 3-way DR expected to achieve Zero Data Loss ?	we understand that ZERO DATA LOSS is expected. This would imply 3 way DR solution, where Bhopal would be the DC site and with near DR site (e.g. 40 Kms from Bhopal i.e. Vidisha) we would need a Data Centre at Vidisha to get replicated data from DC site in Sync mode. Once the data is recevied on the Near DR site, thereafter, it would be replicated in Async mode to Gwalior, which 400 KMs from Bhopal. Please explain if 3 way DR is desired at the start of the Project. This means that equal amount of storage infrastructure would be present at each site alsong with the required servers. Please review this point alongwith QUESTION 2 mentioned above. Ideally, Best practice would state to have a Phased approach so that user comes to know if stable usage pattern and design the requirement accordingly.	Any arrangement that is required for meeting the requirement of no data loss should be made.
80		4. Specifications Specific to particular OEM/ Technology class	At some places in the EPIC, RISC and X86 servers, there are mentions of items which are specfic to OEMs/ technology class e.g. 3 USB ports, LED presence for Management Processes, Optical Scroll Mouse with 2 buttons, monitor, Wake on lan, internal hardware raid or RAID thru software etc. Each OEM has his way of delivering similar functionality it may be different from what has been mentioned. E.g. Enterprise class servers come with Software RAID for internal disk, these do not have 3 USB but can opt for 2 USB ports, Wake on LAN is found in x86 domain, LED on various points in the servers are specfic to OEM and so on..	Some minor modifications to the specifications allowed as long the required functionality is guaranteed.

S. No.	Reference	Query	Remarks from Bidder	Response to querries
81		5. Blade servers for xeon based machines and Rack mounted Chassis.	Rack mounted Chassis has been asked for – can we offer Rack Mounted Blade Chassis which would hold Blade servers inside it ? The current specification for all Xeon based servers is that of Rack form factor and at places it is Rack mountable chassis. However, considering large no. of Xeon based servers, it is a good idea to go for blades; which will help in space, power and cooling efficiency as well as ease in management. There are specifications (such as 6 PCI slots) which prevents us from quoting blades. Is it acceptable to quote blades with deviations to such points specific to rack servers ?	No Change. The specifications are indicative and not a mandate for a particular platform.