

| Bidder's Request for Clarifications for DMRC - SAP ESS | | | | |
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| Sr. No. | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification required | Response |
| 1 | Chapter 8 - TRAINING AND TRANSFER OF KNOWLEDGE, Page 150 of 151 | Chapter 8 - TRAINING AND TRANSFER OF KNOWLEDGE | We understand training will have to be imparted at DMRC, Delhi and the training room and other infrastructure (projector, classroom, desktops etc.) will be provided by DMRC. | Training will be conducted within DMRC premises for the users and infrastructure for the same will be provided by DMRC. This does not include the SAP ABAP training, SAP Basis Trg, Unix(HP-Unix/IBM/AIX/Solaris) Operating system administration training admin by OEM as per server quoted |
| 2 | Chapter 8 - TRAINING AND TRANSFER OF KNOWLEDGE, Page 150 of 152 | 8.2 Scope of Training | Please provide the breakup of the users to be trained across each type of training; 1. SAP System Administration training 2. SAP ABAP training 3. SAP ESS core team training 4. SAP ESS end user training Please confirm that the OEM certification training is only for non-SAP software & hardware and the cost of certification will be borne by DMRC | 1. SAP System Administration training : one user 2. SAP ABAP training : One User 3. SAP ESS core team training: 20 4. SAP ESS end user training : 4*50 Training is required from OEM for Non SAP products. No certification is required. Pl refer Addendum 1 |
| 3 | B Services Scope, Page 42 of 151 | Installation, implementation, customization, Testing and go-live with support and load testing of SAP ESS/MSS | We understand Load Testing of SAP ESS/MSS application is in bidders scope of work. Further, we understand that the functional testing will be carried out by Delhi Metro after the technical upgrade. Please elaborate. | yes, Load Testing of SAP ESS/MSS application is in bidders scope of work. The functional testing will be carried out jointly by Delhi Metro and Bidder after the technical upgrade. |
| 4 | CHAPTER-7 SAP ESS IMPLEMENTATION, Page 145 of 151 | Integration with other SAP modules like HCM & FI. | Kindly elaborate or confirm on our understanding of the scope which is limited to integration of SAP ESS application with existing running SAP ERP system only and there no 3rd party solution to be integrated. Please confirm | only integration of SAP ESS need to be done with existing SAP ERP. Integration is to be done for SAP database and with backup software installed |
| 5 | B Services Scope, Page 42 of 151 | Installation, implementation, customization, Testing and go-live with support and load testing of SAP ESS/MSS | We understand Load Testing of SAP ESS/MSS application is in bidders scope of work. | yes |

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| 6 | Technical Scope/ Page 149 of 151 | IDES & ADS server installation | Is DMRC expecting separate IDES server for Training. If yes, please elaborate your sizing requirement. | separate server for IDES would be provided by DMRC |
| 7 | 6.4 Full SAP Solution Manager implementation/upgrade to 7.1 / Page 142 of 151 | Full feature implementation of functionalities of solution manager 7.1 including MOPz, EWA, SLD, Project Administration, Standard Service Desk etc. The total project viz. ESS15 will be fully monitored on solution manager. | We understand that only the below functionalities needs to be implemented in Solution Manager. Please confirm; 1. MOPz 2. EWA 3. SLD 4. Project Administration 5. Service Desk | yes |
| 8 | DR | DR | Is Disaster Recovery implementation considered as a part of scope ? If so, let us know which components are in DR and their Hardware Sizing. | No |
| 9 | Automation Tools | Automation Tools | Do you plan to use any automation tools like mentioned below; 1. Third-party systems monitoring and alerting ? 2. Third-Party batch job scheduling? 3. Third-party backups/Restores ? | third party backup solution is part of contract |
| 10 | Performance expectations | Performance expectations | Do you have any particular performance expectations from the SAP system. Please elaborate. | there should be performance related issues as reported by SAP Early watch report |
| 11 | Reporting | Reporting | Do you have any specific reporting expectations wrt following; 1. Systems Availability Reporting 2. System Health Check Reports | SAP earlywatch reports and other standard SAP health check reports |
| 12 | Interfaces | Interfaces | Is DMRC planning for any third-party interfaces as a part of this project scope. Please clarify. | third party backup software solution is part of contract |
| 13 | Security | Security | Is SAP Security design and implementation in scope of the bidder. If yes, please provide the following information; 1. Number of named users in system and its growth 2. Number of Job-Roles expected to use this system | Yes |
| 14 | System Migration | System Migration | Is OS or DB migration part of our scope for this project work. Please clarify. | yes |
| 15 | Support | Support | During support, please specify what kind of support is expected ? 1. 24*7 2. 24*5 3. 16*5 4. 8*5 5. Any other option ? Do you expect us to provide "on-call" support ? | 24*7 support is required during 5 year hardware support as per SLA defined in tender document |

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| 16 | Ticketing | Ticketing | Does DMRC have a existing ticketing system and the same can be utilized for the support phase (1 month Post go-live plus 12 months support). Please clarify. | no |
| 17 | Support Services | Support Services | We assume the Post Implementation support services viz; 1 month Post Go-Live support followed by 1 year support mentioned in the tender is only for SAP HCM – ESS application which is to be implemented by the bidder as part of this initiative. Please confirm. | one month post go-live support includes support on everything included in scope of work of tender ESS15 |
| 18 | C Support, Page 43 of 151 | C.2. Additional On site Application hand holding Support for troubleshooting after 1 months of post go-live support required within 12 months | Kindly confirm our understanding that the additional onsite application hand holding support of 1 month (for ESS & MSS application support - 30 man-days and Basis & Server administration 15 man-days) is over and above 1 month post go live support. | yes |
| 19 | C Support, Page 44 of 152 | C.3 Annual SAP Support for ESS/MSS licenses | Kindly confirm our understanding that SAP support for license (ATS only for license supplied by bidder) | ATS is required for licences supplied by Bidder |
| 20 | Support Services | Support Services | Can bidder propose Onsite-offshore model for SAP ESS implementation and support services for this initiative. Please confirm. | yes |
| 21 | TENDOCX.pdf | The bidder must be profitable in each of the last 3 financial years (2010-11,2011-12,2012-13) | Kindly clarify if you meant being profitable in each of the last 3 years (2011-12,2012-13,2013-14) | The bidder must be profitable in each of the last 3 financial years (2011-12,2012-13,2013-14). See Addendum-1 |
| 22 | TENDOCX.pdf (Sec A1.2/Pg 4) | The Contractor shall preferably establish facilities for transfer of knowledge in relative areas of implemented ESS system | Kindly elaborate "establish facilities" | documents , manuals, Test Cases, Test reports,Project Plan, Work program etc.please refer Annexure 1A of ITT(pg 25) & chapter 8 of PS |
| 23 | TENDOCX.pdf (Sec C2.1.1 (c)/Pg 8) | The Tenderer shall submit the following documents duly completed which in the event of acceptance of the tender, shall form part of the contract: Appendix 2 to the Form of Tender with completed bill of quantity, prices left blank including Appendix of Annexure 2 of ESS15. | Please clarify which Appendices of Annexure 2 to include. No information provided on the same. | all appendices which are part of tender document |
| 24 | TENDOCX.pdf (Sec Annexure 2 - Appendix B/Pg 35) | Annexure 2 - Appendix B | Please clarify what inputs/section summaries are expected in this Appendix B | section summaries are showing summary of works included in tender |

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| 25 | TENDOCX.pdf (Sec Annexure 2 - Appendix J/Pg 39) | Annexure 2 - Appendix J - A. Supply Scope of Items - A.1 Supply of Hardware & Non-SAP software and A.2 Supply of SAP Licenses | Please clarify the formula for total Total (10) =[(4)*(5)] +(6)+(7)+(8)- (9) Here column 4,5,7, 9 are in Amount and column 6,8 are in percentage format | for column 6 & 8 equivalent amount should be calculated as per the tax percentage applicable and the same should be taken into consideration for calculation |
| 26 | TENDOCX.pdf (Sec Annexure 2 - Appendix J/Pg 39) | Annexure 2 - Appendix J - C Support - C.3 Annual SAP Support for ESS/MSS licenses | Please confirm the quantity to be used in Column (4) is 13 . (1 - SAP support for one month post go live support + 12 months as per tender | in C.3 support charges should be mentioned for balance months of year 2015 for which SAP ATS/Supprt is quoted as per tender |
| 27 | TENDOCX.pdf (Sec Annexure 2 - Appendix K/Pg 47) | Annexure 2 - Appendix K | Kindly provide the column titles of the table and quantity required | See Addendum-1 |
| 28 | CHAPTER 4 Page 121 of 151 | All bought out items shall be as per the acceptable make list given Annexure- 1 & 2. Any other materials proposed, other than preferred makes, will require approval from Owner. | | All items should be as per specifications mentioned in the tender document |
| 29 | C2. Documents Comprising the Tender Page 10 of 151 | The Tenderer shall also submit a soft copy in editable format (CD-in MS Office Software format) of all the Tender submissions separately for each package but in case of any discrepancy, the hard copy shall prevail. | Lot of company & product documents will be available in the .JPEG, .PDF formats. Request to confirm if these formats are also acceptable. | these are also acceptable |
| 30 | Annexure-2 Hardware specification Page 125 of 151 | The Servers shall be offered minimum 3 no. of same model with partitions as required. The clustered partitions (high availability for DB and CI) shall be configured in two different physical servers. The application server partitions (2 for ECC and 2 for EP) shall be also configured in these two different physical servers. All Dev, QA , SolMan and Content Server partitions should be configured in Third physical server. Each server partition should have minimum 1 (one) or multiple of 1 (one) core. | Can we quote 2 IBMserver instead of 3 server while meeting all the functional activities defined in the tender? Can IBM server be virtualized for less than 1core? | No Change ,clause is self explanatory. |

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| 31 | Annexure-2 Hardware specification Page 125 of 151 | <p>Each Physical Server should be configured with minimum 2 number of 8-core CPU with 2.0 GHz or higher.</p> <p>The server should be capable to deliver the number of SAPS asked in the RFP. OEM to provide benchmark from public website.If the offered server is not benchmarked then OEM to furnish SAP competency center certificate for SAPS rating of the offered server configuration with correlation to the public benchmark. CPU & Cores should be scalable to 16 cores with multi core multi threaded</p> <p>Hardware & OS as SAPS are calculated considering growth.</p> | <p>We request DMRC to allow us to quote for minimum 8 core single socket with minimum SAP count of 30000 @65% utilization. DMRC can asks scalability for up to 16 cores in the same system as future upgrade (SAP counts scalable to 60000 @ 65% utilization).</p> | No Change |
| 32 | INSTRUCTIONS TO TENDERERS ANNEXURE 4 | FORM OF BANK GUARANTEE FOR TENDER GUARANTEE | <p>Pls add the Notwithstanding clause at the end of the Bank Guarantee format as below:</p> <p>The terms of this document/instrument will be governed by Indian law.</p> <p>Notwithstanding anything contained herein above,</p> <p>1. Our liability under this Bank Guarantee shall not exceed _____ (_____) only.</p> <p>2. This Bank Guarantee shall be valid upto _____ ; and</p> <p>3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if any claim or demand is received by us in writing at this office by hand, by post or by courier, by close of banking hours, on or before _____, thereafter the bank will stand discharged of all</p> | Addition Agreed |

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| 33 | SCC | SCHEDULE-2 PERFORMANCE SECURITY (Clause 10 of SCC) | <p>Pls add the Notwithstanding clause at the end of the Bank Guarantee format as below:</p> <p>The terms of this document/instrument will be governed by Indian law.</p> <p>Notwithstanding anything contained herein above,</p> <p>1. Our liability under this Bank Guarantee shall not exceed _____ (_____) only.</p> <p>2. This Bank Guarantee shall be valid upto _____ ; and</p> <p>3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if any claim or demand is received by us in writing at this office by hand, by post or by courier, by close of banking hours, on or before _____, thereafter the bank will stand discharged of all</p> | Addition Agreed |
| 34 | section 8.2 Scope of Training point 2, point 3 | Training | <p>We understand that SAP training for SAP Systems Admin. & SAP ABAP Training has to be conducted for 1 DMRC employee for each module.</p> <p>The same training needs to be conducted from SAP authorized training centre enabling DMRC employee to be eligible for appearing for SAP Globally accepted certification.</p> <p>Also the cost of the same needs to mentioned in pricing under "ESS & MSS Installation,/ Customization / Development /Implementation/Database Upgrade/EHP upgrade/Unicode migration/Solution Manager Implementation/TRG" on page no 55</p> <p>Kindly confirm our understanding.</p> | <p>SAP System Admin(TADM10,TADM12 & TADM51) & ABAP (TAW10, TAW11 & TAW12) training is required for one person each as SAP standard courses code mentioned. No certification cost need to be included.</p> <p>The cost of the same needs to mentioned in pricing under "ESS & MSS Installation,/ Customization / Development /Implementation/Database Upgrade/EHP upgrade/Unicode migration/Solution Manager Implementation/TRG"</p> |
| 35 | Price Schedule C.1 Annual Technical Support for OS and other System Software in no. of years after project commissioning | Annual Technical Support | <p>We understand that Annual Technical Support for hardware should be provided by the bidder via Back to Back support from the OEM and the same should be declared in the OEM MAF document.</p> | Support should be backlined with OEM |

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| 36 | SCC | 35 . Clause 11.1.1 | If In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term of the Agreement, an equitable adjustment of the contract price shall be made to fully take into account any such change by addition to the contract price or deduction there from as the case may be. | No Change.this is fixed price contract. Refer clause 35 of SCC. |
| 37 | SCC | 47 .Clause 12.3 and 12.5 | Request to revise the clause as below: if the Engineer withdraws with the consent of contractor the request for an Employer's Variation, the Contractor shall have no claim of any kind whatsoever arising out of or in connection with any of the proposals made or any failure to reach agreement. In case the Employer's Variation involves omission of part of the Works, the agreement shall address the issue of reduction in the Contract Price. | No Change |
| 38 | SCC | 48 .Clause 13.2.1 | Request to revise the clause as below: k (i) If the Contractor fails to adhere to the agreed programme of work by margin of 10% of the stipulated period or 21 days, whichever is earlier, or fails to complete the Works or parts of the Works within the stipulated or extended period of completion, or is unlikely to complete the whole Work or part thereof except due to reasonable ground within time because of poor record of progress. | No Change |
| 39 | SCC | 48 .Clause 13.2.1 | Request to revise the clause as below: (ii) In such a case, the Engineer at its sole discretion may terminate only part of the contract also by taking out some part of the total scope of work and may complete or arrange for any other entity through the process of open/limited/single tender or by calling quotations, to do so at the risk and cost of the contractor subject to that additional cost should not exceed 10% of that part of the contract | No Change |

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| 40 | SCC | 50 .Clause 13.3.4 | Request to include below para, in case of Termination for convenience: Employer will compensate Bidder for all investments made for the project including winding up cost in case of termination for convenience with 10% of TCV attributable to balance duration of the project. | No Change |
| 41 | GCC | Clause No. 13.3.5, [Payment termination and/or Optional Termination due to Force Majeure] | The recovery amount arising out of one Contract can be linked only for agreed dues and not for disputed amount | No Change |
| 42 | GCC | GENERAL CONDITIONS OF CONTRACT- Pg. 13 of 71 | Request to delete the word "benefit" as this restrict the contractor from assigning the Bill receivables | No Change |
| 43 | GCC | Appendix A – TENDER TOTAL - Based on Appendix J BOQ | Request to make " C Support" payment quarterly in advance. | No Change |
| 44 | General Conditions of Contract ["GCC"] | Clause No. 2.4 | Deviation suggested (We suggest that this clause be replaced with the following: "Neither the Employer nor the Contractor shall, without the express prior written consent of the other, assign to any third party the Contract or any part thereof, or any right, benefit, obligation, or interest therein or thereunder, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract") | No Change |
| 45 | General Conditions of Contract ["GCC"] | Clause 4.1 | Clause 4.1 is not clear in interpretation. we propose amendment to terms of Section 4.1. We suggest that Works completed by the Contractor should be as per the specifications mentioned in the Contract. Hence, we request for deletion of the term " fitness for a particular purpose". Further the scope of work to be performed by the Contractor should be clearly defined in the Contract. | No Change |

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| 46 | [General Conditions of Contract] | Clause-4.4 (iii) | We propose deviation to this clause. We request that all obligations and Works performed by the Contractor should be in accordance with the provisions of the Contract. We suggest for deletion of the term "to the satisfaction of the Engineer/Owner, wherever used in the Tender document. | No Change |
| 47 | [General Conditions of Contract] | Clause 4.6 [Assignment of Contractor's and Subcontractor's Obligations] | <p>We propose deviation to this clause. We request that clause 4.6 (a) and (b) be replaced with the following:</p> <p>"The Contractor may assign a right or benefit under the Contract".</p> <p>We request that all warranties under the Contract (including subcontractor's warranties) should be applicable only during the defect liability period and not beyond the defect liability period.</p> | No Change |

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| 48 | General Conditions of Contract | Clause. 5.2 [Contractor's warranty of design] | <p>The proposal is intended for the purpose of providing the Services as per the technical specification as described in the Tender and subsequent Contract. We request for deletion of the term "fit for intended purpose". Further Contractor shall rectify the defect to meet the criteria as stated in the technical specifications of the Tender and subsequent Contract Agreement. We propose for deviation to this clause. We request that clause 5.2 (f) be replaced with the following :</p> <p>"The Contractor shall also provide a warranty from the Designer for the design for suitability, adequacy, practicality of design for Employer's Requirements as stated in the Tender and the Contract". We request that first paragraph of clause 5.2 (h) be replaced with the following :</p> <p>" The Contractor further specifies and is deemed to have checked and accepted full responsibility 'for the Contractor's Proposal and warrants absolutely that the same meets the Employer's Requirements as stated in the Tender Document".</p> | No Change |
| 49 | General Conditions of Contract | Clause No.8.3 [Delay] | We request that in case of any delay, liquidated damages should be the sole remedy. | No Change |
| 50 | General Conditions of Contract | Clause No. 13.1 [Termination of the Contract] | We propose to have a cure period of 30 days since clause 13.1 does not specify the duration of cure period. We request that the cure period should be of atleast 30 days or more. | No Change |
| 51 | Special Conditions of Contract | Clause No. 48 | <p>Deviation suggested The recovery amount arising out of one Contract should not be linked with the other Contract entered into between the parties.</p> <p>We request for deletion of following provision from clause 13.3.5.</p> <p>"or from any other money due in any other contracts".</p> | No Change |

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| 52 | General Conditions of Contract AND Special Conditions of Contract | Clause No. 13.3.4, [Payment termination and/or Optional Termination dueto Force Majeure] Clause No. 50 of SCC | We request for deletion of the following clause: "The payment as above shall be full compensation for termination under this clause and the Contractor has no claim for damages or other entitlements whether under the contract or otherwise". | No Change |
| 53 | General Conditions of Contract AND Special Condition of Contract | Clause No. 13.3.5, [Payment termination and/or Optional Termination due to Force Majeure] AND Clause 59 of SCC [Additional Clause], Page No. 116 | Deviation suggested. The recovery amount arising out of one Contract should not be linked with the other Contract entered into between the parties. We request for deletion of following provision from clause 13.3.5. "or from any other money due in any other contracts". | No Change |
| 54 | General Conditions of Contract | Page No. 60 | Indemnity term should be qualfied and be applicable for only "third party claims".We suggest that the indemnity term should be qualfied and be applicable for only "third party claims" and should be limited to only these instances as stated in the clause. Further we request that indemnity for consequential loss as mentioned under clause 14.1 (b) should be deleted. The indemnities shall not be exhaustive to cover any other instance not stated in Clause 14.1. Further indemnity is payable only when Employer will show the proof of payments to the third party due to circumstances mentioned under Clause 14.1. Indemnity will be provided only for the actual loss suffered by the Employer. We suggest to delete the following paragraph: " All sums payable by way of compensation under these conditions shall be considered reasonable compensation payable to the Employer, without reference to the actual loss or damage sustained, and whether or not any damage shall have been sustained". | No Change |

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| 55 | General Conditions of Contract | Ppage No. 62 | <p>Deviation suggested. We request that Clause 14.6 be replaced with the following:</p> <p>Neither party shall be liable to the other party for loss of use of any Works, goodwill, savings (real or anticipated), data loss and cost of reconstituting data from last backup), loss of profit, loss of any Contract, exemplary or punitive damages or any other indirect, special, incidental or consequential loss or damage which may be suffered by the other party in connection with the Contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.</p> <p>Contractor's aggregate liability in respect of all claims arising out of this Contract by way of indemnity, tort, breach of a warranty (if any) or otherwise including without limitation on account of performance or non-performance of obligations hereunder, regardless of the form of the cause of action, whether in contract, tort (including without limitation negligence), statute or otherwise, shall in no event exceed the total amount paid or payable by the Employer to the Contractor under this Contract during the twelve (12) month period prior to the date the liability first arose.</p> <p>If Contractor provides (or on the instruction of the Employer on the basis of any requirement, works upon or has access to) any third party hardware/ software. the terms of usage of such</p> | No Change |
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| 56 | General Conditions of Contract | Page No.63 | <p>Contractor is one of the largest publicly listed European IT services company. The global insurance policies of multi-national organisations do change from time to time in line with insurance market conditions. The Group intends to maintain appropriate insurance policies for an internationally operating IT services company. We request that the following clause be replaced instead of the clause stated herein:</p> <p>"The Contractor will procure and maintain for the term of this Contract, to the extent reasonably possible, insurance coverage for the usual anticipated insurable risks associated with IT services. Contractor reserves the right to self-fund any of the liabilities assumed under contract in lieu of any applicable insurance policies."</p> | No Change |
| 57 | Special Conditions of Contract | Page No. 104 | Contractor shall not be liable for the damages due to the events of Force Meajure. | No Change |
| 58 | General Conditions of Contract | Page No. 67 | <p>Either party's right to send notice for any Dispute under the Contract should not be limited to a period of 28 days from the date of issue of Performance Certificate by the Engineer. Limitation should apply as specified under the applicable law. We suggest to delete clause 17.4.</p> | No Change |

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| 59 | General Conditions of Contract AND Special Conditions of Contract | Page No. 67 of GCC AND Page No. 105 and 106 of SCC | We suggest incorporation of Arbitration through LCIA India for dispute resolution instead of Indian Arbitration and Conciliation Act, 1996, as resolution of disputes through LCIA arbitration is quicker and cost efficient. Further Fee of the arbitrator(s) should be decided mutually by the Employer and the Contractor. We suggest that clause 17 be replaced with the following clause: "This Contract shall be governed by laws of India. The courts at Mumbai will have exclusive jurisdiction to settle any disputes or claims which may arise out of or in connection with the Agreement. Any dispute arising under this Agreement which cannot be settled through amicable discussions, shall be referred to arbitration and shall be resolved in accordance with the rules of London Commercial International Arbitration in India ("LCIAI"). There will be three arbitrators and the language of the arbitration shall be English. The parties will appoint their arbitrators and each arbitrator so chosen shall jointly appoint the third arbitrator who shall act as the presiding arbitrator / chairman of the proceedings. Such arbitration shall be held at Mumbai. Prior to referring any dispute claim or disagreement as aforesaid, the parties shall cause their senior executives to negotiate in good faith to resolve any such dispute, claim or disagreement in not less than three (3) meetings to be conducted over a period of at least (60) days." | No Change |
| 60 | Special Conditions of Contract | Page No. 93 of SCC | We assume all the requirements will be documented in business blueprint document. Any requirement not covered in BBD and added subsequently will be covered through Change Control mechanism. Please confirm | No Change |
| 61 | Special Conditions of Contract | Page No. 92 | Contractor should not be liable for the drawings and documents which are prepared on the instructions of the Engineer/Employer. | No Change |
| 62 | Special Conditions of Contract | Page No. 101 | We assume project will be executed as per the Project Plan discussed and decided at the start of the work. Any changes in Project Plan leading to delay will be covered through change control mechanism. Please confirm. | No Change |
| 63 | Special Conditions of Contract | Page No. 103 | Sub-contractor agreements is a confidential document of Contractor and disclosure of all T&C's of the same will not be possible. | No Change |

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| 64 | Special Conditions of Contract | Page No. 107 | Deviation suggested We suggest to have a cure period of 30 days under clause 62. | No Change |
| 65 | Functional Scope | page No.147 | It is being assumed that currently DMRC is on EHP4 and using the core HR modules - PA, OM, TM and PY. Kindly Confirm on the modules currently being used. | |
| 66 | Functional Scope | page No.147 | For implementing standard MSS functionalities, chief relationship is used to define a Manager. If DMRC is not using chief relationship concept, we would require customization to implement MSS. Kindly Confirm. | yes the same needs to be implemented |
| 67 | Functional Scope | page No.147 | Number of appraisal forms used at DMRC is between 1-5 depending on various grades/levels. Kindly Confirm. | there are 5 types of appraisal forms to be implemented in system |
| 68 | SAP ERP Upgrade Section 6.1 | page No.142 | Please confirm what all the SAP ERP would be covered in the functional and technical testing after the upgrade from EHP4 top EHP7. | All existing functionalities currently running need to be tested after EHP upgrade |
| 69 | C Support | page No.43 | Please confirm on the duration for post go live support.Do we have - Separate Support estimates for 1 year support? | one month post go-live support includes support on everything included in scope of work of tender ESS15 and its price need to includede in section B pg 42 while 1 year support includes support as per C.2 and its cost need to be included in C.2 |
| 70 | Functional Scope | | Change Management: Is it also part of scope? Mentioned at couple of places in the RFP. | No |
| 71 | Training & Transfer of Knowledge | page No.150 | Training Locations: Only Project Site? | DMRC Office |
| 72 | Functional Scope | page No.147 | Any third party system in scope . Do you have PI servers/landscape? | no third party systems is in place. |
| 73 | Data Migration | | Data like PMS ratings for last years appear in soft copies ? | No PMS ratings are maintained |
| 74 | Annexure-2 Hardware specification Page 126 of 151 | OS should be of the same OEM brand as the server and should have minimum features like full binary compatibility across versions. The latest version of OEM UNIX should be provided with unlimited user licenses. | | DMRC is looking for a robust mission-critical solution for implementing the SAP infrastructure, hence asked the server Operating System from the same Server OEM which will be tightly integrated with the HW platform and give best performance and longevity. Also full binary compatibility of OS is asked across versions to make sure, that in future if DMRC wants to upgrade/refresh the server HW, there should not be mandatory to change the OS version also and vice-versa." |

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| 75 | Cluster Software | Vendor to quote OS based Cluster software as required | With IBM we'll provide compatible OS with respect to database. | DMRC is not looking for a DB level clustering hence asked for OS based clustering in Active-Passive mode for its SAP DB-CI layer. This will give the best high-available solution for the SAP modules, without having any overhead on Database layer. |
| 76 | SAN Storage "Page no. 144" Cache | 1. Offered Storage Array shall be given with Minimum of 24GB cache in a single unit. | Offered storage shall be given with minimum of 64 GB cache, | No Change |
| 77 | | 3. Cache shall be dynamically managed for both Read and Write operations. | System shall automatically manage cache for read write operations. | System cache requires to be managed dynamically without any manual intervention, in case vendor has to manual effort please consider double the amount of cache. |
| 78 | SAN Storage "Page no. 23" Raid Support & Virtualization | 3. Every supplied disk shall be able to participate into multiple and different raid sets simultaneously. | 3. Every supplied disk shall be able to participate into multiple and different volume sets simultaneously. | Solution requirement, in case storage can not wide stripe and create different raid set from same disk, then storage shall be quoted with same number of drive in each raid set. |
| 79 | SAN Storage "Page no. 24" Thin Provisioning and Space Reclaim | Offered storage array shall be supplied with Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same. | Offered storage array shall be supplied with Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity | Please quote 25% additional capacity. Pl refer Addendum-1 |
| 80 | SAN Storage "Page no. 132" Processing Power | Storage architecture shall be based on purpose built ASIC, XOR engine so that there shall be no load on the storage CPU during Raid Parity calculations. | Storage architecture shall be based on purpose built ASIC, or Intel. | Storage shall have dual Intel Xeon CPU 6 core or higher per controller. |
| 81 | SAN Storage "Page no. 132" "Architecture & Processing Power" | Controllers shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical fashion, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.. | Request to modify the clause as "Controllers shall be active-active so that Logical unit can be shared by both controllers at the same time." | No change. |

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| 82 | SAN Storage "Page no. 132" "Raid Support & Virtualization" | 2. Offered storage array shall have native virtualization support so that Raid 1, Raid 5, Raid 1+0, Raid 6 can be carved out from a logical space instead of dedicating separate physical disks for each application. 3. Every supplied disk shall be able to participate into multiple and different raid sets simultaneously. | Request for deletion. | No Change |
| 83 | SAN Storage "Page no. 133" "Performance and Quality of service" | 1. Shall have capability to use more than 30 drives per array group or raid group for better performance. | Request you to modify the clause as " Shall have capability to use Minimum 3 drives per array group or RAID group for better performance" | No Change |
| 84 | SAN Storage "Page no. 134" Remote Replication | 2. The Storage array shall also support three ways (3 Data Centers) replication to ensure zero RPO in native fashion. | 2. The Storage array shall also support two ways replication to ensure required RPO in native fashion. | No change |
| 85 | SAN Storage "Page no. 132" "Host Ports & Back-end Ports" | 1. Offered Storage shall have minimum of 4 host ports for connectivity to servers running at 8Gbps speed. 4. Offered storage shall have 96Gbps of SAS Back-end aggregate bandwidth. The SAS Backend should be 6Gbps SAS | 1. Offered Storage shall have minimum of 16 host ports for connectivity to servers running at 8Gbps speed. 4. Offered storage shall have 192 Gbps of SAS Back-end aggregate bandwidth. The SAS Backend should be 6Gbps SAS. | No change |
| 86 | Tape Library "Page no. 135" Tape Library-Capacity | 1. Shall support Native data capacity of 120TB (uncompressed) expandable to 300TB (2.5:1 compressed). Shall be offered with minimum 48 Cartridge slots. | 1. Shall support Native data capacity of 90TB (uncompressed) expandable to 300TB (2.5:1 compressed). Shall be offered with minimum 36 Cartridge slots. | No Change |
| 87 | 2.3 SYSTEM AND EQUIPMENTS Page 115 of 151 | Connectivity of DMRC LAN/WAN system through switch, firewall in server room refers to integration of SAP hardware infrastructure proposed in tender to existing LAN/WAN system in server room through switch/firewall. | Is the new SAP hardware infrastructure proposed is required to replace the existing system or the new SAP hardware infrastructure proposed to be build is required to be merged with the existing infrastructure? Request to elaborate the details in this regard. | the new SAP hardware infrastructure proposed will replace the existing system |
| 88 | 3. Data Migration/Technical Upgrade | Upgradation of Database from oracle 10g to oracle 11 or 12c | Request to provide the exact count in this regard? Does the licenses in this regards have to be bought by SI or DMRC to be provide. Kindly clarify? | No additional licenses for oracle database need to be purchased by bidder for oracle upgrade |
| 89 | CHAPTER 4 HARDWARE AND NETWORK – Supply, Implementation & Testing Page 121 of 151 | Any other materials proposed, other than preferred makes, will require approval from Owner. | Except for the SAP counts there are no other makes provided in the RFP. Request to provide the list of preferred makes w r t Appendix J BOQ | Bidder to propose the all product meeting tender requirement. |

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| 90 | APPENDIX J BOQ A. Supply Scope of Items Page 41 of 151 | 9. OS licenses for all server/virtual servers proposed as part of solution | Request to provide preferences w r t Virtualization Technology required, if any? | bidder may opt virtualization technology as per tender specifications |
| 91 | 2.4 SERVICES Page 117 of 151 | Infrastructure Facility Management services Infrastructure Facility Management Support | Request to share the scope in this regard. How & where the same should be captured in Appendix J BOQ? | Scope includes maintenance(FMS) for items supplied as part of BOQ. It should be part of Appendix J part B |
| 92 | 2.4 SERVICES Page 117 of 151 | 11. Operation and maintenance support services during support period for hardware and Software as specified. | Timelines required are as follows: 32 weeks + 5 years support. Additionally O&M support services are also required. Kindly clarify and confirm upon our understanding? | O&M support services are required during 32 week support. During 5 years support thereafter troubleshooting and maintenance support is required as specified in tender document |
| 93 | 2.3 SYSTEM AND EQUIPMENTS Page 115 of 151 | Notebook to manage/troubleshoot hardware | Request to provide preferences, specification and count in this regard. | already specified on page 140 of tender |
| 94 | 2.3 SYSTEM AND EQUIPMENTS Page 115 of 151 | Full feature implementation of functionalities of solution manager 7.1 including MOPz, EWA, SLD, Project Administration, Standard Service Desk etc. The total project viz. ESS15 will be fully monitored on solution manager. | Elaborate on the Service Desk /Help desk requirement? | As per standard service desk/helpdesk Methodology |
| 95 | 1.3 SYSTEM DESCRIPTION Page 113 of 151 | Currently running SAP is installed on SUN hardware with oracle as database | Request to help us understand if OS Migration is a requirement? Kindly detail out the scope and count in this regard. | OS migration is part of scope of bidder if bidder bids with hardware other than Oracle |
| 96 | CHAPTER 4 Page 120 of 151 | Must be an OEM or an authorized partner of the OEM for minimum 1 years | Please provide the MAF format or request to confirm if OEM MAF format is acceptable in this regard? | OEM MAF is acceptable on OEM letter head |
| 97 | | Database/Application Migration and Technical Upgrade | Request to detail out the scope (Technical Upgrade) and count in this regard? | Technical Upgrade includes database upgrade, EHP upgrade, Unicode conversions etc as per details specified in tender document |
| 98 | Clause 13.6 of NIT | The Bidder must have the performance certificate in SAP related work from at least two government organizations/ public sector units. | to consider corporate global customer references | No Change |

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| 99 | Clause 13.9 of NIT | The firm should have experience of having satisfactorily completed/ executed similar type of works (Turnkey/System Integration project involving supply/installation of hardware, software development/license delivery and implementation of software) as detailed in the bid document and should have successfully completed business towards implementation/support for SAP ERP during the last 5 years (2009-10,2010-11,2011-12,2012-13,2013-14) as on 31.03.2014. One similar completed works* costing not less than Rs 7 crore or Two similar completed works*, each costing not less than Rs 4.4 crore or Three similar completed works*, each costing not less than Rs 3.5 crore | To Consider One ERP Service Work Order of Rs 4.0 Crs from a global corporate customer also | No Change |
| 100 | Pg 26 of tender | Bidder should have implemented at least 1 SAP ERP project with more than 400 users in public sector/government organizations in India | to consider corporate global customer references | No Change |
| 101 | pg 26 of Tender | Bidder should have implemented at least 1 project where SAP ESS/MSS were implemented as a part of solution for more than 1000 employees in public sector/govt. organization in India | to consider corporate global customer references | No change |
| 102 | PS chapter 4 pg 122 cl 3© | Server computers shall have sufficient memory and internal hard disk capacity to meet all current requirements and provide 50 percent spare capacity | Please confirm whether 50% of both proposed RAM & capacity on HDDs needs to be kept as a spare in the physical server | Clause is self explanatory |
| 103 | | | Please confirm if the storage sizing shared in RFP has been sized considering data available in the existing storage & future requirement also ? | yes |

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| 104 | | | Total no. of Database Instances & database size for each Instance | single database instance with DB size 400 GB |
| 105 | | | Is there any Database performance tuning/ enhancement requirement ? | It is part of implementation |
| 106 | | | Is there any Data porting to be done from existing tapes to newer generation tapes ? | only needed for migration of SAP ERP to new servers |
| 107 | | | Considering there is no DR requirement, hence no activities at DR or near-DR site OR DC-DR replication setup to be done. Please confirm. | No DR is in place currently |