

# Rajasthan State Road Transport Corporation

No.F3/HO/ST/IT/63/2019/ 1192

Date 05 /07/2019

Pre-Bid Queries reply for Enterprises Resource Planning on dated 27/06/2019

| S.No. | Page No./ Clause No.           | Point of RFP   | Firm's Query  | IT Cell's Proposal   |
|-------|--------------------------------|--|---|--|
| 1.    | Page No. 13/<br>Clause No. 3   | Bid Security Deposit (BSD)   | For DIPP Approved Start's/SME there should be exemption for EMD deposit, as per DIPP circular and guidelines.   | As per RTPP Act & Rules 2013   |
| 2.    | Page No. 14/<br>Clause No. 4.6 | Average NetWorth and Turnover of bidder  | As per DIPP circular and guidelines, DIPP approved startups are exempted from these conditions to file any bid document.  | Relaxation as per DIPP circular and Guidelines.  |
| 3.    | Page No. 17/<br>Clause No. 6   | Scope of work/Bidder responsibility  | Out of given Scope of Work: Scope number 1 and 3 related to accounting and stores So this should be taken care separately as you already have accounting solution .   | The suggestion seems rational and hence these two items have been dropped from this scope and shall be explored with accounting package separately   |
| 4.    | Page No. 23                    | (b) Deploy all hardware, software, connectivity & networking infrastructure required under the ERP project at DC/DR. | For Deployment of ERP: Required Hardware/ Cloud Server/ Networking resource cost will be taken care by RSRTC or by bidder? In Financial Bid those rates should be mentioned if provided by the bidder only. | The proposed solution is hosted at bidder's DC/DR or cloud. The bidder shall calculate the entire cost and fill the financialbid accordingly. The bidder will ensure sufficient bandwidth for the smooth accessibility of the services for the period of the services provided. The bidder shall provide |

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|    |                                |   |  | provision of Data backup also .   |
| 5. | General                        |   | Please Clarify on what PASS will the SAAS solution already?  | The successful bidder has to be developed the required Infrastructure for smooth hosting of the ERP application or it shall be on cloud base. |
| 1. | Page No. 18/<br>Clause No. 6.6 | 6. Successful Bidder shall Manage, Maintain & Support the ERP Application and DC/DR site for the complete project period.   | To calculate the server infrastructure specifications for both DC&DR, Please provide the following details.<br>(a)Total Number of ERP users.(b) Total number of concurrent ERP users.(c) Total number of expected transactions in the system.<br>(d) Approximate size of each transaction. | a) 17000<br>b) 500<br>c) as discussed in prebid meeting<br>d) as discussed in prebidmeeting   |
| 2. | Page No. 19/<br>Clause No. 6.9 | 9. Data Digitization & Data Migration: Digitize the manual master data of each module or migrate the existing data if available (wherever available on any platform or any format). | Please provide the quantum of data to be digitized or migrated approximately. In the absence of this information, it is difficult to do costing for the same. Or else, Kindly request RSRTC to bear the expence required to migrate/ digitize data separately in future.                   | Entire data entry is the part of RSRTC.   |

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| 3. | Page No. 21           | However, the bidder needs to incorporate any change in policy/procedure/business rule due to change in Government/ Corporation/ Statutory policies or due to unavoidable circumstances at any point of time during the contract period (which may involve changes/modifications in the software/ hardware/ networking equipment/ connectivity type/ consumables etc.) after mutual discussion. | Will the RSRTC bear the cost of any such changes if it happens in future?   | No, as per RFP.  |
| 4. | Page No. 22           | B — Functional Requirements Online help for all users and administrators should be a part of software.   | Please mention specifically about requisite online help such as chatbot, manual helpdesk, FAQ etc.  | No, the successful bidder need to discuss all the requirement with RSRTC designated officials. |
| 5. |                       |  | Which are the languages in which the solution to be provided?   |  |
| 1. | Page No. 13/ Clause 3 | The Bidder shall furnish, BSD of Rs. 2,00,000/- (Rupees Two Lacs Only) in the form of Cash, a Banker's Cheque or Demand Draft or Bank Guarantee along with "Technical Proposal in Envelop-A".  | According to the Rule of Department of Electronics & IT (Deity), NSIC certificate holders are exempted for the payment of BSD/EMD Kindly refer to the following URL for NSIC guidelines: <a href="http://www.nsicsonline.com/home.aspx">http://www.nsicsonline.com/home.aspx</a><br>We request to provide exemption from submitting BSD for bidders registered with NSIC Certificate. | As per RTPP Act & Rules 2013   |

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| 2. | Page No. 16/ Clause 5 | a. Build the System (Development of Web based Application including all modules of ERP and hosting the application at Data Center and maintain the DR site at own cost.  | Please clarify bidder should suggest and include quote in commercial bid for datacenter and DR on cloud. RSRTC don't have any DC/DR and recommendation & preference for hosting of DC & DR. | Yes, as discussed in the pre bid meeting.   |
| 3. | Page No. 16/ Clause 5 | d. Transfer all Project Assets i.e. ERP Application Software with Source Code and its related licenses etc. at the end of five years at no extra cost to RSRTC.  | Please clarify you are not looking for COTS solution??<br>No OEM of cots solution offers source code delivery of cloud solution   | All the data and proposed application code and framework are the RSRTC property after the project period is over. |
| 4. | Page No. 18           | 4. RSRTC shall preferred the front/backend of the application as below:<br>Platform: ASP.net MVC (5.0+).<br>Language: C#. Scripting Language (client side): Java Script, JQuery etc.<br>Data Base: MySql.<br>Caching: Couch base and MongoDB.<br>ORM: Entity Framework and Dapper.<br>Front Design: HTML5,Bootstrap. | Please clarify its not mandatory to use mentioned technology, bidder may choose technology platform as per feasibility of solution  | It is not mandatory. The bidder shall be choose by their own.   |
| 5. | Page No. 18           | 5. Conduct Place wise Requirement Analysis for the implementation of the ERP project at Head Office, Zones, Depots, Workshops, Central Store & Purchase Department and Other Offices etc and submit  | Please mention no. of locations to be covered for implementation and rollout of project.  | Only Jaipur location is covering the entire functional requirement analysis.                                      |

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|    |             | factual report to RSRTC.   |  |   |
| 6. | Page No. 18 | 7. Consumables: For daily operations consumable would be provided by RSRTC.  | Please clarify department will provide adequate space, electricity, desktop/laptop, internet connectivity, network connectivity to bidders staff during project period   | Only space, electricity and one seated internet connectivity. RSRTC is not provide the laptop/desktop for maintaining the ERP solution.                             |
| 7. | Page No. 18 | 8. Training: Provide adequate training to the various users on all modules of ERP Application Software to all users is essential for the successful implementation of the project.                               | Please confirm training will be related to proposed solution only Please confirm training will be conducted at central location or HQ of department.   | Training is based on related application only, the entire training material should be in Hindi/English. The training place shall be Jaipur and its 7 various zones. |
| 8. | Page No. 19 | 9. Data Digitization & Data Migration: Digitize the manual master data of each module or migrate the existing data if available (wherever available on any platform or any format).                              | Please confirm scanning and uploading of scanned files are out of scope of data digitization, Scope of data migration is limited to upload of master data to proposed solution as per template suggested by bidder, please elaborate in details expectation of data digitization | Entire data entry is the part of RSRTC.   |
| 9. | Page No. 19 | 10. Manpower: Provide adequate manpower for the supervision of operations, support, and maintenance of ERP Application Software and DC/DR site. The details of work wise minimum manpower required are as below: | Please provide exact count of Manpower to be deployed function wise.   | The entire PIP has to be finished within timelines mentioned in the RFP.  |

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| 10. | Page No. 22/<br>C-<br>Performance Requirements | - At present, there may be approx. 300-400 concurrent users from 56 depots with their workshops, 9 zones, 3 Central Work Shops (CWS), 5 CBS Offices, 1 Central Store & Purchase and Head Office, but it may increase up to 800-1000 in future. | Please provide modulwise/location wise details of USERS  | All modules have concurrent max 500 users at a time.                  |
| 11. | Page No. 23                                    | (g) Provide antivirus kits.  | Please clarify delivery of antivirus software is out of scope  | Out of scope.   |
| 12. | Page No. 23                                    | (b) Deploy all hardware, software, connectivity & networking infrastructure required under the ERP project at DC/DR.   | Please clarify delivery of Network/Hardware/I-net connectivity is out of scope.  | DC/DR or cloud hosting connectivity is the part of successful bidder. |
| 13. | Page No. 23                                    | (h) Provide consumables as per scope of work   | Please clarify delivery of consumables is out of scope   | Yes, consumables are the part of RSRTC.                               |
| 14. | Page No. 23                                    | (i) Provide necessary networking & electrical cabling  | Please clarify supply installation and delivery of networking and electrical cable is out of scope                                   | Yes.  |
| 15. | General  | Supply of Hardware / Network / Internet equipment  | Please confirm supply installation and monitoring of hardware/ Network/ Internet/ equipment is out of scope of this tender           | Yes   |
| 16. | General  | Third Party Software installation/ integration   | Please confirm supply installation and integration of existing or third party software or application is out of scope of this tender | Some applications are integrated with third party in the form of API. |
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| 1.  |                            |   | Requesting to allow consortium  | Two consortium are allowed in the bid.  |
| 2.  |                            |   | Requesting to allow global credentials / experiences  | As per companies act, only indian company can be participated.  |
| <b>Firm Name :</b> IT Solution              |                            |   |   |   |
| <b>Name:</b> Parikshit Ghosh, Sr. Associate |                            |   |   |   |
| 1.  | Page No. 5/ Clause 1.2 (b) | Prevent revenue leakage through implementation of Electronic Fare Collection System   | What are the different electronic fare collection system presently available? Is there any Revenue leakage, if yes, then what are the reasons behind it? The tendering authority may kindly clarify this point. | This is out of scope.   |
| 2.  | Page No. 18                | (8) Training  | Will the training be conducted at centralized location at jaipur? The tendering authority may kindly clarify the mentioned point.   | The training will be conducted at Jaipur HQ and its 7 zonal offices at various locations.                     |
| 3.  | Page No. 28                | (B) Network Availability (Uptime)   | May the tendering authority kindly clarify who will be responsible for providing bandwidth over the WAN   | DC/DR or cloud hosting connectivity are the part of the successful bidder.                                    |
| 4.  | Page No. 31                | (9.2) This monthly payment will start only after successful Software & all other items and commercial deployment of web based ERP Application Software including all modules at Jaipur based. | May we request the tendering authority to kindly adhere to the time line of T+23 for kind issuance of Go-Live certificate.  | The successful bidder may finished the work before this timeline and start the monthly payment after Go-Live. |
| 1.  |                            | Third party API and Hardware  | <b>Please confirm the no of third part integration will be done with ERP system- like like Payment gateway, SMS service, email service, GPS, etc.</b>   | Only SMS services or communication services shall be provided by the bidder.                                  |
| 2.  |                            |   | <b>1. What will be the numbers of</b>   | The successful bidder   |

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|    |             |                     | <p>SMS every month will require.</p> <p>2. Who will provide the GPS &amp; required a device.</p> <p>3. How many emails will be required every month.</p>   | is not required to deploy GPS devices  |
| 3. |             |                     | <p>We assume that all third-party services which needed to integrate with this system will be provided by the department. Please confirm. like Payment gateway, SMS service, email service, GPS, etc.</p>  | Yes.   |
| 4. |             |                     | <p>You mention about the hardware integration in the document, Can you please provide us a list of all hardware integration(If any) which we need to integrate for the ERP system? Need specifications off all (Brand name/ Model Number) We will also need API details/ SDK details</p> | No hardware integration is required.   |
| 5. |             | Help desk           | <p>What do u mean by the help desk, will it be for consumers or only for RSRTC employees, how many lines will be required, who will provide the manpower for the helpdesk. will the helpdesk managed by RSRTC or bidder?</p>   | Only for RSRTC employee.   |
| 6. |             | Testing Certificate | <p>Should we conduct any Security Audit for ERP system? like cert-in certification etc. kindly specify. Who will bear the security audit Cost. Generally departments bear the cost of Security Audit cost.</p>   | The testing certificate and any third party audit cost shall be bear by the successful bidder. |
| 7. | Page No. 21 |                     | <p>Can you please give some brief about the Tyre Management</p>  | This has been removed from scope   |



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|     |                 |  | <b>System? Is there any Hardware integration for that.</b>   |                                       |
| 8.  | Page No. 21     |  | <b>Can you please give some brief about the SRT Management System?</b>   | As per discussion of Pre bid meeting. |
| 9.  | Page No. 21     |  | <b>Can you please give some brief about the Printing Press Management System?</b>  | As per discussion of Pre bid meeting. |
| 10. | Page No. 21     |  | <b>Can you please give some brief about Advertisement/Canteen/Stall Revenue Management Portal?</b>                         | As per discussion of Pre bid meeting. |
| 11. | Page No. 21     |  | <b>Can you please give some brief about File Tracking/PUC Monitoring Tool? Is there any Hardware integration for that.</b> | As per discussion of Pre bid meeting. |
| 12. |                 | Total users  | <b>How many approx number of users visits the site per?</b>  | Approx 500 concurrent users at time.  |
| 13. |                 |  | <b>How many approx concurrent users at a time on site?</b>   | Approx 500 users.                     |
| 14. | Page No. 9      | Electronic Ticket Issuing Machines, GPS based Fleet Monitoring System (Vehicle Tracking & Passenger Information System), Electronic Display System covering the entire fleet of vehicles, LCD display systems at bus stops/terminals | <b>Please specify technical specification and quantity for all hardware devices if bidder has to supply it</b>             | No, this is not in this scope.        |
| 15. | Page No. 9 & 11 | GPS/GPRS Cost<br>SMS, IVRS line cost<br>RFID Smart Card and Smart Card Reader cost, Biometric Attendance System cost<br>Fuel Monitoring Device Cost<br>TALLY - ERP 9.0 cost  | <b>Please specify technical specification and quantity for all hardware devies if bidder has to supply it</b>              | No, this is not in this scope.        |
| 16. | Page            | Integration of Existing  | <b>Provide Technical</b>   | No, this is not in this               |

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|                                  | No. 20      | Electronic Ticket Issuing Machines(ETIMs)   | <b>Specification of Existing Device</b>   | scope.   |
| 17.                              | Page No. 20 | ERP and hosting the application at Data Center and maintain the DR site at own cost.  | <b>Can we use cloud like aws or azure or need to host ERP Application in State Data Center? can we provide DR in cloud as well?</b>   | This is up to the bidder.  |
| 18.                              | Page No. 22 | Conduct Place wise Requirement Analysis for the implementation of the ERP project at Head Office, Zones, Depots, Workshops, Central Store & Purchase Department and Other Offices etc and submit factual report to RSRTC.           | <b>If we are suggesting cloud based ERP then which Hardware we need to install at each end location</b>   | Only web based application is need to be deploy.   |
| 19.                              | Page No. 24 | On - site resource The salaries, perquisites, allowances etc for the supplied/engaged manpower would be borne by the Bidder only.   | <b>We understand that place for onsite resources will be provided by RSRTC, will the dept. Provide IT infra like PC &amp; internet etc.</b>   | Helpdesk is defined by the successful bidder for helping the RSRTC employee.                                   |
| 20.                              | Page No. 27 | Ensure 96% WAN connectivity uptime at DC/DR. Bidder can have options from multiple ISPs' to ensure this.  | <b>1.If we provide DC AND DR both in cloud then do we need to provide WAN Connectivity<br/>2. If ERP Hosted at state data center then do we need to provide WAN Connectivity?</b>   | DC/DR or cloud hosting is the bidder responsibility at their own site or SDC site.                             |
| 21.                              | Page No. 27 | (a) Deploy all hardware, software, connectivity & networking infrastructure required under the ERP project at DC/DR.<br>(b) Install ERP software at various locations of RSRTC and arrange for software updates whenever necessary. | <b>1. What do u mean by hardware, software, connectivity etc.<br/>2. If we host ERP in cloud or State Datacenter then we don't think any thing would be required to install at various locations. If there is anything to install kindly elaborate.</b> | Meaning to say that while developing the DC/DR site and its related equipments and hosted the web application. |
| M/s Variable Soft, Ankur Agarwal |             |   |   |  |
| 22.                              | Pg No. 1    | Submission of response of   | <b>If the submission deadline can</b>   | The date has already   |

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|                | Sec. 16                 | RFP                                  | be increased by 10-15 days, it would be good, since to analyse the requirement and prepare the documentation will need some more time.   | extended by 07/07/2019  |
| 23.            | Pg No. 3 Section 06     | Networth of Rs. 1 Crore              | Usually the networth asked in the tenders like this is positive net worth, if we can have same here that be we good  | Yes, the networth of the firm shall be positive.  |
| M/s 5Dimension |                         |                                      |  |   |
| 25.            | Pg No.19 Point No9      | Data Digitization and Data Migration | Data migration and digitization will be the responsibility of the bidder. Please clarify the amount / storage size and format of the existing data. Department is having in hard copy format and number of record.   | 500 concurrent users at a time. Currently, all the work done manually by RSRTC.   |
| 26.            | General Terms           | General Query                        | Please clarify the department is open for cloud based solution or web based solution or for web based and on premises solution. And also clarify that department is having its own data center to host the solution or bidder has to manage the hosting at their end only.   | Yes, the successful bidder may deploy the ERP application at cloud as per Government Policy. We do not have the DC, bidder may manage entire infrastructure by their own. |
| 27.            | Pg No. 17 Point no. 6 D | Bidders responsibility               | SOW: Out of the given scope, major modules are for inventory, asset management and from/case management which are entirely different from managing human resource. So Integrated Human Resource Management System and Leave Management System modules should be separated from this scope of work. Both these modules are part of HRMS solution only. So point number 1 and 3 should be treated as separate in this tender. As both required modules are part of | As per RFP.   |

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|             |                         |                                       | separate application which can be integrated with other required modules.  |  |
| M/s TECHTIC |                         |                                       |  |  |
| 28.         | Pg No. 17 Point No. 6 D | Scope of work / Bidder responsibility | <b>SOW: Human resource management system with salary modules and leave management system is entirely different from the other required listed modules in SOW, So required you to please split these two requirement from the existing document. As HRMS and payroll management is entirely separate application which is not having any relevance from the existing and mentioned modules of the tender. The inventory management with reporting and analytics should be separated</b> | As per RFP   |
| 29.         | General                 | General                               | <b>Time line specified is unrealistic unless the department agrees for COTS solution.</b>  | As per RFP.  |
| 30.         | General                 | General                               | <b>Please specify the number of concurrent users who will use the solution.</b>  | 500 concurrent users and RSRTC employee uses the system as defined in the RFP. |

Note:

1. The successful bidder should have following common API pipelines that can be used for further requirement of RSRTC custom modules.
  - a. User and Group Management
  - b. Scalable User
  - c. Business user and group management
  - d. Authentication SSO)
  - e. Authorization Communication and Collaboration

- f. Hybrid Data Switching
  - g. Common Application service Data
  - h. Custom Application requirement framework
  - i. Resource categorization
2. Integrated Stationary Store/Ticket Store/Printing Press Management System & Integrated Store Inventory/Tyre Management System has been removed from the tender.
  3. Revised: The payment will be made by Head Office, Jaipur for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder latest by 5th day of the next month, to the authority decided by the corporation, who will in turn release the 80% of the payment within 15 days from the date of receipt of bill provided if there is no dispute and remaining 20% after verification of the bills within 90 days.
  4. The submission has extended from 07/07/2019 1500 hrs to 15/07/2019 1500hrs.

  
5/7/19

Dy General Manager (IT)