<u>Corrigendum – I</u>

Tender No. : CON/IT/2547/18/01   Date: 21/01/2019

Sub : <u>Open Tender in Two Bid System for Software Development, Migration and Implementation of Single Commercial System for EXIM & Domestic Logistics Business of CONCOR Along with other Modules For Integration with other Govt. Systems And Onsite Support/ Maintenance of the System</u>

This has reference to tender notice no. CON/IT/2547/18/01 published on 26/12/2018.

The last date of sale of e-tender (online), submission and opening of tender has been extended as follows:

Last date of Sale (Online)	Date & Time of Submission of Tender Document	Date & Time of opening of tender
26/02/2019 (upto 1600 hrs.)	27/02/2019 at 1100 hrs.	28/02/2019 at 1130 hrs.

Note :

1. All other terms & conditions of the tender shall remain unchanged.

2. This Corrigendum also forms part of the Tender Document and all the bidders are required to sign and submit the same along with the tender.

Executive Director (MIS & CSR)
Container Corporation of India Ltd.
CONCOR Bhawan, C-3 Mathura Road
New Delhi – 110076

Pre-Bid queries raised by prospective bidders

S.No.	Clarification Required	CONCOR Reply
01	In Concor multiple technologies like Oracle Web Logic, IDM, Tuxedo, SOA, API being used in current applications. In case of any different technology proposed for integrated application, what kind of migration experience required by bidder in different technology components.	As per Tender.
02	CONCOR applications are using active-active clustering at Database layer. Active-active clustering provides High Availability (fault tolerance from hardware failures or planned outages), scalability and Database load shared across all nodes which are part of the cluster and all the DB nodes are actively available for all type of transactions (read / Write/update operations). Are you looking same active-active clustering from proposed Database also?	All layer in HA (Active: Active) mode.
03	In CONCOR applications are running active-active clustering at Database layer and this layer also works as load balancer where incoming load distributed at Database layer across multiple servers. Are you also looking the same functionality from proposed Database?	
04	Multiple interfaces/ Integration points are using Oracle Database DB links which are native to Oracle Database. In case of migration to other Database, additional tool might be required for integration. Please suggest in case of additional tools requirement, will it be provided by CONCOR or SI need to purchase themselves.	Technology and Solution as proposed by bidder.
05	Kindly provide the clarity on this point specific to " without any extra cost to CONCOR. "	Requirement of hardware, software & license needs to be proposed by bidder as per technological solution proposed by them as part of submission..
06	Please provide the application wise current infrastructure h/w and licensing inventory details used in current applications and interfaces.	
07	Please provide the current user/Data statistics like Database size, concurrent users , average daily transactions of each applications.	As per tender.
08	Please also let us know the business and technical challenges which are being faced in existing deployment.	No technical change.
09	Please provide the technical statistics of details of existing application codes like No of forms / Lines of codes, current CPU utilization , memory utilization , storage utilization etc .	As per scope of Tender
10	Kindly provide the clarity on scope of work of this RFP . Whether SI need to complete rewrite the existing functionality with new code or SI can use the existing code as and when required. In case of requirement of existing code, will it be provided by CONCOR or SI need to rewrite the complete functionality with new code.	As per Tender
11	Is there any restriction for using the existing code that can be used during single integrated application development .	As per Tender.
12	During the "Software deployment & testing by field users" phase, will both the system run parallelly? Will " Software deployment & testing by field users" will be conducted on same scale of users/ hardware or it will run on sample set of users/reduced h/w.	Software deployment & testing environment will be different.
13	After go live of new application for how long existing system will run and in what capacity (% of compute of existing system)	As per requirement of CONCOR.

14	As we understand current EXIM & Domestic applications are leveraging oracle weblogic suite & Oracle database as a platform. Request to please confirm if existing oracle application development & runtime i.e. weblogic suite & oracle database can be used for iTMS as a runtime platform with new development framework for user interface.	Bidder has to propose solution.
15	Request to please provide indicative hardware & software licenses for mentioned applications. Also specify total & concurrent users application wise.	
16	As we understand CONCOR current mobile applications development framework are on oracle Mobile platform, please confirm if same can be used for development of additional mobile application as per iTMS requirement, this willl ensure uniformity across old & New mobile application and better management & release process.	As pe Tender
17	Request to please confirm, mentioned summary of cycles (Funtionalties) are all available in current deployed system (Legacy systems).	As per Tender.
18	As we understand CONCOR new iTMS will be a single integrated application for EXIM & Domestic functionality. Looking into complexity & availablity of single application it is very important to consider following architecture: - Security (Both at database & users using IDM solution) - Integration (with Internal & external System usiing SOA Platform & API) - Scalable platform both At Application & datbase layer using clustering technolgies - Common management interface across all layers of solution like Application server, database, Integration, IDM, Oracle Financials etc - Commin runtime engine for new application & existing applications (Oracle Financials, Oracle document management, Oracle IDM, Oracle Mobility, Oracle application Server, oracle database & Oracle SOA platform) to ensure easy & seemles integrations & future upgrades.	As per Tender.
19	Request to please clarify total users of new integrated system (iTMS) - External - Internal Also share the peak concurrent users for both. Sizing to be done for how many years and with what YOY growth.	As per Tender.
20	Request to please list out **other concor systems**, this will help us to size & optimize solution.	As per Tender.
21	Request to please what are the possible integration touch points with Oracle Financials.	
22	Request to please confirm if iTMS need to use Integration platform i.e. SOA from Oracle to enable inetgration with internal & external applications.	As per Tender.
23	Requst to please clarify what all functionality are expected from Chatbot solution for external & Internal users.	
24	Request to please confirm if iTMS need to be integrated with CONCOR Identity management solution for Single Sign On and LDAP.	Yes, security as per CONCOR's requirement (As per Tender).

25	request for Monthly or at least Quarterly payments.	
26	upto go live @90% payment should be released. You are keeping PBG for the @10% of po value. The Balance @10% should be releaed after one year of GOLIVE	No change, as per Tender.
27	it is TOO HARSH. Due to some genuine reqsons or emergency , someone may not be able to report. Give some relaxation before some one is redepoyed The Per day panelty proposed should be nominal 2500/- per day.	
28	how many reources to be deployed During the AMC/support period??	As per Tender.
29	how many reource to be deployed During the Warranty of 6 months ??	
30	can we have access to the Stored proceduders, Functions, Programs etc , of current application, in the new software??	As per Tender.
31	can we use the current application in our proposed solution???	
32	we assume a new software needs to be developed. Will the software replace the Current application ?? If NO, will the new qnc old application run in parallel.	
33	in the above scenario, how the Transaction Tracability be established	
34	HOW will the testing and UAT of the new software be affected /dependent ,on the FMLM mobile app.??	
35	IT should be ISO 27001 AND Cmmi3 or higher	No change, as per tender.
36	Work order issues in > 7 years but completed in windows of 84Months, are requested to be considered	
37	can we use the same technology Platform??	Solution need to be suggested by bidder.
38	can we use same GST master and same invoicie mentioning 0 for Bhutan billing	As per Tender.
39	will the Software tools for Digitally signinig of documents, be provided by the client, likeE token mentioned	As per tender.
40	Kindly consider payment stage wise	No change, as per Tender.
41	kindly consider per man month basis after Go live devlopment,Bz after go live there will only support for 6 month. For any new development pls consider man month rate.	
42	Please clarify its Calendar days or Working Days from start	Calender Days.
43	Request to extend submission date by 6 weeks , this is extensive tender requiring multiple iteration to understand requirement and it will be minimum 4 weeks from final clarification required to complete proposals	Corrigendum if any will be shared by CONCOR.
44	ISO 27001:2013 or CMM / ISO 9001:2008 hould not be alternative certfication requirement , both are for different capability area certification for bidder and complimentary	No change, as per Tender.
45	CMMi level 3 is not reasonable CMM certification level for such large development / implementation project. It should be minimum CMM I level 5 (Dev) for this project. Please confirm on Minimum CMMi certification level	
46	CMMi and ISO:9001:2008 are not alternative process certification , both are necessary for such scale software development. Please confirm if both certifications are manadatory for this.	

47	We strongly believe such experience base evaluation do not make bidder propose proper solution for project as practically only selection criteria is 'Price' and bidders will only compromise quality to for bid submission. Past delievrable can no way be basis for planned deliverable for this project. We strongly recommend QCBS evaluation with 70:30 ration for Technical and Commercial evaluation . Please confirm	No change, as per Tender.
48	This is not reasonable for buyer to increase quantity without price increase , request this clause to inlcude any additional cost / price will be paid by buyer	
49	Request removal of Performance security requirement as there is no financial risk with CONOCR as payments are after acceptance of deliverables	
50	We request following Payment terms ii) 95% of one-time cost as per the following : a) 25% on submission of SRS b) 25% on submission of SDD c) 30% after design, development, migration, testing, implementation, integration of software and Go-live d) 15% after the acceptance of software after Go-Live iii) 5% after successful running of software for two months and after acceptance of CONCOR. Recurring charges for AMC & Software Support: Monthly basis after completion of every six months after warranty period	
51	Please clarify support exepcations on Sat / Sun (Services to be suppoted / No of personal required etc)	As per Tender.
52	Request LD should be capped to max 5% of corresponding milestone payment	No change, as per Tender.
53	Please clarify is scope of work include supply of HW/SW or only development / support services required	As per the solution proposed, bidder has to recommend hardware, software & licenses required, which will be procured separately by CONCOR.
54	Please give additional 1 week time to consolidate and send clarifications . Its multiple stakeholders inputs to be consolidated for pre bid clarifications	Pre-bid outcome will be shared with Corrigendum if any.