

**PREBID CONFERENCE- e Procurement System of GOAP (Operations & Maintenance) – AMENDMENTS & CLARIFICATIONS (BIDDER WISE) FOR PRE-BID QUERIES RAISED IN THE MEETING HELD ON 24-11-2009 at 3:00 PM in IT&C Conference Hall, 3<sup>rd</sup> Floor, D Block Secretariat. Hyderabad.**

**Officers Present**

1. Sri. T V Parathasarathi, Director (Communications) IT & C Department
2. Sri P. Ramakrishna, GM, APTS
3. Smt. Pushpa Rathod, DGM APTS
4. Sri. M.Vidyadhar, Manager(eproc)
5. Mrs. M.Krishna Veni PL,APTS

**Vendors Present:**

1. M/s CGI
2. M/s HCL Infosystems
3. M/s Sify Technologies
4. M/s eProcurement Technologies
5. M/s C1 India Pvt. Ltd
6. M/s NexTenders India Pvt. Ltd.
7. M/s Tata Consultancy Services Ltd.
8. M/s Mahindra Satyam
9. M/s Yash Tech Pvt. Ltd.
10. M/s Antares Systems
11. M/s Zylog System Limited

## Amendments to RFP:

### 1. Time schedule of various Tender related events:

| Tender related Event                | Old Schedule as per RFP | New Schedule   |
|-------------------------------------|-------------------------|--|
| Presentation on the Existing System |                         | 04-12-2009 at 11.30 AM – 1 PM  |
| Venue of the Presentation           |                         | Finance Conference Hall, 3rd Floor,<br>D Blk, IT&C dept<br><br><b>Bidders who have purchased the Bid document are only eligible to attend the Presentation.</b><br><br><b>Clarifications to the Technical Questionnaire shall be provided during the Presentation only.</b><br><br><b>No written clarification will be communicated.</b> |
| Bid Closing date and time           | 02-12-2009 at 3.00PM    | 15-12-2009 at 03.00 PM.  |
| Pre-qualification bid opening date  | 02-12-2009 at 3.30PM    | 15-12-2009 at 03.30 PM.  |

### 2.

| SNo. | RFP Page No. Clause No. | As per RFP   | Amendments to RFP Document  |
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| 1.   | Pg-8, Clause -1.2       | In case of a Consortium, the company with the higher turnover of the two consortium members shall be the Prime Bidder and shall be solely responsible to IT&C Department, for discharging of all responsibilities related to the Bid | The Prime Bidder and shall be solely responsible to APTS, for discharging of all responsibilities related to the Bid finalization and for the maintenance of the project, if selected as the SSP. |

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|    |                  | finalization and for the maintenance of the project, if selected as the SSP.  | <u>It should be clearly mentioned in bid proposal “who is going to meet which set of pre-qualification”.</u> Out of the two bidders one must be a principal bidder with whom the client will enter into an agreement.  |
| 2. | Pg-8, Clause-1.2 | <p><b>Pre Qualification Criteria</b></p> <p>1. The bidder must be a company registered under Indian Companies Act 1956 or the partnership act 1932 and should have been in existence for at least 5 years as of 31 March 2009 as evidenced by the certificate of incorporation and certificate of commencement of business issued by the Registrar of Companies, India.</p> <p>2. The Bidder should have had an average annual turnover of Rs.25 Crores during the last 3 financial years ending and minimum of Rs.10.00 crores or above for each financial years (2006-07, 2007-08, 2008-09) from development, implementation of application software preferably e-Procurement or e-Procurement related, Operations &amp; Maintenance, Facility Management and application support in n-Tier Technology as evidenced by the audited accounts of the company.</p> <p>3. The bidder must be a profit making company in each of the last 3 financial years ending 31 March 2009.</p> <p>4. The bidder should have a net worth of at least Rs. 5 crores as on 31 March 2009.</p> <p>5. Consortium bids or Joint Venture bids are allowed. The Prime Bidder should submit</p> | <p><b>Pre Qualification Criteria</b></p> <p>1. The bidder must be a company registered under Indian Companies Act 1956 or the partnership act 1932 and should have been in existence for at least 5 years as of 31 March 2009 as evidenced by the certificate of incorporation and certificate of commencement of business issued by the Registrar of Companies, India. – <b>To be met by Prime Bidder (PB)</b></p> <p>2. The <b>Prime Bidder</b> should have had an average annual turnover of Rs.25 Crores during the last 3 financial years ending and the <b>consortium</b> should have minimum of Rs.10.00 crores or above for each financial years (2006-07, 2007-08, 2008-09) from development, implementation of application software preferably e-Procurement or e-Procurement related, Operations &amp; Maintenance, Facility Management and application support in n-Tier Technology as evidenced by the audited accounts of the company.</p> <p>3. The bidder must be a profit making company in each of the last 3 financial years ending 31 March 2009. – <b>To be met by Prime Bidder (PB)</b></p> <p>4. The bidder should have a net worth of at</p> |

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|    |  | <p>the proof of “Consortia” and declaration of the Company being the “Prime Bidder”.</p> <p>6. Bidder must have experience in development, operations and maintenance of PKI enabled e-Procurement engine (e-tendering, EPC contract, e-auctions etc) in at least one State/Central Government for a period of 1 year.</p> <p>7. The Bidder must be a CMMI Level 5 certified company on the date of tender publishing.</p> | <p>least Rs. 5 crores as on 31 March 2009. – <b>To be met by Prime Bidder (PB)</b></p> <p>5. Consortium bids or Joint Venture bids are allowed. The Prime Bidder should submit the proof of “Consortia” and declaration of the Company being the “Prime Bidder”.</p> <p>6. Bidder must have experience in development, operations and maintenance of PKI enabled e-Procurement engine (e-tendering, EPC contract, e-auctions etc) in at least one State/Central Government for a period of 1 year.</p> <p>7. The Bidder must be a CMMI Level 5 certified company on the date of tender publishing.– <b>To be met by Prime Bidder (PB)</b></p> |
| 3. | <b>Pg-8, Clause-1.2<br/>Note - 2<sup>nd</sup> para</b> | The Bidder should have its local office in Hyderabad for the last 12 months with at least 50 software development & maintenance resources and at least 50 application support resources  | <p><b>To be read as:</b></p> <p>The Bidder should have its local office in Hyderabad for the last 12 months with at least 50 software development &amp; maintenance resources and at least 50 application support resources or willing to open an office within a month on award of Contract and deploy resources as per GoAP requirements.</p>   |
| 4. | <b>Pg-10, Clause - 1.7</b>                             | <b>Bid Evaluation Procedure</b>  | <p><b>In addition to the existing para:</b></p> <p>The PQ qualified bidders shall be called for the Technical presentation on their understanding of the scope and proposed road map of handling the operations and maintenance of the system.</p> <p>There shall be a weightage of 30% for the Technical presentation.</p> <p>The Commercial Evaluation shall have a</p>   |

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|    |                                |   | weightage of 70%.<br>The Final scores out of 100 marks shall be arrived at after adding the Technical and Commercial scores.   |
| 5. | <b>Pg-12, Clause 2.1 e.</b>    | Self Service Zones for Vendors                                      | <b>Dropped.</b>  |
| 6. | <b>Pg-13, Clause 2.5.1</b>     | <b>Functional Specifications</b>                                    | <b>Functional Specifications to be dropped:</b> <ul style="list-style-type: none"> <li>• Contract Monitoring</li> <li>• Integration with eTendering module</li> <li>• Contract status (physical &amp; financial) online inputs from the field functionaries</li> </ul>   |
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| 7. |                                | <b>Technical Presentation</b>                                       | <p>During the Technical Presentation, the Prime bidder is expected to give a presentation on the approach and an outline of the O&amp;M proposed. The bidders are expected to share their experiences of e-Procurement System and present the following information for evaluation based on the following criteria:</p> <ol style="list-style-type: none"> <li>1. Understanding of the scope of work(10M)</li> <li>2. Manpower deployment plan and proposed User Training (5M)</li> <li>3. Implementation, Operation&amp; Maintenance Methodology.(10M)</li> <li>4. Issues and Risks in the Operation and maintenance of e-Procurement system.(5M)</li> </ol> <p>The committee shall evaluate the presentation and give weightage (30%) for each bidder.</p> |
| 8. | <b>Pg-20, Point 5 of table</b> | Implementation cum Performance Guarantee Value (in Rupees.)- 10% of | Implementation cum Performance Guarantee Value (in Rupees.)- fixed amount of   |

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|     |  | contract value  | Rs.50Lakhs  |
| 9.  | <b>Pg-24, Clause-5.10.6</b>                                      | The bidder has to submit 2 copies/documents (sealed separately) super scribing on the right hand side top corner as “Original” and “Duplicate”. Each copy of the bidding document will consists of pre-qualification, technical and commercial that is sealed individually. | <b>To be read as:</b><br>The bidder has to submit 2 copies/documents (sealed separately) super scribing on the right hand side top corner as “Original” and “Duplicate”. Each copy of the bidding document will consists of pre-qualification and commercial that is sealed individually.   |
| 10. | <b>Pg-26, Clause 5.13<br/>Commercial Bid Evaluation</b>          | <b>Commercial Bid Evaluation</b>  | <b>To be read as:</b><br>The commercial evaluation would be based on the cost of the services provided by the bidder in his commercial bid and the least quote shall be identified as “L1”<br><br>GoAP is not bound to disclose the details of the evaluation process in terms of methodology, evaluation criteria and scores.<br><br><ul style="list-style-type: none"> <li>• Financial Bids of only those bidders will be opened who qualify the Pre-Qualification Evaluation. All other financial bids will not be opened and ignored.</li> <li>• APTS at its discretion may discuss with bidder(s) available at this stage to clarify contents of financial offer. However Bidders may note that there will not any negotiations on financial bid.</li> </ul> |
| 11. | <b>Pg-38, Clause 8.1.3 Payments<br/>8.1.3.2 Terms of Payment</b> | Shall be defined at the time of Contract Agreement.   | <b>To be read as:</b><br>APTS along with the identified Prime bidder shall open an “ <b>Escrow Account</b> ” for collection of the daily Transaction Fees.  |

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|     |                                       |   | Payment shall be made monthly based on the Escrow agreement.   |
| 12. |                                       | IT&C Department   | <b>To be read suitably as:<br/>APTS</b>  |
| 13. | <b>Pg-69<br/>Form-C#1<br/>Point 1</b> | Govt. of AP would collect a transaction fee at 0.03% of Estimated Contract Value per each bidder with a cap of Rs.10, 000/- for the works Estimated Contract Value up to Rs.50 crores and Rs.25,000/- for the works Estimated Contract Value above Rs. 50 crores. | <b>To be read as :</b><br>“Currently GoAP is collecting a transaction fee at 0.03% of Estimated Contract Value per each bidder with a cap of Rs.10, 000/- for the works Estimated Contract Value up to Rs.50 crores and Rs.25,000/- for the works Estimated Contract Value above Rs. 50 crores.”   |
| 14. | <b>Pg-69<br/>Form-C#1<br/>Point 6</b> | For any further Design and Development of the e-Procurement system, the Cost of development shall be worked out on mutual agreement.  | For the State of GoAP, the existing e-Procurement system change management, Parameterization shall be all inclusive of the cost. There shall be no additional cost for change management or value addition to the existing system.<br>However, for the other States or Countries, for any further Design and Development of the e-Procurement system, the Cost of development shall be worked out on mutual agreement. |
| 15. | <b>Pg-69 Form-C#1<br/>Point 7</b>     | <b>Form-C#1</b><br>GoAP is prepared to consider alternative pricing offers that have significant impact on the cost quoted by the vendor for which the vendor believes there are realistic alternatives which will satisfy the intent of the                      | <b>Dropped</b>   |

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|  |  | requirements. |  |
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### Clarifications:

| S.No | RFP Page No. Clause No.                        | RFP Clause   | Pre-Bid Queries by the Bidders  | Clarifications by APTS  |
|------|--|--|---|---|
| 1.   | Pg-6, Under Invitation for Competitive Bidding | <p>APTS on behalf of IT&amp;C Department seeks proposals from reputed and experienced Companies/ Consortiums to participate in competitive tendering for providing web based PKI enabled end-to-end e-Procurement services to IT&amp;C Department on Systems Solution Provider (SSP) for a period of 3 years.</p> <p>The Systems Solution Provider (SSP) would be required to maintain the hosted end-to-end web based PKI enabled e-Procurement platform for IT&amp;C Department for procurement from the date of signing of contract. The SSP shall be responsible for operationalization of the system and maintenance of the existing hardware infrastructure, hosted e-procurement application,</p> | <p>1&amp;2 (a) Please clarify which end to which end? Or confirm – Indent management to -- Award of Contract</p> <p>(b) Also, please clarify that whether the Vendor has to ‘Provide web based PKI enabled end-to-end e-Procurement services to IT&amp;C’ through the <u>Vendor’s own e-tendering software</u>, OR ‘to maintain the <u>existing</u> hosted end-to-end web based PKI enabled e-Procurement platform for IT&amp;C’. If the Vendor has to ‘provide the web based PKI enabled end-to-end e-Procurement services to IT&amp;C’ then IT&amp;C must give the Technical Specifications of the required system.</p> | <p>End to end means “Registration of Suppliers, Indent Management --Award of Contract.”</p> <p>As per the RFP</p> |

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|    |                             | training of the user department and shall run a helpdesk.   |  |                |
| 2. | Pg-8,<br>Clause-<br>1.2.(2) | The Bidder should have had an average annual turnover of Rs.25 Crores during the last 3 Financial years ending and minimum of Rs.10.00 crores or above for each financial years (2006-07, 2007-08, 2008-09) from development, implementation of application software preferably e-Procurement or e-Procurement related, Operations & Maintenance, Facility Management and application support in n-Tier Technology as evidenced by the audited accounts of the company. | 1.Based on the given text, it is assumed that the minimum turnover of Rs.10.00 Crores for mentioned financial years required from development, implementation and support of various applications software that includes the e-procurement or e-procurement related applications also. Kindly Clarify.<br>2.Please clarify / elaborate n-Tier Technology in respect of audited accounts.   | No Amendments. |
| 3. | Pg-8,<br>Clause-<br>1.2.(3) | The bidder must be a profit making company for the Last 3 Financial Years ending 31st March 2009  | As Sify Technologies is a ICT company with huge investments in infrastructure, our books of Accounts doesn't show profits as there are continuous investments in infrastructure building. In this regard we request you to consider the clause - The bidder must be a Positive Net worth Company for the Last 3 Financial Years ending 31st March 2009. / Ask for a solvency certificate of certain value to evaluate the financial performance of the company | No Amendments. |
| 4  | Pg-8,                       | Bidder must have experience in  | 1.Would they accept international  |                |

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|    | Clause-1.2.(6)    | development, operations and maintenance of PKI enabled e-Procurement engine (e-tendering, EPC contract, e-auctions etc) in at least one State/Central Government for a period of 1 year.  | assignments or only Indian assignments?<br>2.Please clarify Central Government includes Central PSUs also.   | Only Indian Assignments are qualifiable.<br><br>No.   |
| 5. | Pg-8, Clause-1.2  | The bidder shall not have been black listed by any State Government, Central Government or any other public other Public Sector undertaking or a Corporation or any other Autonomous Organisation of Central or State Government.   | We request you amend this clause as: The bidder should not have been blacklisted by Govt./PSU agencies in Andhra Pradesh during the Financial Year 2007-08 to the bid calling date.                    | No Amendments.  |
| 6. | Pg-8, Clause-1.2  | Relevant documents in support of the above Pre-Qualification Criteria should be furnished.<br>1. EMD should be enclosed in the "Pre-Qualification Bid" envelope. The bid should have 2 envelopes "Prequalification bid", and "Financial bid", as the case may be, followed by the title mentioned above against " Tender Call:" | Please clarify that how such a critical application does not have any Technical Specifications / Technical Bid.  | The PQ qualified bidders shall be called for the Technical presentation on their understanding of the scope and proposed road map of handling the operations and maintenance of the system.<br>There shall be a weightage of 30% for the Technical presentation.<br>The Commercial Evaluation shall have a weightage of 70%.<br>The Final scores out of 100 marks shall be arrived at after adding the Technical and Commercial scores. |
| 7. | Pg-10, Clause-1.5 | Offers should be made in two parts namely, "Pre-qualification bid", and "Financial bid" and in the format given in bid document. Each offer should be placed in a separate envelope super scribed "Pre-qualification" & "Financial Bid" and   | APTS needs to clarify that if the Vendor has to 'provide the web based PKI enabled end-to-end e-Procurement services to IT&C' then IT&C must give the Technical Specifications of the required system. | This Contract is only for Operations and Maintenance services of existing e-Procurement solution.<br><br>A Technical Presentation session is arranged to clarify the Technical questionnaire.   |

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|     |                              | both packets shall be submitted in a single sealed cover.  |   |   |
| 8.  | Pg-10, Clause-1.7            | Bids would be evaluated for complete project. Bids will be in two parts (pre-qualification and financial/commercial) and there will be two bid-opening events. APTS officers at each such event will generally follow the guidelines. However APTS may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution. | Please clarify which 'guidelines'?<br>Or confirm –<br>Guidelines of the CVC.  | Tender evaluation guidelines as mentioned in the present bid document itself.   |
| 9.  | Pg-12, Clause-2.1, last Para | The Government requires the SSP to provide e-Procurement <b>as a service</b> . The SSP needs to provide an entire suite of e-Procurement services to the departments and agencies of GoAP. This would call for setting up the required infrastructure and deploying an e-Procurement solution to suit the Government requirements and maintaining the system.  | 1.Is it that the new SSP (Systems Solution Provider) should build the e-procurement system from scratch, what happens to the already running application suite?<br>2.What will be the no. of departments and agencies of Go AP who would be going to participate in the existing e-procurement system? Can we get any commitment from Go AP on Minimum No. of Transactions?<br>3.Please clarify/ elaborate what functionality APTS is expecting under: entire suite of e-Procurement services | Operations and Maintenance of the existing Hardware and Application Software. Three (3) years data enclosed as Annexure.<br><br>No guarantee will be given.<br>To maintain the complete existing site.<br><br>Complete e-Procurement life cycle i.e. Registration of Suppliers, Indent Management -- Award of Contract. |
| 10. | Pg-12, Clause-               | Any other State or Country agreed by GoAP.   | Please elaborate.   | If GoAP extends the business to other States or Countries, they shall also  |

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|     | 2.4.(e)                    |   |   | become the Stakeholders of the e-Procurement system.<br><br>SSP shall extend necessary support.   |
| 11. | Pg-13,<br>Clause-<br>2.5.1 | <b>Functional Specifications</b> <ul style="list-style-type: none"> <li>•Dissemination of tender and other procurement information from the GoAP e-Procurement website.</li> <li>•Workflows</li> <li>•Price updates</li> <li>•Vendor uploading their data in the online structured forms</li> <li>•Publication of database in the public domain</li> <li>•Integration of the database with e Tendering module for bid submission by the vendor</li> <li>•Contract Monitoring</li> <li>•Integration with e Tendering module</li> <li>•Contract status (physical &amp; financial) online inputs from the field functionaries</li> </ul> | 1.Please clarify/ elaborate the functionality APTS requires.<br><br>2.Also please clarify the purpose of mentioning the ‘Functional Specifications’ of the existing solution. Is APTS wanting new and superior software, or just wants the new vendor to maintain the old software? | Only for Operations and Maintenance services of existing e-Procurement solution.<br><br>If GoAP extends the business to other States or Countries, the cost of Design and Development shall be arrived at mutual terms.<br><br>A Technical Presentation session is arranged to clarify the Technical questionnaire. |
| 12. | Pg-15,<br>Clause-<br>3.1.  | The Systems Solution Provider (SSP) would be required to host an end-to-end web based client end PKI enabled e-Procurement platform for IT&C Department for procurement of Goods, Works and Services within one month from the date of signing of contract to service the IT&C Department   | 1.Is this one month after the Knowledge transfer from the existing service provider to the new service provider? What is the methodology and process plan for the knowledge transfer from the existing service provider?<br><br>2.Please clarify which end to which                 | Transition period will be max 3 months and the system shall be considered as accepted on certification by APTS. The payments to the SSP shall start from the date of acceptance.<br><br>End to end means “Registration of   |

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|     |                           |  | end?<br>Or confirm – Indent management to -- Award of Contract   | Suppliers, Indent management -- Award of Contract.”   |
| 13. | Pg-15, Clause-3.1.(a)     | The bidder shall be responsible for operation, maintenance and management of the said e-Procurement solution.  | As Management, Maintenance or Updates & Upgrades on a Third Party Developed Application will not be the choice for any leading SI, will the department be ready to look at an all new application offered by the bidder. Can the bidder offer the same as part of the solution?  | As per RFP requirement.   |
| 14. | Pg-15, Clause-3.1.(b),(c) | The bidder shall be responsible for maintaining the existing configuration and managing new configurations like creating a new organization, creating new users, assigning privileges, defining workflows, etc.<br>Responsible for ensuring that the security features in the e-Procurement application are always up to date with the latest technology and best practices. PKI technology embedded in the e-Procurement application is updated on a regular basis and the PKI component is updated to support Digital Certificates issued by any new Certifying Authority. | 1.To carry out these activities, will the SSP be provided with e-Procurement application along with Source Code?<br>2.Is the Software Design document available?<br>3.Currently, is the Open-CA component installed for PKI digital certificates?<br>4.Please clarify in detail what all features would GoAP like us to configure customize /enhance in the existing application to enable the bidder to evaluate the scoping & subsequently quote a competitive pricing.<br>We have to comprehensively study the existing application | Yes, GoAP shall provide the existing Hardware and Application Software for maintenance.<br><br>Yes, System has Open-CA components for PKI digital certificates.<br><br>A Technical Presentation session is arranged to clarify the Technical questionnaire. |
| 15. | Pg-15, Clause-            | Responsible for ensuring that the security features in the e-  | What do you mean by<br>1. Explain the terminology “latest  | Not obsolete.   |

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|     | 3.1.(c)               | <p>Procurement application are always up to date with the latest technology and best practices. PKI technology embedded in the e-Procurement application is updated on a regular basis and the PKI component is updated to support Digital Certificates issued by any new Certifying Authority.</p> | <p>technology”</p> <p>2.What is the present system and management for issuance of digital certificates to vendors and Government users?</p> <p>3.What is the role of SSP in this connection?</p> <p>4.When does the contract with the existing Service provider end?</p> <p>5.Can SSP issue digital certificates?</p> <p>6.“New Certifying Authority”. Please explain terminology.</p> <p>7.What is role of existing service provider vis-à-vis the e-Tendering or e-Procurement product provided by him to GoAP.</p> <p>8.Please elaborate, especially since technical specifications have not been provided.</p> | <p>Issue of digital certificate is not related to SSP.</p> <p>As defined in RFP document.</p> <p>After the selection &amp; acceptance of new SSP.</p> <p>No.</p> <p>Self explanatory</p> <p>A Technical Presentation session is arranged to clarify the Technical questionnaire.</p> <p>A Technical Presentation session is arranged to clarify the Technical questionnaire.</p> |
| 16. | Pg-15, Clause-3.1.(d) | <p>Responsible for ensuring that the application is free of all security vulnerability and its performance is optimized at all times. Performance bench marks shall be agreed as part of SLA</p>  | <p>1.What if there are inherent deficiencies of security management in existing system &amp; in hosting hardware set up?</p> <p>2.Please elaborate, especially since technical specifications have not</p>   | <p>To be taken as “Business Risks.”</p> <p>A Technical Presentation session is arranged to clarify the Technical questionnaire.</p>  |

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|     |                       |  | been provided.   |   |
| 17. | Pg-15, Clause-3.1.(e) | Responsible for managing all the incidents, bugs and problems reported by the users related to the e-Procurement application and ensuring that the same are diagnosed and fixed immediately so as to provide 99% solution uptime to the users.                 | De-bugging is a function of modification/alteration/ customization of the source code of existing software and hence this needs to be shared with SSP. Therefore complete study of the same is required to enable us to give a commitment towards SLA. | GoAP will provide the Hardware and Software.<br>Clarifications if any can be taken up during presentation and transition period   |
| 18. | Pg-15, Clause-3.1.(g) | Shall carry out all changes in functionality on account of changes in applicable legislations / statutes, Rules and notifications (Government Orders) and Change Requests from Users.  | It is presumed that such applicable legislations/Statutes /Rules would be provided to SSP with due approval of GoAP.   | SSP has to carry out the changes as per GoAP requirements.  |
| 19. | Pg-15, Clause-3.1.    | All planned changes to application systems shall be undertaken within the time schedule as per established change control processes  | Please clarify/ elaborate “established” change control processes.  | Change control process will be decided and communicated from time to time as per the requirement of GoAP.   |
| 20. | Pg-16, Clause-3.2.(c) | Responsible for ensuring that the system software’s are always updated with the latest patches and configured in a manner to prevent unauthorized intrusion. Ensure that any patch update is first tested for any conflict with the e-Procurement application. | 1.We assume that test servers for the same are already part of the existing infrastructure. Kindly Clarify.<br>2.We need to verify the existing set-up and availability before bidding.  | GoAP shall not provide test or development servers. The bidders to make own arrangements.<br><br>A Technical Presentation session is arranged to clarify the Technical questionnaire. |
| 21. | Pg-16, Clause-3.2.(h) | Responsible for Hosting the solution and servers in an ISO 27001 certified Data Centre.  | 1.Does the GoAP provide the primary data centre?<br>2.If DR centre is required, where is this required to be setup?<br>3.What will happen to the present DR site provided by the existing  | GoAP desires to continue the existing setup. However if the Techno-Commercials are beneficial to GoAP and to SSP, the option will be examined.  |

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|     |                              |  | service provider?   |  |
| 22. | Pg-16,<br>Clause-<br>3.2.(i) | Responsible for providing internet connectivity required for hosting the solution and ensuring a good response time to the users.  | Kindly provide the details of the existing Internet connectivity giving details of the bandwidth used and the current usage | A Technical Presentation session is arranged to clarify the Technical questionnaire. |
| 23. | Pg-16,<br>Clause-<br>3.3     | Help Desk  | How many people shall be deployed and whether help desk should work on holidays?  | At least 4 people at Helpdesk.<br>All seven days irrespective of holidays            |
| 24. | Pg-16,<br>Clause-<br>3.4     | Training   | Specify Training Locations.   | At District HQ.  |
| 25. | Pg-16,<br>Clause-<br>3.5     | The bidder shall provide the following support to the department:<br>a.Shall maintain an online 'Issue log register' for all requests/complaints received<br>b.Shall put in place an escalation mechanism whereby any request / complaint not addressed within 24 hours of its receipt shall get escalated to higher level | Please elaborate  | Self explanatory   |
| 26. | Pg-17,<br>Clause-<br>3.6.(a) | In consultation with the GoAP Project Manager shall decide on the reporting frequency, content etc of the reports to be generated and to be submitted to the GoAP.   | Please clarify/ elaborate, and list out the required reports assuming the software is pre-developed.                        | Required reports are in the RFP clause 3.6(b)  |
| 27. | Pg-17,<br>Clause-<br>3.6.(b) | Shall submit the following reports to the GoAP Project Manager at the specified intervals against it.<br>• Facilities Management Performance report<br>• Change management requests from   | Please clarify/ elaborate   | Monthly Reports.<br><br>Self explanatory   |

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|     |                   | <p>users report</p> <ul style="list-style-type: none"> <li>• Department/ Supplier satisfaction survey (online) reports</li> <li>• All service management requests report</li> <li>• Capacity utilization report</li> <li>• Network management reports</li> <li>• Report on database administration</li> </ul>   |  |  |
| 28. | Pg-17, Clause-3.8 | <p>The Bidder shall also study and understand the new requirements of various departments and other State/Countries using e-Procurement solution and further customize the existing e-Procurement solution and implement Change Management for all the participating departments.</p> <p>GoAP desires to continue to use the e-Procurement Solution, established in the year 2003 and also implement the newly developed modules like contractors Database Information system, Contract Monitoring System to add value to the e-Procurement system.</p> | <ol style="list-style-type: none"> <li>1.Are the newly developed modules ready for implementation?</li> <li>2.Has the User acceptance been done for the new modules?</li> <li>3.Will GoAP/APTS get additional revenue by implementing the contract monitoring system?</li> <li>4.Please clarify / elaborate that the vendor does not have to get bogged down with the existing e-procurement solution, and can offer his own solution which would be superior in many ways.</li> </ol> | <p>At present, GoAP has not added the newly developed modules CDBIS. No Additional revenue from these modules. However CDBIS will be added in due course.</p> <p>GoAP desires to continue the existing solution.</p> |
| 29. | Pg-17, Clause-3.9 | <p>The present e-Procurement System and the associated infrastructure have to be maintained by the SSP. The SSP on the request of the GoAP shall procure additional hardware items and customize the existing e-</p>  | <p>Please elaborate. The existing solution may not be appropriate especially from a security perspective. Why should the new vendor get bogged down with existing software if it can readily</p>   | <p>GoAP desires to continue the existing solution.</p>   |

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|     |                    | Procurement solution and submit the documentation associated with the customization.   | provide new and superior software?   |  |
| 30. | Pg-18, Clause-3.10 | All necessary customizations to the Tender Management Software necessary to meet the functional & work flow requirements of the participating departments shall be carried out within the time frames fixed by the GoAP                                      | Please elaborate. The existing solution may not be appropriate especially from a security perspective. Why should the new vendor get bogged down with existing software if it can readily provide new and superior software? | GoAP desires to continue the existing solution.  |
| 31. | Pg-18, Clause-3.12 | Preparation of enhanced documents including User training manuals., Functional User Requirements Specifications, related system enhancements & maintenance, and Maintenance Manuals, as per acceptable standards currently being followed.                   | Please elaborate. The existing solution may not be appropriate especially from a security perspective. Why should the new vendor get bogged down with existing software if it can readily provide new and superior software? | Broadly, GoAP desires to continue the existing solution.<br>However, value addition is welcome at no extra cost. |
| 32. | Pg-18, Clause-3.12 | During the period of Contract SSP shall also comply with the requirements of the GoAP as specified in System requirements based on international good practices on e-Procurement with respect to operation & maintenance of similar e-Procurement Solutions. | Please elaborate and provide the System requirements, and specify the international good practices.  | Self explanatory   |
| 33. | Pg-18, Clause-3.14 | SSP shall comply with the archival policy of the GoAP. SSP shall archive the data as per the GoAP Archival policy.   | Please specify the 'Archival policy' of GoAP?  | Will be given to the SSP at the time of Award of Contract  |
| 34. | Pg-19, Clause-     | O&M team shall not, without prior written consent from the GoAP,   | The details of a contract can be obtained using RTI, so please   | Confidentiality should be maintained by SSP  |

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|     | 3.15                    | disclose the agreement, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the GoAP in connection therewith, to any person other than a person employed by it in the performance of the Agreement. Disclosure to any such employed person will be made in confidence and will extend only so far, as may be necessary for purposes of such performance Similarly GoAP (including departments, its employees etc) shall not disclose the contents of the agreement including commercials to any person. | specify what does APTS means by 'Confidentiality' in this context ?  |   |
| 35. | Pg-38, Clause 8.1.4.(1) | The bidder has to start the setup along with complete equipment within 30 days from the date LOI or 15 days from the Date of entering into contract agreement.   | After the award of contract we'll have only one month to fine-tune and incorporate the requirement, in order to provide desired level of services and maintain the prescribed SLA.<br>The timelines has to be enhanced | Transition will be 3 months max.  |
| 36. | Pg-41                   | <b>Attachments:</b><br>As per the technical specifications   | Please clarify/ elaborate what functionality ATPS is expecting under 'technical specifications'  | To be read as "Attachments submitted by the bidder along with this bid"   |
| 37. | Annexure C              | Tender Management Solution Software  | Please specify the detailed functionalities of 'Tender Management Solution Software'   | Refer RFP clause 2.5.1.<br>A Technical Presentation session is arranged to clarify the Technical questionnaire. |
| 38. | Annexure-               | Time Synchronization Software  | What is 'Time Synchronization  | Clarification will be given during  |

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|     | C   |   | Software'?  | presentation   |
|     |   |   | Also please clarify that the existing hardware and system software will be made available to the new vendor at no extra cost, if found relevant by the new vendor.  | Hardware and Software at the cost of GoAP                |
| 39. | <b>Pg-60, Commercial Proposal (Stage II bidding format)</b> | Bidder has to quote the % of amount required for their O&M from the transaction fee collected by the GoAP.(GoAP has revenues to the tune of Rs 4.5cr per annum) | Please clarify / elaborate that whether this sum of Rs. 4.5cr per annum is APTS's total income, or after reducing the existing Vendor's share?  | The Total Transaction fee including Service Tax.         |
| 40. |   |   | We request you to provide information on anticipated internal and external count of users (Named Users, Concurrent Users). Vis-à-vis type of users.   | Current suppliers are 27,000max and Departments are 210. |
| 41. |   |   | What is the methodology suggested for transfer of knowledge and hand over to the SSP to fully understand the existing system, technology and unresolved problems/issues if any? What is the time frame suggested for the same? Is this time frame factored in view of the clause no.8.1.4 of penalty? What is the role of the existing service provider for the same? Please let us know about to source code, access to OEMs developers. | Transition period will be for 3 months max.              |

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| 42. |  |  | Please give the details of existing support organization to get a better understanding of roles and responsibility of the bidder  | Hardware and Software details are in the Annexure. Presentation will be given on existing solution |
| 43. |  |  | <p>Ensuring successful e-Procurement system management and ensuring that the application is free of all security vulnerabilities and its performance is optimized at all times is dependent on following major components singularly and collectively</p> <ul style="list-style-type: none"> <li>i. System software / Customisation</li> <li>ii. Hosting Hardware</li> <li>iii. Issuance and management of digital certificates</li> <li>iv. Implementation support / training</li> </ul> <p>Under the present circumstances please define the extent of role of the chosen SSP who has to inherit the first two to three components and proprietary software</p> | SSP Can suggest any new improvements to the existing system at no extra cost.                      |
| 44. |  |  | Please let us know the number and names of State departments / PSUs who have adopted the current system. Also let us know the number of geographical centers to be covered by SSP   | Available in the website <a href="http://www.eprocurement.gov.in">www.eprocurement.gov.in</a>      |
| 45. |  |  | Please let us know the number of tenders processed in the past 12 months through the current system   | 26,000 Tenders and 27,000 Vendors  |

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|     |  |  | and number of registered vendors on the system   |   |
| 46. |  |  | Whose product is in use , Is it C1 India custom built or C1's own product is in use ( OR) perfect commerce suite , as C1 India was erstwhile Commerce one Indian arm   | Present solution is provided by M/s C1 India    |
| 47. |  |  | Do AP government have on-going relationship with perfect commerce or C1 India, as Unlike other products, where you buy and install and enter into AMC for product support, but in e-pro suite , still the clients have to be part of their Supplier network, for instance in Ariba we call it as ASN ( Ariba Supplier Network), similar one would there for each and every service provider, this is important when there is a catalogue based purchase functionality, marketplace functionality, e-auctioning etc is there in scope. I guess Catalogue purchase is there in current scope | Catalogue purchase is not in the present scope. |
| 48. |  |  | The average turnover indicated in the RFP is 4.5 Crores. Could you know the lowest and the maximum revenue generation from the existing system?  | 3 years data is in Annexure II                  |
| 49. |  |  | What is the typical incremental increase in revenue by adding a  | Cannot be predicted.                            |

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|     |  |  | new department?  |  |
| 50. |  |  | Where will the O&M staff for maintaining e-Procurement be located? Will they locate with the help desk/IT staff at the Tata Internet Services?   | The SSP has to make their own arrangements   |
| 51. |  |  | Does it mandatory to make use of Tata Internet services hosting for the servers or could we change to some other.  | GoAP desires to continue the existing setup. However if the Techno-Commercials are beneficial to GoAP and to SSP, the option will be examined. |
| 52. |  |  | What is the current workload of tenders on the existing e-procurement solution?  | Last 3 years data. is in Annexure II   |
| 53. |  |  | What is the expected workload of tender on the new e-procurement solution?   |  |
| 54. |  |  | <p><b><u>This request is from Mahindra Satyam:</u></b><br/>Dear Sir,</p> <p>This is with regard to the <b>RFP on E-Procurement system of GoAP (Operations &amp; Maintenance)</b>. Our Company is keen on participating in this bid and I will be attending the Pre-Bid meeting today, November 24, 2009.</p> <p>However, I would like to discuss some constraints our Company has in submitting the Financial Information /Statements.</p> | As per RFP.  |

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|     |  |  | <p>As you are aware, Mahindra Satyam's financials are currently being audited and will be available to public only by middle of next year. In the meantime, we can provide the following documents:</p> <ul style="list-style-type: none"> <li>- A Letter from Company Law Board supporting the same.</li> <li>- Interim financials for Q3 of 2008-09 and for the months of January &amp; February 2009</li> </ul> <p>We have been using these documents for all the Government Tenders/ RFPs this year till date.</p> <p>I would request your time for a meeting to discuss this and participation in the aforesaid RFP, at the earliest.</p> |                    |
| 55. |  |  | <p>We request you to relax the age of the company from 5 years to 3 years. A company that is into offering e-Procurement services for last 3 years is as capable &amp; competent as a company that has been offering e-Procurement for the last 5 years. Though we are a young company i.e. 3 years old, we have till date successfully enabled e-Procurement in excess of Rs.30,000 Crores for companies like BHEL, BPCL,</p>   | <p>As per RFP.</p> |

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|     |  |  | SBI, BOB, UBI, etc. apart from many companies in the corporate sector as well. We would like to add that we had won all of the said customers in the Government domain through a public tendering route & we were selected because we were the most competitive bidder both technically and commercially.   |             |
| 56. |  |  | We do not understand the relevance of company turnover of Rs. 25 Cr in last 3 years as financial criteria. BHEL, SBI, BOB, BPCL and dozens of other State Government & PSU's are using our e-Procurement software / services. We have successfully enabled e-Procurement worth Rs. 30,000 Crores (all in compliance to IT Act, 2000), and our average fees have been in range of Rs. 2.5 Crores. We request you to relax the financial criteria from Rs. 25 Crores to Rs. 2.5 Crores. In the past when Govt. of AP first initiated e-Procurement, it gave the contract to a vendor which didn't have Rs. 25 Cr turnover at that point of time. In interest of large & fair competition, we request you to relax this condition. | As per RFP. |
| 57. |  |  | As per Multilateral Development   | As per RFP. |

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|     |  |  | <p>Bank's like World Bank, IMF, Asian Development Bank, etc. e-Procurement Policy, the e-Procurement Service Providers should be an ISO 27001 Certified company. When the policy was announced in 2006, we became the first e-Procurement company in India to get ISO 27001 Certification for e-Procurement services. World e-Procurement leaders like ARIBA, Zycus, etc. do not have CMM Level 5i certification for it is irrelevant. We request you to relax the same and go with World Bank standard i.e. ISO 27001 certificate which will ensure Digital Information Confidentiality, which is a must &amp; very important in the present context.</p> |             |
| 58. |  |  | <p>One of the pre qualification condition is that e-Procurement Service provider should have a Company net worth of Rs. 5 Crores which we request to relax it to Rs. 2 Crores or to allow winning bidder to comply with the same. We have won many prestigious contracts of Government &amp; Private sector companies where the said condition was not there.</p>  | As per RFP. |

## Annexure - II

**TENDERS PROCESSED IN EPROCUREMENT PLATFORM FOR LAST 3 YEARS**

| <b>'TENDERS DETAILS FOR THE F.Y. 2006-2007</b> |                           |                      |  |   |
|--|---------------------------|----------------------|--|---|
| <b>SI</b>                                      | <b>ECV Range</b>          | <b>No of Tenders</b> | <b>Estimated Contract Value (Rs in Crores)</b> | <b>Transaction fee collected ( Rs. in crores)</b> |
| 1  | < 10.00 lakhs             | 4615                 | 565.00   |   |
| 2  | > 10 lakhs to 3.35 crores | 6253                 | 2957.00  |   |
| 3  | >3.35 Crores              | 582                  | 7385.00  |   |
|  | <b>Total</b>              | <b>11450</b>         | <b>10907.00</b>                                | <b>4.30</b>                                       |

| <b>TENDERS DETAILS FOR THE F.Y. 2007-2008</b> |                           |                      |  |   |
|---|---------------------------|----------------------|--|---|
| <b>SI</b>                                     | <b>ECV Range</b>          | <b>No of Tenders</b> | <b>Estimated Contract Value (Rs in crores)</b> | <b>Transaction fee collected ( Rs. in crores)</b> |
| 1   | < 10.00 lakhs             | 10263                | 565.00   |   |
| 2   | > 10 lakhs to 3.35 crores | 10534                | 5812.43  |   |
| 3   | >3.35 Crores              | 730                  | 24247.38                                       |   |
|   | <b>Total</b>              | <b>21527</b>         | <b>30624.81</b>                                | <b>4.26</b>                                       |

| <b>TENDERS DETAILS FOR THE F.Y. 2008-2009</b> |                           |                      |  |   |
|---|---------------------------|----------------------|--|---|
| <b>SI</b>                                     | <b>ECV Range</b>          | <b>No of Tenders</b> | <b>Estimated Contract Value (Rs in crores)</b> | <b>Transaction fee collected ( Rs. in crores)</b> |
| 1   | < 10.00 lakhs             | 15123                | 780.49   |   |
| 2   | > 10 lakhs to 3.35 crores | 13802                | 8003.14  |   |
| 3   | >3.35 Crores              | 1168                 | 106006.10                                      |   |
|   | <b>Total</b>              | <b>30093</b>         | <b>114789.73</b>                               | <b>6.96</b>                                       |

**Personnel to be deployed for O&M of the eprocurement system**

| <b>Sl.No</b> | <b>Description of the personnel</b>   | <b>Team size</b> | <b>Educational qualifications</b> | <b>Experience</b> |
|--------------|---|------------------|-----------------------------------|-------------------|
| 1            | Functional Team ( including Project manager, Project Leader)  | <b>20</b>        | As per RFP                        | As per RFP        |
| 2            | Technical team ( including developers, DBA, System Administrators, network Engineer, hardware engineer) | <b>20</b>        |                                   |                   |
| 3            | Help desk operators   | <b>4</b>         |                                   |                   |