Bid Corrigendum Dated 22.07.2022

GeM bid No.GEM/2022/B/2242662 dated 20.06.2022

Bidding Document Reference (Clause/page)	Existing Clause	Revised Clause
3.7 Functional Requirement, Page 20	The portal should be compatible with any open standard technology. The bidder has to quote and supply any OS and database on (open-source technology- Enterprise edition with enterprise support) with 5 years of OEM support for AMC/ATS.	The portal should be compatible with any open standard technology. The bidder has to quote and supply following: ▪ any Open source OS ▪ any database on open-source technology- Enterprise edition with enterprise support with 5 years of OEM support for AMC/ATS. Note: bidder may propose open source OS community version. However, in case any support required for the deployment or troubleshooting bidder has to arrange the support without any additional cost to the Tenderer during the project tenure.

Response to Queries After Pre-Bid

GeM bid No.GEM/2022/B/2242662 dated 20.06.2022

Sr. No.	Bidding Document Reference (Clause/page)	Name of Organization submitting request	Content of RFP requiring clarification	Points of Clarification required	Response / Clarification to the query
1	3.10. Pre-qualification Criteria / Page #24	M/s. Silver Touch Technologies Ltd.	Pre-Qualification Criteria: 3. The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last five years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer. Documents Required: Completion Certificates from the client and Work Order issued by the Client.	We understand that any ERP Project in last five years to any Central / State Govt Organization / PSU / Public Listed Company is acceptable. Pls. re-confirm.	It is confirmed that any ERP Project in last five years to any Central / State Govt Organization / PSU / Public Listed Company is acceptable.
2	3.11.5. The bidder will be evaluated as per criteria: /Page #25	M/s. Silver Touch Technologies Ltd.	Criteria: Bidders should have experience in the successful implementation of at least two (2) projects of ERP System: Criteria: 2 projects – 10 3-5 projects – 15 > 5 projects – 20	We understand that any ERP Project is acceptable. Pls. re-confirm.	It is confirmed that any ERP Project is acceptable.

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3	Suggestion	M/s. Silver Touch Technologies Ltd.		Authority has permitted Open Source based / COTS based ERP and applicable Database, but also has asked for Enterprise Support. In this context, we would like to bring few important aspects related to licensing and associated costs to your kind notice. 1. Open Source product: Generally its Community Edition is widely used and is available at free (the basic object of going for Open source), it means NO User based license & NO product license to be paid by Authority. The SI (Development company doing customisation) would be responsible for providing the support for the product developed (including customisation). While Open Source with Enterprise support logically means the said product is now commercial (at a cost), hence everything is chargeable, including the Licenses – which are per User based & per year based and will result into a big cost to Authority. (The entire objective of opting Open source would be lost). 2. Enterprise support (ERP & Database): The enterprise support shall attract a user based licensing, which will can be time based (month / year) or compute infra based (per core). In COTS product, getting Enterprise support could be a basic requirement because the source-code and all the controls are with OEM and only their team can provide the required support. However, in case of an Open source solution it may not be required at all because the source-code is available and the product is well supported by a community of developers. Moreover, as per RFP, Vendor is also required to provide FIVE YEARS Onsite deployment of Manpower to support / development. Also the support for the final customized version of the solution would be purely supported by vendor's team only and not by Open source OEM.	As per the bid

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4	5. SECTION VIII: Quoted Price Bifurcation	M/s. Silver Touch Technologies Ltd.	Price Bid A) ERP implementation for KGBV Schools Line Item# 2. The one-time cost of software/application, OS, Database licenses for hosting solution	1. Should bidders quote their price towards "design, development/customization, testing, Integration, Training & Implementation of ERP Systems and Mobile App" within line item#2 and that price will be over & above the manpower rates asked for specified resource types (ONE number Business Analysts and TWO numbers Developers) under line item#1 of the financial bid?	Design, Development/customization, Testing, Integration, Training & Implementation of ERP Systems and Mobile App cost will include the price for the asked resources. However, price bifurcation is asked, if in case there will be requirement of additional resources, the bidder will be paid accordingly.
5	5. SECTION VIII: Quoted Price Bifurcation	M/s. Silver Touch Technologies Ltd.	Price Bid A) ERP implementation for KGBV Schools Line Item# 1. Man-month rate for Business Analyst Developer 1 Developer 2	1. Both project time-line (duration) and number of man-power (onsite) are already defined in the tender which bidders have to follow. Therefore, if these resources (or any additional resources that this) are required to be deployed beyond the prescribed duration because of any reason(s) which can be attributed to department then the department will pay for the additional charges as per the price quoted to the vendor for the same. Please confirm. 2. Also, please confirm that those onsite deployed resources will be allowed to work remotely in case if any Covid or similar other pandemic situation arises during the project tenure.	1. Any resources required to be deployed beyond prescribed timelines will be paid as per man month rates quoted in the bidder's proposal. 2. As per GoG guidelines issued time to time
6	3. SECTION III: TERMS OF REFERENCE – SCOPE OF WORK, 3.1. Project Background:	M/s. Silver Touch Technologies Ltd.	In Gujarat, at present, there are total 240 KGBVs established under Samagra Shiksha, out of which 165 KGBVs are running under GOI and the remaining 75 schools are running with GOG support.	1. We would like to know the total number of users who will login and access the proposed ERP? 2. What is the expected approx. peak concurrency?	1. Total users would be 1200 who will login and access the proposed ERP. 2. The expected approx. peak concurrency would be 200.

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7	3.7. Functional Requirement, Page 19	M/s. Krish Compusoft Services Pvt. Ltd.		SSO for login facility (Active Directory) we are registered userin application and provide SSO at application level do you expectwindows based SSO? if yes then how many users license require ? do we need to provide windows server license as well with it ? pleaseclarify	The ERP Solution is required to host on Central Computing Infrastructure: Government provided Infrastructure at Gujarat State Data Centre (GSDC), Gandhinagar. So the bidder does not require to provide windows server license.
	Others	M/s. Krish Compusoft Services Pvt. Ltd.		Bidder has to make arrangements of active-active clustered on GoG private cloud . are you expecting clustering at server level likehttpd or haproxy or VM level? (Software licenses cost will be 3 timeson this line only , so take clarity cluster and load balancing requiredor not?	Already mentioned in the Clause 3.3 Scope of Work, Page 13. *"Appropriate load balancing and clustering techniques should be adopted by the Selected Service Provider in the Solution design for meeting the requirements of the RFP"*
	Others	M/s. Krish Compusoft Services Pvt. Ltd.		Active-active cluster required at primary , DR also hassame structure of primary , please clarify	Already mentioned in the Clause 3.3 Scope of Work, Page 13. *"Appropriate load balancing and clustering techniques should be adopted by the Selected Service Provider in the Solution design for meeting the requirements of the RFP"*
	Others	M/s. Krish Compusoft Services Pvt. Ltd.		How data will replicate from DC to DR , need clarity since Server withlicense backup software and SAN/NAS storage required to replicatethe data.?	Already mentioned in the Clause 3.3 Scope of Work, Page 13. "*Detailed Design document detailing Technical architecture (application, workflow, network, and security), Database architecture, including clustering/ mirroring, backup strategies, defining data structure, data dictionary as per standards laid down by the Government of India/ Government of Gujarat (In case such standards are not defined, the same would be approved by*

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					TENDERER/GoG)''
	3.7 Functional Requirement, Page 20	M/s. Krish Compusoft Services Pvt. Ltd.	The portal should be compatible with any open standard technology. The bidder has to quote and supply any OS and database on (open-source technology- Enterprise edition with enterprise support) with 5 years of OEM support for AMC/ATS.	Operating System: Windows/Linux with Enterprise Support.- Vender can use community or standard version of open source operating system	Revised clause as follows: "*The portal should be compatible with any open standard technology. The bidder has to quote and supply following: § any Open source OS § any database on open-source technology- Enterprise edition with enterprise support with 5 years of OEM support for AMC/ATS. Note: bidder may propose open source OS community version. However, in case any support required for the deployment or troubleshooting bidder has to arrange the support without any additional cost to the Tenderer during the project tenure.''*
	Others	M/s. Krish Compusoft Services Pvt. Ltd.		License software required for 5 year or 6 years?	Already mentioned in the Clause 2.10 Contract Period, Page 5
	Others	M/s. Krish Compusoft Services Pvt. Ltd.		Hoping that there is secure connectivity between DC and DRdatacenter with enough bandwidth for data transfer between 2locations	The bidder would not be responsible for onnectivity between DC and DR datacenter. The tendered would enure the same.
	Others	M/s. Krish Compusoft Services Pvt. Ltd.		Request to please extend the last date of submission for at least1 week.	The last date of bid submission is extended by 7 days. Please see corrigendum issued on GeM.

Please refer the Responses to the Pre-Bid Queries published on News & Events section of Website of Samagra Shiksha-Gujarat (http://samagrashiksha.ssagujarat.org) & Corrigendum published on GeM regarding Last Date of bid submission.(extended up to 27.07.2022; 18:00 hrs)