

RFP Clarification Note II -7th September 2012

S No	Reference (Volume/Clause No./ Page No.)	Original RFP Clause	Requested Clarification	Clarifications To The Pre-Bid Queries	Reference Sl. No. of Corrigendum VI
1	Volume 1 - 05. CFMS_RFP Vol I_ Annex V_Specs.pdf	Section 2.5- Table containing technical specifications for 'SOA'	The adapters referred in these technical specifications are specific to application/ third party technologies and depends on whether the proposed solution requires to integrate with any of these applications/ third party technologies. The present requirements does not indicate these requirements; these adapters will typically cost additional cost (except for generic database adapters via JDBC/ ODBC). Also some of the adapters will depend on product selections (Oracle EBS, SAP). Hence please clarify whether it will be sufficient to mention that there is capability (adapter availability in the market) for some of these and only include those adapters which are necessary from the solution perspective. Please clarify whether this will have any impact on the scoring. If there is a mandatory adapter list among these, please provide.	SI is advised to assess and decide about these adapters taking into consideration the integration requirements of CFMS Solution with the solutions that are/ would be available with other Departments/ Stakeholders. Please refer revised para given at SI no. 1 of Corrigendum VI	1
2	Volume I, Annexure IV, Page No.: 5	Bandwidth – DC & DR	Please specify the bandwidth required at a. MPLS bandwidth at DC (primary + backup) b. MPLS bandwidth at DR (primary + backup) c. Internet bandwidth DC (primary + backup) d. Internet bandwidth DR (primary + backup) e. Connectivity from DC to DR f. Connectivity from NDR to DR	The revised minimum bandwidth requirements (including bandwidth to be provided by the Government/ NIC) at each project locations have been provided in Corrigendum VI	21
3	Annexure-3 Page-11 & Annexure IV , Page 5	1.Internal Firewall Requirement - Firewall shown in data centre architecture given on page # 11 of annexure III 2. Internal firewall is not part of Bill of material given on page # 5 of Annexure IV	Please clarify whether internal firewall to be included in BOM.	SI has the total responsibility for meeting project requirements and SLAs. The items specified in the BOM are minimum and SI should add any other items based on its solution	
4	Volume-1, Annexure III, Page # 27, Key Considerations for the NDR, Clause 5 & 6	4. DC to NDR Synchronization -Both DC and NDR will be HOT site ensuring real time synchronization. 5. DC to NDR Switch over -During the crisis up time/switch over time for the NDR site will be Max 2 Hrs.	In case of disaster will application run from NDR or NDR will be used for Synchronization Replication only? Please clarify. To run the applications from NDR /Switch over to NDR, complete infrastructure (Specified for DR) will also be required at NDR. We understand that application will be run from DR in case of disaster and NDR will be used only for Synchronization replication. Please confirm our understanding is correct.	NDR is meant for SAN Array based replication. The key considerations are NDR have been amended in Corrigendum VI	24
5	Volume I	Site Readiness	Please provide us the readiness of the sites at each of the locations where client side infrastructure needs to be setup. Information required would include (availability of passive cabling, patch panels, electrical panels etc.). This would help us in optimizing costs based on the infrastructure already available.	SI need to visit sites and assess readiness during the course of the assignment.	
6	Volume III, Annexure I, Page No.: 75 (as amended in Corrigendum II, Page 13, Point 73)	SLA	The following SLA to be revised: 1. Time taken to generate reports <1000 records 2. Average monthly packet loss 3. Average issue resolution time 4. Availability of Security solution	Kindly refer revised SLA in Corrigendum VI	26
7	Volume I, Clause No. 3.2.3.3	Technology upgrade is required at the end of 5th year	With reference to technology refresh/upgrade clause 3.2.3.3, we understand that our scope would be to provide a study report including a trade in option for the supplied equipment. Incase the purchase opts for change of the equipment, it will issue us a fresh purchase order for the new components,	Yes, the scope would be to provide a study report including a trade in option for the supplied equipment. In case where the purchaser decides to opt for technology upgrade/refresh,	

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			which will cover equipment cost as well as implementation charges and support charges for the balance period.	no payment for O&M shall be made to the Supplier for the replaced components of hardware replaced under technology refresh/ upgrade. Accordingly only proportionate and attributable O&M charges for other hardware shall be paid.	
8	Volume I, Annexure V, Page No.: 48	Section 2.5- Table containing technical specifications for 'SOA'	There are references to business process automation/ management capabilities under these sections (hence under SOA section). We feel that the business process automation & human workflow requirements of CFMS can be predominantly be handled via ERP processes (defined within the ERP product) and remaining via the workflow capabilities of Portal component. Hence a separate BPM component need not be proposed in the SOA layer. If such an option is proposed, will the compliance items referred here will be considered non-compliant and impact the technical score of our response/ cause disqualification?	Kindly refer to explanation provided in Point No. 1 of Corrigendum VI. Further, SOA specifications is amended in Point No. 13 of Corrigendum VI	1 & 13
9	Volume 1 - 05. CFMS_RFP Vol I_ Annex V_Specs.pdf	Section 2.5- Table containing technical specifications for 'SOA'	Please clarify whether the BPM capabilities described here also covers business user level modeling & design of processes and collaboration & simulation capabilities? (which are typically provided by fullfledged BPM suites). If the proposed solution contains only the execution level (BPEL) compliance, will that be sufficient?	Kindly refer to explanation provided in Point No. 1 of Corrigendum VI. Further, SOA specifications is amended in Point No. 13 of Corrigendum VI	1 & 13
10	Volume 1 - 05. CFMS_RFP Vol I_ Annex V_Specs.pdf	Section 2.5- Table containing technical specifications for 'SOA'	There is a mention of Business Rules Engine/ Framework in these technical specifications. (Please clarify whether a general purpose BRE component is envisaged for this requirement. We feel that the rule evaluation requirements of CFMS can be addressed by the rule evaluation component from the ERP product. Hence can be refer this component to comply to this requirement? Will this cause any degradation of technical score/ disqualification?	Kindly refer to explanation provided in Point No. 1 of Corrigendum VI. Further, SOA specifications is amended in Point No. 13 of Corrigendum VI	1 & 13
11	Volume 1 - 05. CFMS_RFP Vol I_ Annex V_Specs.pdf	Section 2.5- Table containing technical specifications for 'SOA'	Please clarify whether it is mandatory to have the adapter SDK, if not found necessary for addressing the present integration requirements.	SI is advised to assess and decide about these adapters taking into consideration the integration requirements of CFMS Solution with the solutions that are/ would be available with other Departments/ Stakeholders.Please refer revised para given at SI no. 1 of Corrigendum VI	1
12	Volume I, Annexure V, Page No.: 28	Section 1.19 - Table containing technical specifications for '5 and 10KVA UPS SYSTEMS'	The following configuration shall be re-considered: 1. Power Factor 2. Overall Efficiency 3. Inverter Efficiency 4. External Batteries Back-Up	Kindly refer revised Specification in Corrigendum VI	12
13	Volume-1, Annexure III , Page 9 and Page 11	DC Bandwidth: 1. State data Centre Bandwidth 8 Mbps (on page #9) 2. It is proposed to have 100 mbps aggregate bandwidth at DC for users coming through Intranet network.	Both the statements are contradictory. Please suggest the required bandwidth.	The revised minimum bandwidth requirements (including bandwidth to be provided by the Government/ NIC) at each project locations have been provided in Corrigendum VI	19, 20 & 21
14	Volume-1, Annexure V , Page 27	Laser Printer: Printer Specifications: 1. Speed: 18 PPM A3/ 30PPM A4 2.Resolution: Min 1200x1200dpi 3. Paper Support : A3	A3 Laser Printer may not be required and its cost is very high. Please change specifications as; 1. Speed: 30PPM A4 2.Resolution: Min 1200x600dpi	Kindly refer revised Specification in Corrigendum VI	9

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			3. Paper Support : A4		
15	Volume-1, Annexure V , Page 27	Scanner Specification: 1.Type: Flatbed, ADF 2.Optional Resolution: Min 2400 dpi 3. Transparency Adapter: yes 4. Max Scan Size : (Min 8.5x11.7 for A4, 8.5x14" for legal(Flatbed & Adf)	Specifications are comply to one OEM at very high cost. Please change the specifications completely or we suggest the following changes; 1.Type: Flatbed/ ADF 2.Optional Resolution: Min 1200 dpi 3. Transparency Adapter: Not required 4. Max Scan Size : (Min 8.5x11.7 for A4, 8.5x14" for legal (Flatbed /Adf)	Kindly refer revised specification in Corrigendum VI	11
16	Annexure IV , Page 3 and Annexure IV, Page 12	KVM Switches over IP for Racks in BOM but in specs - 8 port KVM Switch and Console (Analog)	Please suggest whether Analog KVM or IP kvm required . If IP KVM to be proposed, please specify the specifications	Kindly refer Corrigendum VI	1
17	Vol I/ Annex 5/ Page 61/ Point no 5 of 2.8 (Database specifications)	"Database server should be having declarative type, client independent browser based web application development tool with functionalities like Application builder with forms and interactive reports, Charting functions, Data Exchange builder for support to transfer XML, Spreadsheet and text data."	The mentioned feature is not a common feature for all Database Technologies and we request you to delete this Clause.	Kindly refer Corrigendum VI	16
18	Corrigendum II - RFP - CFMS & P.No.: 30 & 31	Database Server (Active - Active Cluster)	The mentioned feature is not a common feature for all Database Technologies across operating systems. Hence we request you to delete Active Active Cluster.	Kindly refer to the revised 'Hardware' BOM provided in Corrigendum VI	2
19	General	Passive Cabling at End User Locations	Is Passive Cabling required at Remote Locations	SI need to visit sites and assess readiness during the course of the assignment.	
20	Volume I - Annex V, Page 64 Item 3.2	Network Forensics	This item is in Specifications but not in BOM or Commercials. Kindly clarify. If required include in BOM & Commercials	Kindly refer to the revised 'Hardware' BOM provided in Corrigendum VI	2
21	Corrigendum II -Page 30 & 31, Section 4.4, Item 22	HSM and DB encryption device	SI has the option to provide either Appliance or SW based Encryption. Kindly confirm.	Kindly refer Corrigendum VI	2 & 17
22	Corrigendum II -Page 38, Section 4.4	Operation and Maintenance Cost Table	What does Connectivity of FD and related offices includes? We recommend to have connectivity between DR & NDR. This will help having updated data in DR in case of DC Failure. Request the same to be included as part of BOM as min 2 Mbps.	The revised minimum bandwidth requirements of FD and related offices (including bandwidth to be provided by the Government/ NIC) at each project locations have been provided in Corrigendum VI	21
23	Volume I - Annex IV, Page 4	Payment Gateway and SMS Gateway is Supplier responsibility	Payment Gateway - It is understood that the scope is limited to Integration with FD Agency Banks (SBI & SBH) only. All transactional/recurring costs of Payment Gateway shall be borne by FD. Sms Gateway - It is understood that the scope is limited to setting up of SMS Gateway facility and all transactional costs of usage of the SMS Gateway shall be borne by FD. ----- If the scope includes both one time integrations as well as Transaction costs, then we request Govt to provide nature & volume of transactions for pricing purposes.	Kindly refer Corrigendum VI	23
24	Volume I - Annex V, Page 26 (Desktop Computer)	Microsoft Office 2010	1. We understand that Govt of AP would have Volume Licenses available for MS Office. Can that be given to the SI to load onto the Desktop instead of procuring.	Kindly refer Corrigendum VI for revised specification.	8

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			2. If MS Office is needed then kindly specify the version (either MS Office Standard 2010 or MS Office Professional Plus 2010) and it Should be limited to one time purchase without SA (Software Assurance/Upgrades etc) to optimize on costs. 3. Can FD look into using Open Office to reduce costs?		
25	Volume 1	O&M Phase starts after T+12 Months however corrigendum 2 Page 36 price bid format asks for 5 1/2 years (first year is 1/2 year only). There is discrepancy	Pls clarify	Kindly refer Corrigendum VI	25
26	Volume-1, Annexure III, Page # 27, Key Considerations for the NDR	"NDR should be 50% of DR capacity"	"NDR storage should be 50% of DR capacity"	NDR is meant for SAN Array based replication. The key considerations are NDR have been amended in Corrigendum VI	24
27	Annexure4 2.2.1	DC to NDR Fiber Optic link is needed	DC to NDR Fiber Optic link is needed, Primary connectivity will be provided by the purchaser, secondary fall back connectivity is to be provided by the bidder	SI is completely responsible for DC to NDR replication. Further, the revised minimum bandwidth requirements (including bandwidth to be provided by the Government/ NIC) at each project locations have been provided in Corrigendum VI	19 & 21
28	Volume I, Annexure VI, Section 1, Page No.: 3	Consideration for Data Digitization and Migration	What is the state of the data which needs to be digitized. Is it in electronically readable format. Please specify if manual data cleansing will be required.	A mix of manual and electronic data is available. Data Cleansing and Data De-duplication activities are required to be done before Migration of existing/legacy data to new proposed system, and for this Bidder must use world class data quality tools, as purchaser want 100% data accuracy. Kindly refer S No. 32 of Corrigendum II	
29	Corrigendum II - RFP - CFMS, Point # 34 & P.No.: 12	HDD Bays: The server should support min 8 HDDs and should be configured with 4Nos. of 300 GB SAS 6Gbps 10k Hot swap HDDs	Pls change it to The server should support min 8 HDDs and should be configured with 4Nos. of 300 GB SAS 6Gbps 10k Hot swap HDDs (Internal/External).	Kindly refer revised specification in Corrigendum VI	4 & 5
30	Corrigendum II - RFP - CFMS Point # 26 & P.No.: 7, 8 & 9	Quantity	Is it Mandatory to supply the total Quantities as mentioned in the revised table before Go Live itself?	SI to assess and decide based on final project schedule	
31	03. CFMS_RFP Vol I_ Annex III_Sol Arch	We understand that the HSM solution should make sure that "All data and information interchanged between different interfaces in the Treasury Application should be digitally signed and encrypted." And hence the HSM solution is primarily being used to store the encryption keys externally.	Now if our proposed database solution can store the keys internally then we would be able to reduce the point of failures and also optimize the solution cost. Hence we would request you to please accept a solution which makes sure that the fundamental requirement of making sure that "All data and information interchanged between different interfaces in the Treasury Application should be digitally signed and encrypted" should be either met with internal capability of database or with an external HSM	We require encryption across all servers not only database. Also, kindly refer revised specifications in Corrigendum VI	17
32	Number of internal users of the system (apart from	There is no clarity on the total number of internal users of the	Kindly confirm whether the total numbers of internal users of the system is to be taken is 3000(number of PC supplied) or 3897 (Directorate of treasury	The summary of number of existing users is provided in corrigendum VI	22

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	DDOs / Payroll / Pension / Other Users.)	system.	users) or 5533. This would be required for licensing		
33	Biometric Device	Usage	Kindly detail out the usage of the biometric device. Is it required for PC authentication or Application authentication or anything else. Accordingly implementation of the same needs to be planned as the numbers of equipments is less than total numbers of users.	Biometric Authentication is required at Application Level through browser interface	
34	Page 15, 1.8 , clause 8	Dial-Backup -> Required Dial-on-Demand -> Required	These feature were used in conjunction with ISDN which is a legacy and obsolete technique for provisioning backup links. As an alternate, back option can be provisioned through other links options like E1/T1, ethernet etc which are more reliable. Pls. consider and remove the same.	Kindly refer revised specification in Corrigendum VI	7
35	05. CFMS_RFP Vol I Annex V_Specs.pdf; Clause 2.6; Sr No 56	The proposed helpdesk solution must support all 14 ITILv3 processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification letter on all 14 process by third party agency like pink verify.	Request the same to be amended as "The proposed helpdesk solution must support all ITILv3 processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification letter on atleast 10 service support processes by third party agency like pink verify." There is only one OEM who is certified on 15 processes. Currents the specification seems to be vendor specific. By doing some relaxation in the clause SI's shall be able to offer the better prices to the department and there will not be any dilution in SLA's and RFP Performance. It will be huge saving to the government Exchequer as well.	Kindly refer Corrigendum VI	14
36	CFMS RFP_Corrigendum II Dated 5-7-12 Point # 26 Page 7		We request the department to give flexibility to us to choose the quantity of servers required to meet the solution. Hence, we suggest the following: The number of DB & BI servers offered shall meet the performance requirements of the solution while providing 100% high availability in case of a single server failure at each site. The number of Other (Application/Portal, Web, DMS/Workflow, Directory/Antivirus/Backup, SOA/Integration, Reporting/Adhoc Reporting, EMS) servers offered shall meet the performance requirements of the solution while providing high availability in case of a single server failure at each site.	Kindly refer to the revised 'Hardware' BOM provided in Corrigendum VI	2
37	CFMS RFP_Corrigendum II Dated 5-7-12 Point # 29 Page 10	Server Specifications for DB & BI Servers	Server Specification to be reduced	Kindly refer revised specification in Corrigendum VI	4 & 5
38	CFMS RFP_Corrigendum II Dated 5-7-12 Point # 40 Page 14	The SAN Array should be supplied with data replication in both synchronous & asynchronous modes with consistent copy of replicated volumes at target site. The replication capability should be bidirectional with ability to fail back to achieve RPO=0 and RTO<=6 hrs. The Storage array shall also support three ways (3 Data Centers) replication to ensure zero RPO. The Storage shall support	The methodology specified for replication is vendor specific. We recommend it to changed to: <i>The SAN Array should be supplied with data replication in both synchronous & asynchronous modes with consistent copy of replicated volumes at target site. The replication capability should be bidirectional with ability to fail back to achieve RPO=0 and RTO<=6 hrs. The Storage array shall also support three ways (3 Data Centers) replication to ensure zero RPO.</i>	Kindly refer Corrigendum VI	1

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		replication of same volume synchronously to site 1 and asynchronously to site 2 simultaneously to ensure Zero RPO.			
39	RFP_CFMS-ClarificationNoteToThePre-BidQueriesDated5-7-12.pdf, S.No 392, Page 47	Clarifications says "SI is expected to assess and decide"	Each SI can come with different number of users based on their interpretation of process flow diagrams. Can Department provide: 1) Number of DMS users 2) Number of Documents expected daily after initial Digitisation of 3 Lakh documents	The summary of number of existing users is provided in corrigendum VI. Further, the SI is expected to assess and decide on the number of documents expected daily to ensure unrestrictive functioning	22
40	03. CFMS_RFP Vol I_ Annex III_Sol Arch.pdf, Page 8	The entire solution would be supported by the Rules/Guidelines layer that provides the State Government Guidelines /Rules which would be built into the business logic of the CFMS application.	We suggest Business Rules to be kept outside of the core application and managed with Business Rules Engine. This will enable Business Users to manage rules without involvement of IT. Please incorporate this change	SI is advised to asses and decide on Business Rules engine placement	
42	04. CFMS_RFP Vol I_ Annex IV_BOM.pdf, Page 4	Reporting	What are the overall number of users of BI? How many users require 'What-if' analysis capability?	The summary of number of existing users is provided in corrigendum VI. Further, the SI is expected to assess and decide on the number of BI user expected to ensure unrestrictive functioning.	22
43	CFMS_RFP Vol I_ Annex V_Specs.pdf, 1.20 Intrusion Prevention System (IPS) Page 30	The appliance monitors up to 4 inline segment and has 8 10/100/1000 and one 10g interfaces for the same.	This is favoring one OEM and will force others to quote higher configuration to comply. Please delete.	Kindly refer Corrigendum VI	1
44	05. CFMS_RFP Vol I_ Annex V_Specs.pdf,26	Processor: Intel(R) Core(TM) i7 (2nd generation) Monitor: 17" SVGA color TFT or Higher	This configuration should be changed to i3 / i5 and 18.5" or 19" monitors respectively	Kindly refer Corrigendum VI for revised specification.	1 & 8
45	05. CFMS_RFP Vol I_ Annex V_Specs.pdf,27	Duty cycle of 50,000 pages (per month)	This is a huge duty cycle for a printer. Depending on the workload at each of the branch offices, the duty cycle of 10,000 to 15,000 could possibly be sufficient Section heading is a misnomer, should read as MFP	Kindly refer revised Specification in Corrigendum VI	9
46	05. CFMS_RFP Vol I_ Annex V_Specs.pdf,27	Duty cycle of 200,000 pages (per month)	Additional details on specifications of this printer would be helpful. With Laser printer / MFP being available, the purpose of a heavy duty Network printer could possibly be redundant	Kindly refer revised Specification in Corrigendum VI	10
47	05. CFMS_RFP Vol I_ Annex V_Specs.pdf,69	WAN optimisation devices	WAN Optimisers for Branch offices need to be removed from the scope. These devices may not be required at each branch location	Kindly refer revised 'End Users Requirement' BOM and WAN Optimization Device Specification in Corrigendum VI	3 & 18
48	04. CFMS_RFP Vol I_ Annex IV_BOM.pdf,6	Printer quantities	Thumb rule for One network laser printer of 10,000 pages duty cycle can support upto 50 users.	Kindly refer revised 'End User Requirement' BOM in Corrigendum VI	3
49	04. CFMS_RFP Vol I_ Annex IV_BOM.pdf,6	Manpower to manage DC, NDR & DR	Quantities recommended in the RFP document. Should this be considered as per shift?	SI to assess and decide to ensure SLA compliance	
50	05. CFMS_RFP Vol I_ Annex V_Specs.pdf, 61	Security	Web application security can be enhanced using a web application firewall, which is missing in the scope of work.	SI has the total responsibility for meeting project requirements and SLAs. The specification provided are indicative, SI should assess and	1

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				propose equivalent / better specification. Further, the items specified in the BOM are minimum and SI should add any other items based on its solution	
51	CFMS-Volume I	Project Phasing and Work-Plan	Why Phase II functional scope has been segregated by AP Finance RFP i.e Integrations etc? If integrations have not been planned in Phase I, how will AP Finance locations go-live in Pilot Phase particularly wherever there are integration requirements with other systems?	Indicative timelines have already been provided in the Project Work Plan. Bidder is expected to improve these timelines. For further clarifications, please refer Volume I of the RFP - project work plan	
52	Vol - 1 & Annexure - V DMS & Workflow, Page # 47 & S. No.80	The system shall provide bilingual (English / Telugu) support for standard letters and e-mails generated and for the forms/reports/statements, all headings/labels should be both in English and Telugu.	Since the core CFMS is English so DMS should also be in English as there is strong integration requirement	Entire CFMS system should be UNICODE compliant. Accordingly all reports can be viewed and printed in Telugu language also. Further Telugu support is required on portal also.	
53	CFMS-Volume I	System shall be integrated/ interfaced with the Departments" System, if any	We have assumed integration with following legacy systems. Please provide additional Integration Points(if any) other than this list of legacy systems and respective Integration points say Department Softwares etc.Pls. detail if there are more legacy systems, not covered as per current list and list of Other State AG's,list of PSU systems, list of Banking systems for payment and refunds.Aprt from this, we need list and numbers of Agency Bank Counters,e- Seva Counters,Department Counters,Ministry of Finance and RBI.	The detailed information about the Systems of external stakeholders required for integration/ interface shall be provided to/ gathered by the SI during the course of the Project. System shall provide interface with all the departments of GoAP including PWD/ Irrigation Departments applications to capture all the relevant information pertaining to CFMS at transaction level. More information shall be provided to/ gathered during System Requirement Study Stage	
54	Volume 1, Page 41	Section 3.2.2.5-Transition Management/ Change Management and Capacity Building	Training facility of Videoconferencing would be available in Hyderabad Offices, DTA and JDWA Offices. We need an exhaustive list of locations where videoconferencing facility for 4-6 locations (simultaneously) is available.	Video Conferencing Facility shall be provided by Government of Andhra Pradesh at regional offices.	
55	Volume 1, Page 41	Section 3.2.2.5-Transition Management/ Change Management and Capacity Building	Classroom Training facility would be available in in Hyderabad Offices, DTA and JDWA Offices.	The training rooms and projectors shall be provided by Purchaser.	
56	Volume 1, Page 41	Section 3.2.2.5-Transition Management/ Change Management and Capacity Building	Scope of Training for external stakeholders like RBI and Audit/AG	Bidder is expected to detail out the training required (including training to other Stakeholders) for effective implementation of CFMS in their change management and capacity building plan and accordingly training shall be imparted by the Bidder	
57	Volume 1 Annexure 1 Page 9	Other users 100000	What is the nature of this other 100000 users?	These users are internal/ external stakeholders' users including support staff at the DDOs offices and an approximation for contingency for current assessment.	