The Jharkhand State Cooperative Milk Producers' Federation Ltd., Farmers Training Centre Campus, HEC, Sec-II, Dhurwa, Ranchi-834004,

Bid Reference: JMF/ICT/ERP/2019/19.06.2019

Post pre-bid meeting held at The Jharkhand State Cooperative Milk Producers' Federation Ltd., Dhurwa, Ranchi on 28 June 2019 and the clarifications to queries received through mails regarding "Supply and Implementation of an open source based Enterprise Resource Planning (ERP) Software including configuration and customization with 3 years Maintenance Support", clarification/amendments/additions to the various tender clauses shall be as given below. All other terms & conditions written in the tender documents shall remain unaltered.

Sr No	Query raised by Participants in the pre-bid meeting / through emails/ letters	Clarification / Amendments
1	To clarify ownership and uses rights of developed ERP software & the Source Code will be the Intellectual Property Rights of JMF ?	Final source code should be provided to JMF, the final production build/copy will be generated from this source code. Both JMF and bidder are allowed to use the base source code.
2	How are updates of the ERP software covered under Warranty & under AMC	YES, as and when an update is released or there is a statutory requirement to update the system, the system shall be updated by the bidder without cost during implementation and warranty period. However it will be chargeable during AMC as per the amount quoted by the bidder.
3	Is there any strictness of database usability	No, but it should be free from Licence requirement. JMF will rate the proposed database provided by all the vendors on different parameter like security, performance, business scenario etc.
4	Can we change the modules under the mentioned phases of implementation.	Modules may be developed in phase wise manner which may be mutually decided after selection of the implementation partner.
5	What is on the fly custom report generation?	we need to have a query builder like engine, where in parameters can be set to generate process wise output in excel dump.
6	What is the scope of AMC	AMC covers all the minor development, New reports, bug fixing, up gradations and resolution of the issues within the signed SLA.
7	Clarification on different UoM mentioned in document	Bidder needs to quote for single UOM for each of the items under component B of financial bid (commercial bid)
8	Please share the details for which application need to be integrated with proposed ERP.	Proposed ERP is required to be integrated with NDDB's Developed AMCS only. AMCS is build on PHP and MySQL supporting REST API.
9	Milk Procurement schemes: Will it be handled under ERP or AMCS	If scheme is related to financials parameter only, then it needs to be handled in ERP.
10	Team Structure under technical evaluation criteria: Is it required to be onsite all the time during implementation.	Not all the time but, should be available during the crucial phases/activities and on request by JMF
11	Availability of the annexures in word format	Shall be provided on JMF official website.
12	Is consortium allowed for bidding	No
13	Proposal should be provided in Hard Copy or Soft copy ?	Please submit the soft copy in a hard media & printed copy along with the technical bid envelope duly sealed.
14	Is there any option of exemption of EMD	There is no exemption of EMD. The bidder has to submit EMD.
15	There is no surety that AMC of 3 year will be given or not. But JMF has written that Performance Bank Guarantee would be taken for 5 Yrs. Pls clarify.	In case AMC is not awarded post go-live, JMF shall return the BG.

16	What is the time of completion of the project?	11 months from the date of receipt of purchase order.
17	What is the backend (Database) of your existing software, which needs data migration?	The data migration would be from existing Tally Application and excel files. Marketing & Store- MySQL
18	a. The given statement on single technology platform using a common database implies that JMF needs a single vendor technology platform at least for database. Please confirm. B. Apart from database, what are the other technology platforms that JMF is looking for a single vendor support. Please confirm as applicable.	We are open to any Database / Frontend technology stack which should be free from Licence requirement. JMF will rate the proposed database provided by all the vendors on different parameter like security, performance, business scenario etc. Third party licensed tools are not allowed.
19	a. It is recommended that JMF should leverage an enterprise grade database that is consistently among the top 3 databases globally both in terms of Operational Database Management System as well as Data Management Solutions for analytics for last 3 years as per latest analyst reports such as Gartner, Forrester, IDC etc. to run the ERP solution. b. Also, the database selected should be consistently at least among the top 3 database management systems globally, if not ranked #1 itself, in terms of popularity and ready availability of skills among DBAs and developers worldwide according to DB-Engines Ranking.	The decision shall be based on Business requirement.
20	Are you looking for an open source ERP solution or are you looking for an SI to develop an ERP solution based on open source technologies? Please confirm.	We are looking for an open source ERP solution which shall have zero licensing cost.
21	a. Assuming 100 concurrent users in the existing system, could you please clarify what will be the number of concurrent users at peak load in the proposed system? B. What is the total number of users in the proposed system?	concurrent users: 50 Total users : 100 This excludes Employee self service users.
22	It is recommended that database should have Active-Passive or Active-Active failover clustering with objectives of scalability, load balancing and high availability and that it should be possible to run all possible database workloads with no changes to the applications. Please confirm.	We would start with a single server option and then migrate to an active active or active passive configuration depending on the need.
23	It is recommended that the underlying database for the proposed solution must provide strong audit trail, and protection against tampering of audit data by securely storing audit trail data and events securely in a vault, allow policy-based configurability e.g. retention period based on nature of audit data. Please confirm.	Good to have
24	It is recommended that the underlying database for the proposed solution should have out-of-the-box capabilities to detect advanced threat detection by database level SQL engine firewall, and apply policy based control measures e.g. allow, log, alert, blacklist users/ Ips. Please confirm.	Good to have
25	Does the proposed application need to be secured from privileged and powerful users as well(such as database administrators) thereby reducing the risk of insider and outside threats and addressing common compliance requirements. Please confirm.	We are ok if the same can be achieved from frontend
26	It is recommended for JMF to have a robust Disaster Recovery (DR) solution in place for its underlying databases. The DR solution should include capabilities such as zero data loss protection across any distance, automatic block repair and that the standby database should remain in a mounted state so that it could be leveraged for reporting purposes. The ability to utilize the standby for reporting needs and not just a backup destination lowers the Total Cost of Ownership. Please confirm.	We have not considered DR at this point of time. Which may be taken up later

27	a. The proposed ERP solution should be able to integrate with Automated Milk Collection System(AMCS). Is this correct understanding? Please confirm. B. What are the external and internal systems that need to be integrated with the proposed ERP solution? c. What is the underlying communication mechanism between the proposed ERP system and these different internal and external systems such as AMCS with which it integrates(e.g. REST, SOAP)?	a. YES b. AMCS c. REST
28	To integrate with various internal and external systems, it is recommended the envisaged solution must leverage an enterprise integration platform to enable all application and data integrations using SOA (following ESB pattern). Such an enterprise integration platform must support all integration patterns following open standards and protocols wherever applicable e.g. REST, SOAP, JMS, JCA, LDAP, XML, XSL, BPEL, BPMN etc. 2. Please confirm that the enterprise integration platform must support advanced capabilities like rich dashboard for management and monitoring, business activity monitoring, event stream processing, complex event processing etc. Please confirm.	Good to have
29	Under Technical evaluation criteria, FMCG industries experience will be counted as a project in Dairy sector	YES
30	Under technical evaluation criteria, kindly clarify presence in JMF operational area	JMF operational area includes, implementation by bidder in Jharkhand state and is currently supporting the implementation/project or having office in Jharkhand state
31	Under technical evaluation criteria, point no. 3(team structure), please clarify the manpower deployment includes Project manager and Team leader	YES including Project manager and Team Leader
32	under commercial bid component (a) please clarify if there is additional cost of warranty and when will the AMC starts	Warranty cost is included in the ERP implementation cost (component A) . AMC will start post completion of warranty period.
33	Please Amend the clause for better and quality Bid as : Turn Over of the firm during each of last 3 year, 5cr - 10 cr - 1 Marks 10cr - 50cr - 2 Marks More than 50cr - 5 Marks	At this point of time, this is not acceptable.
34	Please remove this clause as due to this clause limited bidder can bid and in ERP implementation industry has no role (ERP Implementation in Diary/Food/FMCG Industry)	At this point of time, this is not acceptable.
35	Please confirm who will be responsible for providing seating g space, furniture for data entry operators and Hosting of application	JMF, Ranchi
36	Please confirm who will be responsible for providing consumables such as toner, cartridge, stationary during project tenure.	JMF, Ranchi
37	Please amend the clause: The bidder must have minimum average turnover of Rs. 15 Crores , in the last three financial years	At this point of time, this is not acceptable.
38	Please extend Date by 26.07.19	JMF will take suitable decision if required.
39	"Integration of above solutions with mail server (Active Directory)." What is the level of integration desired - just allow opening or also have data exchange? What is the technology stack and what is the data format available from such devices.	Email integration required for notifications and alert, Active Directory- user authentication if required. We use Ice Warp email solution and Microsoft AD.
40	"All the functionalities or the given solution should be available on Tablet PCs/ Android based Phone." Please clarify if development of mobile application is also in scope. If yes, specify the platform and the functionalities required on mobile app.	The data should be visible through Android based Tablet PCs/Phone. It can be through either through browser or Android Application. It is desirable if it is through Android Application.

#	Query	Response
41	Please confirm if training will be at single location or at multiple locations. And also confirm the batch size / no. of trainees to whom training to be provided.	All training activity should be centralized in single location and batch size will be decided during the course of project.
42	Please confirm who will be responsible for providing infrastructure for training such as Space, PCs, Connectivity, telephone line, electricity etc.	JMF, Ranchi
43	Kindly clarify the database. And kindly confirm who will be responsible for providing database licenses.	Open source database.
44	Kindly confirm if support for data centre, network management and other it infrastructure is also in bidder's scope.	We would seek advice from the selected vendor in case there is problem in the ERP implementation due to data centre, network, and other IT infrastructure.
45	Kindly amend the clause as under: The bidder should have completed/ongoing/executing at least Three successful ERP Implementations in last 5 years. The sign-off letters or copy of contract or work order mentioning the above modules should be submitted.	At this point of time, this is not acceptable.
46	Please confirm the number of manpower resources required and base location of these resources.	No. of manpower requirement will be decided during the project execution and base location is Ranchi
47	Please confirm volume of data available for Data Migration	5 GB to 10 GB
48	Kindly provide the details of additional hardware and software requirement.	Bidder should mention the required detail of Hardware and Additional Software requirements if any. The bidder needs to provide preliminary hardware recommendation for its solution. If there is any additional cost for maintaining and purchasing any third party software components required to run the application.
49	Please provide the details of IT infrastructure facilities available at JMF	Not required to disclose
50	Can we assume standard APIs will be used of for such application level integrations? Please specify the Technology Platform of each Integration.	Any open source secured licence free API can be used.
51	Kindly confirm the number of resources required.	It is already mentioned in the tender documents
52	Kindly amend the clause as under: No. of consultants Marks 20-50 5 above 50 10	At this point of time, this is not acceptable.
53	Kindly amend the clause as under: Presence in IT Operation Area/JMF Operation Area	At this point of time, this is not acceptable.
54	Kindly amend the clause as under: No. of projects Marks 01-02 5 02-03 10 above 03 15	At this point of time, this is not acceptable.
55	Kindly amend the clause as under: ERP Implementation in Dairy / Food / FMCG industry/Any Govt Organization/PSU	At this point of time, this is not acceptable.
56	Kindly amend the clause as under: Less than or equal to 2 0 Marks more than 2 2 Marks	At this point of time, this is not acceptable.
57	We assume that these documents would be required at the time of agreement.	The Bidder should submit the documents mention in point 8.11 (Page No:38): At the time of proposal: as mentioned in point (b), (c) and (g) At the time of agreement: as mentioned in point (a), (d), (e) and (f)
58	We assume that this PBG would be submitted after completion of warranty period.	It is already mentioned in the tender documents. PBG required at time of signing PO.
59	Please confirm who will provide SMS recurring charges and SMS Gateway for SMS services	JMF, Ranchi
60	We assume that payment gateway will be provided by the Department. Please confirm	JMF, Ranchi
61	Kindly confirm the location for hosting of applications. If it is at your Data Centre then provide the details of the current infrastructure of data centre	JMF, Ranchi and other required detail will be provided suitably at the time.
62	How much will be the total number of users? And how many concurrent users will be access this application?	Already answered above.
63	Please confirm who will be responsible for security audit.	JMF, Ranchi