

## ESDS Software Solution Pvt. Ltd.

Sr No	Page No/ Para No/ Sr No of EOI Document	EOI Clause/Description	Bidder's Query/Clarification request	Proposed Reply by CUG
1.	4. Eligibility Criteria/Pr equalificat ion S.No. iv.	The bidder or each member in case of a consortium should have positive net worth and an annual turnover of more than INR 10 Crore or above for the last three Financial Years.	<p>We request you to amend clause in the eligibility criteria hence eligible bidders would participate and competitive bids would be received</p> <p><i>"The bidder or each member in case of a consortium should have positive net worth and an annual turnover of more than <b>INR 50 Crore or above</b> for the last three Financial Years."</i></p>	<p>⇒ <i>The bidder or each member in case of a consortium should have positive net worth and an annual turnover of more than <b>INR 02 Crore or above</b> for the last three Financial Years.</i></p> <p>⇒ <b>Ministry of "Micro, Small &amp; Medium Enterprises (MSMEs) vide Policy Circular No.1(2)(1y2016-MA dated 10th March,2016 has clarified that all Central Ministries / Departments / Central Public Sector Under takings (CPSUS) may relax condition of prior turnover and prior experience with respect of Micro &amp; Small Enterprises (MSEs) in all public procurements subject to meeting of quality and technical specifications.</b></p>

2.	General	Bilingual/Multilingual	<p><b>Kindly Please clarify,</b> Please let us know if the solution will be Bilingual/Multilingual? Kindly let us know the details for the same.</p> <p>Also, if there will be any other language, we assume that the content for the same would be provided from your end, please confirm</p>	<ul style="list-style-type: none"> <li>• <b>Content could be Bilingual/Multilingual and in this case, University will provide the data.</b></li> </ul>
3.	General	General	<p><b>Kindly Please clarify,</b> Is their any "Payment Gateway" present? Whose responsibility would it be to procure the cost of same? How many Payment Gateways are envisaged?</p>	<ul style="list-style-type: none"> <li>• <b>In the case of Payment Gateway University will provide the details. You need to integrate from Your end.</b></li> </ul>
4.	General	Help desk	<p><b>Kindly Please clarify,</b> if any helpdesk support is required throughout the project development?</p> <p>Please clarify if helpdesk will be onsite or offsite? Also, will it be on phone or email?</p> <p>Whose responsibility it will be to procure costs like phone etc?</p>	<ul style="list-style-type: none"> <li>• <b>Onsite helpdesk is required throughout the project development, and it will be on both phone and email.</b></li> <li>• <b>University</b></li> </ul>
5.	General	User Count details	<p><b>Kindly Please clarify,</b> How many concurrent users for the system? How many total users?</p>	<ul style="list-style-type: none"> <li>• <b>Is there any cost associated with the concurrent users or non-concurrent users?</b></li> </ul>

6.	General	General	<p><b>Preferred Technology:</b></p> <p>What technology would you want the new ERP to be developed in? If no preference, we assume that the bidder can choose the best possible option which will suit the scope of work</p>	<ul style="list-style-type: none"> <li>You may prefer any technology for the development of an ERP System. But it should be only for this University. It cannot use for others.</li> </ul>
7.	General	Hosting Scope	Who will bare cost of hosting?	<ul style="list-style-type: none"> <li>You need to give the details of the hosting cost for the cloud or on campus.</li> </ul>
8.	General	General	<p><b>Kindly Please clarify,</b> Will a Content Management System (CMS) be required?</p>	<ul style="list-style-type: none"> <li>Please specify the purpose of CMS in ERP.</li> </ul>
9.	General	Onsite Resource	<p><b>Kindly Please clarify,</b></p> <p>i. Onsite team required if any? No. of resources required onsite?</p> <p>ii. Are the resources required to be deployed during the project life cycle (Development)? Or are they required to be deployed post go-live during the AMC period?</p> <p>iii. Also, who will procure the cost for onsite resource and take care of responsibilities like office space etc.</p>	<ul style="list-style-type: none"> <li>Yes, initially 2 to 3.</li> <li>Yes</li> <li>The Organization that provides ERP Solutions.</li> </ul>
10.	General	General	We assume that Domain for application will be provided from your end, please confirm	<ul style="list-style-type: none"> <li>Yes, we provide the Domain for that.</li> </ul>
11.	General	SMS Gateway	<p><b>Kindly Please clarify,</b> Who will be responsible for providing SMS package/gateway? Will it be responsibility of the bidder? How many SMS are expected per month/year?</p>	<ul style="list-style-type: none"> <li>From your End. It may be 5000 SMS per year. (Scope: It may be extended as per the University requirement in future)</li> </ul>
12.	General	Email Gateway	Who will be responsible for providing Email gateway?	<ul style="list-style-type: none"> <li>CUG</li> </ul>

13.	General	Data Migration	<p><b>Kindly Please clarify,</b></p> <p>1. Do you have existing setup of server, database?  2. Will there be a need of database migration to new server/s.?  3. Whose responsibility will it be to provide API's / script for migration?  4. This will help us to get more information about Data Migration from existing systems.  5. Also volume of data to be migrated? Kindly specify the actual size of data to migrate in MB/GB/TB?</p>	<ol style="list-style-type: none"> <li>1. No</li> <li>2. It may be required.</li> <li>3. From Your (Bidder) End</li> <li>4. Yes</li> <li>5. It can't specify now. Because it may vary.</li> </ol>
14.	General	General - Security Audits	<p><b>SECURITY AUDITS</b></p> <p>i. Will you require any security audits?  ii. If yes, what type of security audits are expected? (Ex CERT-IN/ VAPT/ STQC)  iii. How many such security audits will be required, how frequently?  Please let us know so we can include costing of the same while preparing the commercials</p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• CERT-IN</li> <li>• Yearly once</li> </ul>
15.	General	Project Timeline Details	<ol style="list-style-type: none"> <li>i. We understand that you require software support and maintenance for period of 5 years post go live of the software platform is mandatory and part of scope of work.</li> <li>ii. Can you please let us know the details of Project timelines in terms of project launch?</li> </ol>	<ul style="list-style-type: none"> <li>• Yes, for Five years of Onsite support.</li> <li>• As early as possible</li> </ul>

16.	General	Third Party API	<p>i. Please let us know if any specific API integration to application will be required?</p> <p>ii. Also, will the APIs be provided or will the bidder have to develop the APIs</p>	<ul style="list-style-type: none"> <li>• No</li> <li>• <b>Bidder has to develop the APIs as per the ERP requirements.</b></li> </ul>
17.	General	Add new clause	We request you to please include the below clause in the eligibility criteria hence eligible bidders would participate and competitive bids would be received. "The bidder should have CMMI Level 3 or above certification"	<ul style="list-style-type: none"> <li>• <b>No addition of this clause.</b></li> </ul>
18.	General	Add new clause	We request you to please include the below clause in the eligibility criteria hence eligible bidders would participate and competitive bids would be received. "The vendor should have successfully developed 3 Central Govt./ PSU web portal, which have been hosted after security audit by CERT-In empaneled auditor, during the last 5 years	<p><b>Not required. [Security related information given in Point no. 16.]</b></p>
19.	General	Training	<p><b>Kindly Please clarify,</b> Is training to the department user is part of scope?</p> <ol style="list-style-type: none"> <li>1. List of location for the training?</li> <li>2. Number of users need to be trained?</li> <li>3. Number of users in one batch?</li> <li>4. Number of Training sessions &amp; days need to be conducted?</li> <li>5. Onsite/Offsite training?</li> <li>5. Training Infrastructure will be provided by department?</li> </ol>	<ul style="list-style-type: none"> <li>• <b>Yes, the User will be part of the training.</b></li> <li>• <b>Training will be in the CUG Campus.</b></li> <li>• <b>It defined later based on requirements from the various dept.</b></li> <li>• <b>You may decide how many users can attend the training session.</b></li> <li>• <b>Onsite training</b></li> <li>• <b>Yes.</b></li> </ul>
20.	General	Contents, Image & Multimedia file	<p><b>Kindly please clarify,</b> We assume cost of high resolutions images and media used in the application ( if required) will be bear by department?</p>	<ul style="list-style-type: none"> <li>• <b>Yes</b></li> </ul>

## E-Learning Spiral Private Limited, Raipur Chhattisgarh

S.No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required	Proposed action by CUG.
1.	Page No 9, Eligibility Criteria	Bidders must have ISO 9001:2000 and ISO-27001 or other such certification.	Bidders must have ISO 9001:2000 and ISO-27001 & CMMI Level 3 or above certification.	<b>ISO 9001:2000 and ISO-27001 or above certification may be considered as it is desired for the project related to Software implementation.</b>
2.	Page No 9, Eligibility Criteria	Having Set-up/ Office in Gandhinagar, Ahmedabad	Having Set-up/ Office in Gandhinagar, Ahmedabad	<b>The clause regarding office/Set up in Gandhinagar/Ahmedabad may be deleted as pre-qualification criteria in the tender document as it restricts the competition.</b>

## Mascot Softweb Solution Pvt Ltd

Sr. No	Query	Proposed action/Reply
1.	Local office, Proposed ERP is web based, So it can be serviced online from across the globe. Instead of local office, in-house support staff can be a better option.	<b>The clause regarding office/Set up in Gandhinagar/Ahmedabad may be deleted as pre-qualification criteria in tender document as it restricts the competition.</b>
2.	Total number of employees clause should be reduced to 50.	<b>May be considered.</b>

## Dev Information Technology Ltd. Ahmedabad

Sr. No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required	Reply by CUG
1.		General Technology	Does any technology preferred for development of system? Open source or any other	<ul style="list-style-type: none"> <li>• <b>You may prefer any technology for the development of an ERP System, but it should be only for this University. It cannot use for others.</b></li> </ul>
2.		Data Migration	Does any data migration activity require? If yes, then currently in which database data has been stored and how much module covered in this?	<ul style="list-style-type: none"> <li>• <b>Yes, it may be in excel or MySQL, MS-SQL data.</b></li> </ul>
3.	2. Broad Scope of Work, Pg. 8	Website and web portal	Does website & web portal are differently developed? If yes, then what should be a functionality in both.	<ul style="list-style-type: none"> <li>• <b>Only web portal required to develop for ERP.</b></li> </ul>
4.	2. Broad Scope of Work, Pg. 7	Broad Scope of work	There are approx. 20 management system so, are there any workflow system available with approval or rejection process? How much level, approval or rejection given in any system?	<ul style="list-style-type: none"> <li>• <b>It may be provided during the implementation of this module.</b></li> </ul>
5.	2. Broad Scope of Work, Pg. 7	File Tracking and Document Management	<b>Is there any document scanning process require or not?</b>	<ul style="list-style-type: none"> <li>• <b>Yes</b></li> </ul>

6.	3.2 Software Licensing Pg. 9	The University would require various software licenses (OEM or otherwise) to be made available for use enterprise wide and not be restricted to the number of users, devices, or membership.	The Cost of the software license will be borne by the University or included in the bid. Please clarify	<ul style="list-style-type: none"> <li>• <b>It would be provided from your end as per the ERP system support.</b></li> </ul>
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### **UNIQ DATA SOLUTION**

<b>Page No.</b>	<b>RFP</b>	<b>Query/Request</b>	<b>Reply</b>
Page No 9, Point 4 / ii	Documentary proof from earlier institute/university where the project was completed. List of successfully completed projects indicating cost, customer name & address. The proof should be applicable to the responder only and not for its sister-concern or subsidiary or parent company	If OEM of the ERP product provide the proof of the installation / implementation. Will this be consider or you required installation from the Bidder side only.	<ul style="list-style-type: none"> <li>• <b>The Eol terms and conditions cannot be changed.</b></li> </ul>
2.	DATABASE	Is the cost of the database MS-SQL which is available core based is to be included in the commercial or will be provided by CUG.	<ul style="list-style-type: none"> <li>• <b>It would provide from your end as per the ERP system support.</b></li> </ul>
3.	Additional User	To arrive at the cost of the product, If you can share the tentative numbers of Users / Units to be cover. Without the user count will be difficult to guess and offer best to CUG.	<ul style="list-style-type: none"> <li>• <b>It would provide from your end as per the ERP system support for multiuser [The no. of users can't specify because it's not clear].</b></li> </ul>
4.	Source Code	In case of OEM - ERP products, it is difficult to provide source code even for internal use. Do you consider the product where you don't have direct access to the source code?	<ul style="list-style-type: none"> <li>• <b>The bidder should provide the source code for future maintenance/ modification.</b></li> </ul>