

REPLY TO THE QUESTIONS RAISED / SUBMITTED IN WRITTING FOR PRE BID MEETING HELD ON 29.08.2016 FOR TENDER NO. FA/EDP/TENDER/ORACLE/2016

Sr.No.	Scope element	Scope of the Bid	Type	Clarification required from KPT	Response from KPT
I		M/S. KELLTON TECH			
1	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	What will be the development and test database refresh requirements and strategy? How frequent?	It is a continuous process being government department
2	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	What could be the scheduled offline maintenance window for the production database?	normally no but if need arrises then on prior intimation
3	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	How will the application connect to the Oracle database?	Its all depends on the tools used to access/connect data. please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation.
4	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	What will be the database growth rate?	It depends on usage of application, However it is approx 5-7 GB per year.
5	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	Is there any archiving process defined for the production data? If yes, how frequent the application data will be archived and what will be the archiving method?	complete redundancy . Ref. Technical specs section 3.
6	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	What will be the Batch (DSS) / OLTP transaction ratio for the production database?	It will be fully realtime online
7	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	What are the application dependencies?	not clear, However it is integrated application which covers activities of all departments.
	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	What is the estimated total number of users that will be using the production database? If users are distributed, please provide number of users per site.	no connection with the tender however we have a network of more than 500 users.

9	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	What is the user-base (Domestic, Regional, and Global) for this application?	Application to be used by KPT employees. The database will also be used and populated through information from on web portal payment gateway, Port Community System etc.)
10	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	How many concurrent users are expected to be in the production database?	300 concurrent users and 200 simultaneous users (through web portal payment gateway, Port Community System web portal etc.)
11	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	is Performance Diagnostic Tools in scope ?	Performance Diagnostic Tools as available with Oracle 12 C.
12	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	Type of monitoring (OEM or scripts)	Both OEM and scripts. Primary dependency on OEM monitoring tools but as and when required the scripts can be used by SI to meet the specific requirement. Please refer section II, clause 16 page 51 and clause 18.1 page 54.
13	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	Type of backup strategy (RMAN, COLDBACKUP,HOTBACKUP)	Refer refer technical specs at Section 3.
14	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	Whether tape backup implemented	Refer refer technical specs at Section 3.
15	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	What could be the average and maximum load for the production database in terms of Transactions per Second?	It all depend on the number of users concurrently logged in
16	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	Archives size, no of archives generation per day	Please refer technical specs for SAN & storage. Section 3. please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation.
17	SCOPE1.1	Supply & Installation of Hardware for Oracle database & Oracle web logic servers as per the specifications accepted by port.	Infrastructure	are there any special features that will be used in the backend Oracle database? Eg Table partition, Encryption	All features available in Oracle 12c need be leavearaged for eg. Table partition. As far as Encryption is concerned please refer section 2 clause 16 page 50.

18	SCOPE1.2	Migration/up-gradation of existing data from Oracle 9i database to new Oracle 11g/12c database - 700 tables	Data Porting	what is the typical table size, indexing followed, changes anticipated etc.? Also please specify how many of them are complex (above 60 columns) and medium (between 30-60 columns) and simple (less than 30 columns).	please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation.
19	SCOPE1.3	Configure Active-Active Clustering using Oracle Real application cluster at Database Layer at Primary Data Center.	DBA	How many RAC Nodes Expected	Two
20	SCOPE1.4	Configure Disaster Recovery setup using Oracle Data guard at Database Layer between Primary Data Center and Disaster Recovery Site.	DBA	Is the application RAC-aware which supports load balance of application connections across multiple Oracle RAC instances?	Yes
21	SCOPE1.5	Configure Disaster Recovery setup at Application Layer using Best possible methodology. Method of setting up DR & Feasibility of DR at Application Layer should be discussed with KPT before execution	DBA	What will be the DR requirements? Whether DR will be used for read only reporting	Please refer Section 2 page 48, clause No. 15 and Technical specification at Section 3
22	SCOPE1.6	Migration/up-gradation of existing forms of forms6i to new forms11g/12c latest and all forms shall be upgrade to Oracle Advance Framework (ADF) - 700 forms	Development/Implementation	Please specify how many of them are complex (Complex Master detail or hierarchical and/or drill down or with extensive background process forms) and medium (Simple Master detail forms) and simple (simple/tabular forms).	please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation.
23	SCOPE1.7	Migration/up-gradation of existing reports of report6i to new reports11g/12c latest or any latest technology/facility available - 700 reports	Development/Implementation	Please specify how many of them are complex (Complex Master detail or hierarchical or extensive background process, and/or drill down reports) and medium (Simple Master detail reports) and simple (simple/tabular reports).	please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation.

24	SCOPE1.8	Migration/up-gradation of existing PCS parsers written in Java to integrate PCS & Custom EDI messages and visa versa. All the latest messages (In coming/Outgoing) shall to be integrated while migrating/up-gradating the existing parsers.	Development/Implementation	How many parsers and how many custom messages?	we have different parsers for different activities and more than 50 custom messages are there at present. The messages can to be added during the tenure of the project depending of government guidelines etc. Future requirement to be dealt by the resources posted at KPT by the sytem integrator clause 1.19 & 1.20 of section I.
25	SCOPE1.9	Change in the database design to include new requirements or appears while implementation of that module during the migration/up-gradation or essential for smooth working of all the modules of On-line application	Development/Implementation	How many new requirements or change requests are anticipated ? Please share details.	please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation. The scope 1.9 is technically self explanatory which should be read with the clause 1.19 & 1.20
26	SCOPE1.10	Modification in the existing forms or Addition of new forms to incorporate the requirement of any module of the existing application(s) if any functional need arises or demanded by the application users	Development/Implementation	How many new requirements or change requests are anticipated ? Please share details.	please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation. Further please refer section 1, clause No. 1.19 & 1.20, the forms/reports developer will be deployed at the site during the tenure of the project for meeting the requirements as and when it is demanded. During the life of the current system, various business processess may under go changes due to change in policy, governmet directives, taxation etc. for which changes by way of additonal forms / reports / tables, which will be addressed by the resources personnel stationed by KPT as per clause NO. 1.19 & 1.20 section 1.

27	SCOPE1.1 1	Modification in the existing reports or Addition of new reports to incorporate the requirements of any module of the existing application(s) if any need arises or demanded by the users.	Development/Implementation	How many new requirements or change requests are anticipated ? Please share details.	please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation. Further please refer section 1, clause No. 1.19 & 1.20, the forms/reports developer will be deployed at the site during the tenure of the project for meeting the requirements as and when it is demanded. During the life of the current system, various business processess may under go changes due to change in policy, governmet directives, taxation etc. for which changes by way of additional forms / reports / tables, which will be addressed by the resources personnel stationed by KPT as per clause NO. 1.19 & 1.20 section 1.
28	SCOPE1.1 2	Addition or Modification in the forms/ADF and reports or change in the database design to incorporate future requirements	Development/Implementation	Do we know approximately what percentage current application may come as future addition or modification? Also can it come during the support (CAMC) period?	please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation. Further please refer section 1, clause No. 1.19 & 1.20, the forms/reports developer/data base adminstrator will be deployed at the site during the tenure of the project for meeting the requirements as and when it is demanded. During the life of the current system, various business processess had to under go changes by way of additional forms / reports / tables, which will be addressed by the resources personnel stationed by KPT as per clause NO. 1.19 & 1.20 section 1.

29	SCOPE1.1 3	Integration with future cloud based ERP system which is to be implemented during the contract period including the CAMC	Development/Implementation	How many interfaces fro ERP are planned ? Please list out.	Further please refer section 1, clause No. 1.19 & 1.20, the forms/reports developer will be deployed at the site during the tenure of the project for meeting the requirements as and when it is demanded. At present BPR of KPT is undertaken by E&Y and thereafter, RFP for ERP may be floated by IPA, New Delhi. Architecture of the upcoming cloud ERP system still to be finalized
30	SCOPE1.1 4	Integration with PCS system (PCS & Custom EDI messages) as and when need arises. Modification or addition due to Up gradation/New version release in any of these system shall be carried out during the contract	Development/Implementation	How many interfaces planned ? Pls list out.	please refer section 1 clause 6 Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation. Further please refer section 1, clause No. 1.19 & 1.20, the forms/reports developer will be deployed at the site during the tenure of the project for meeting the requirements as and when it is demanded. At present 25000 number of messages per months are received through PCS. Parser is used to conver the messages received in xml format and transferred to KPT onlie system and visa versa.
31	SCOPE1.1 5	Creation of e-portal for e-payment of all types of payments of port. This portal shall have all kinds(Credit card, Debit card, Online banking, RTGS ,NEFT,IMPS, Mobile App and any other new e-payment facility) of payment facilities. Bank Gateway(s) for this purpose will be made available after discussion with various banks	Development/Implementation	Is the bank vendor finalized? How many banks are expected to support for this integration?	At present 2 Banks have enrolled. At present for payments through PCS 8 No. Of banks are supported. All Scheduled Banks are expected to enroll/support in the near future.
32	SCOPE1.1 6	Development & Installation of Mobile App/website or port application is accessible through mobile or website for port port to facilitate all kind of services and payment through mobile app/website	Development/Implementation	we assume this is for android only. Pls confirm.	All kinds of os (i.e.Windows, Android and ios etc..)

33	SCOPE1.1 7	Automatic attachment of files while sending e-mails intimations to port users etc	Development/Implementation	pls share details on file type, size and formats.	Preferably PDF/workbook/doc file etc.(.doc, .docx, xls/xls etc.), All formats covered under MS Office or any other popular office s/w. Size will depend on the details that need to be mailed for eg. Ledgers for a period.
34	SCOPE1.1 8	Creation of automatic SMS, E-mail & Social media messaging facility for all users(internal and external) including system administrators	Development/Implementation	pls elaborate on social media messaging . What are the social media expected to be integrated?	Twitter, Bulk / Individual SMS services / What app./face book etc.
36	SCOPE1.2 0	Deployment of full time Two Forms , Reports & Application Developers for a period of three years after Go Live	AMC	Is it going to be one form and one report developer?	two persons who can maintain entire application (ie.reports,form etc.)
39	SCOPE1.2 3	The bidder needs to provide the training for Oracle Database, Oracle Weblogic Technology, ADF Technology etc for 10-15 participants of KPT at customer location. Training methodology and training setup require to be done after discussing with KPT	Training	Assume one week for each technology (Oracle Database, Oracle Weblogic Technology, ADF technology). Please clarify if training needed in any other technology.	The scope of very clerly spelt at 1.23 & 1.24 at page number 12. Further at Section 2 page number 47 clause No. 14.1 Capacity Building / Onsite training.
40	SCOPE1.2 4	The bidder needs to provide training for upgraded application modules to the user departments as and when required	Training	Approximately how many trainings in a year? How many participants? Locations ?	The scope of very clerly spelt at 1.23 & 1.24 at page number 12. Further at Section 2 page number 47 clause No. 14.1 Capacity Building / Onsite training.
42	SCOPE1.2 6	Vender has to provide softcopy of standard operating procedure (SOP)/User Manuals for all the modules after migration/up-gradation and success full implementation of modules for end user reference. If any changes are incorporated after final sign off (ie. Go Live, certification from User Departments and Project Manager) then also modified soft copy with version shall be made available by vendor	Development/Implementation	We agree/accept that we will provide user manuals. If you have any standard manual format in mind please provide the same.	To be developed by System Integrator in consultation with concern department and EDP Section, KPT.
45	SCOPE1.2 9	Integration of Access Control System of the port and upcoming RFID based access control system for tracking Man, Machine, Cargo & Equipment	Infrastructure + Development	System can be developed. But does this also include RFID tags and readers supply too? Not sure how many tags are required, their capacity etc. Hence if hardware required then its hard to estimate. Assuming hardware are provided by KPT at their cost. Pls confirm.	RFID tags and readers are in the scope of Access Control System to be used. Integration or machinisam will be responsibility of SI

46	SCOPE1.3 0	Compatibility and Integration of application for cash collection/disbursement with the Cash Collection Machines to be deployed in the port	Development/Implementation	System can be developed. Assuming cash collection machines are provided by KPT at their cost. Please let us know.	Cash collection machines will be provided by Bankers to KPT.
47	SCOPE1.3 1	Provision for Finger print scanner based authentication for access of the users(internal) into the system	Infrastructure + Development	System can be developed. How many finger print scanner required? Again assuming these scanners are provided by KPT.	Finger printer scanners to be procured by KPT.
48	SCOPE1.3 2	Making the total system compatible and integration with Government of India's www.attendence.gov.in biometric attendance system. Similarly, making the system compatible and integration with AADHAAR	Development/Implementation	System can be developed. How many finger print scanner required? Again, if any hardware like scanners are required, those will be provided by KPT.	Finger printer scanners already procured by KPT and at present installed at KPT Offices.
49	SCOPE1.3 3	The bidder will require to modify / rebuild the system framework, the design of the current system and complete revamp will be essential as guided by the DD (EDP) in consultation of User Departments. This will require building additional forms / additional reports / additional tables / databases and will also require adding new modules or restructured modules to the current system.	Development/Implementation	Will it require during the up gradation or after implementation/during support days? Also without knowing number of additional forms, reports, and tables it will be difficult to estimate.	please refer section 1 clause 6. Site Visit wherein it advised for each bidder to make site visit by the technical team for hands on experience to enable estimation. Further please refer section 1, clause No. 1.19 & 1.20, the forms/reports developer will be deployed at the site during the tenure of the project for meeting the requirements as and when it is demanded.
50	SCOPE1.3 4	The bidder will have to procure and install anti-virus / anti spam / anti malware i.e. protection / security related software with five year license if the same is not included with the firewall for all servers ,san etc. All the hardware and software including application software of port port should be ISO 27001:2013 compliant and bidder has to help/guide port port to get ISO 27001:2013 certification if required by the port.	Infrastructure	how many licenses for antivirus ?	All the database servers / application servers / firewalls /storage devices / backup servers will be protected with Antivirus licenses. Please refer section 2, Clause No. 16.
51	SCOPE1.3 5	Development Module for registration of users to access the port Application or any e-governance application either through website or mobile app	Development/Implementation	Need detailed requirement.	Please read with Section 2 Clause No.1.16 page No.34

52	SCOPE1.3 6	Development / modification in the existing online berthing program to enable automated allotment of berths etc. with timely changes suggested by Traffic Department as the berthing policy is dynamic in nature	Development/Implementation	Need detailed requirement.	The Online berthing program is part of the KPT Online system, the allocation of berths is done on policy which is dynamic in nature and therefore, changes to forms / reports / codes will be warranted as an when the changes are approved by Traffic Manager. Please refer to Online berthing policy in KPT website.
53	Support	The Annual Maintenance contract charges shall remain valid at least for a period of two years and further extendable for a period of six months after guarantee/warranty period for entire configuration as per the work order.	AMC	During should we charge only for two years or including extended periods?	Please refer Annexure XIII price bid format. CAMC is to be indicated for 2 years. But any extension beyond two years upto six months will at the same terms and conditons and same price of that of second year.
54	scope1.2	Development or conversion of forms and reports	Development/Implementation	Should it be done on site at KPT or can we do the conversion at our office? We understand that once development done testing should be done on site.	Please refer Sectin 2 Clause 2 "Development Environment" page No. 35". The development need to be done on DR server or Development Testing Server therefore onsite development will have to be done.
55	Common	Common	Commercials	When bidding should we include service tax in the price itself or will it be charged when invoicing separately (as it subject to change)?	Service tax will not be considered for evaluation purpose. Please refer Annexure XIII wherein price is to be quoted excluding of service tax. Please also refer section 1 clause 10.3 page number 17 to be read with clause No.4 page 37
56	scope1.2	Development or conversion of forms and reports	Development/Implementation	Is it possible to start the form and report conversion right from the beginning of project itself? In other words can the development a parallel activity during hardware procurement and installation?	Please refer page No.37 Indicative Time line in section 2. The System Integrator is at his liberty to expedite the project work based on resources and skill personnels.
57	Support	Oracle licenses	Development/Implementation	we assume that oracle licenses are provided by KPT. Pls confirm.	Yes.
58	scope1.2	BPR scope	Development/Implementation	BPR scope - is it a complete revamp of functionality/	Wrong quote by party. Scope 1.2. refers to "Migration/up-gradation of existing data from Oracle 9i database to new Oracle 11g/12c database" .

59	Support	Training	Training	Training scope - need more info	The scope of very clerly spelt at 1.23 & 1.24 at page number 12. Further at Section 2 page number 47 clause No. 14.1 Capacity Building / Onsite training.
----	---------	----------	----------	---------------------------------	---

II **M/S. CCS COMPUTERS PVT. LTD**

TENDER FEE AND EMD PAYMENT

AS PER GOVT. POLICY FOR PROCUREMENT, FIRMS REGISTERED WITH NSIC ARE EXEMPTED FROM PAYMENT OF EMD AND TENDER FEE.

YES. AS PER THE PROCUREMENT MANUAL OF THE PORT THE FIRMS REGISTERED WITH NISC ARE EXEMPTED FROM PAYMENT OF EMD AND TENDER FEE.

III **M/S. VIRTUAL GALAXY INFOTECH PVT. LTD**

Clause no. Eligibility Criteria (cmmi3 criteria)
3.5

Eligibility Criteria

To relax the eligibility criteria by removing the CMMi3 conditon

No. Relaxation can be granted. Companies with CMMI3 and above should only submit their offer.

FA&CAO

T.M.

CME

DY. MM.

SR. DD (EDP)

DD (EDP)