Minutes of Pre-Bid- Meeting

Description: Implementation of Application Software for Procurement and Inventory Management.
Date and Time for Pre-Bid meeting: 15th Apr 2024, 3.30 PM IST
Venue: Council Meeting Room, IIA, Koramangala, Bangalore.

Representatives from following firms attended the pre-bid meeting:

Sl No	Company Name
1	ezAtlas - HOLKAR CONSULTANCY SERVICE TECHNOLOGIES PRIVATE LIMITED
2	PEARLARC SYSTEMS PVT LTD
3	Nortcele Systems PVT LTD
4	Eazy ERP Technologies Private Limited
5	MasterSoft ERP Solutions
6	Zoho Corporation Private Limited
7	TYASuite
8	Sthira IT Solutions Pvt Ltd

IIA officials were present in the meeting to provide clarification to the queries raised by the prospective bidders.

The queries raised by the prospective bidders were discussed and clarified during the meeting. The clarifications arrived thereof are indicated as below.

K.P.Vishnu Vardhan
Sr. Stores & Purchase Officer

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1	ezAtlas - HOLKAR CONSULTANCY SERVICE TECHNOLOGIES PRIVATE LIMITED	CHAPTER I: TECHNICAL REQUIREMENTS & SCOPE OF WORK	47	SOFTWARE LICENSES	Database Can will be "open source License" or License with Enterprise Support". Please clarify	Both are acceptable. Proprietary licence if any should have a validity till warranty / AMC period.
2	ezAtlas - HOLKAR CONSULTANCY SERVICE TECHNOLOGIES PRIVATE LIMITED	CHAPTER I: TECHNICAL REQUIREMENTS & SCOPE OF WORK	47	The Bidder should provide requisite licenses for all the system software required for Application Software including, but not limited to, Operating System, Enterprise class Database Software, Clustering and High Availability Software as applicable for VMs (if required), Compilers, Document management OS hardening and verification tool and all other required software and or applications etc. with unlimited usage.	This will be provided by bidder or Bidder have to give requirement and will be availed by Department	All licenses, if any, to be provided by bidder. Proprietary licence if any should have a validity till warranty / AMC period.
3	ezAtlas - HOLKAR CONSULTANCY SERVICE TECHNOLOGIES PRIVATE LIMITED	IIA RESPONSIBILITY FOR DATA MIGRATION	54	IIA shall provide the required information about the existing database and shall provide the legacy data in the form it is available in IIA. IIA shall cleanse, rationalize and validate the data with Bidders assistance for migration. Data Entry, if required, shall be the IIA's responsibility and the same shall be done with the Bidder's guidance and assistance using the data entry programs/ applications / tools developed and deployed by the selected bidder	Currently which ERP application and Database being used	Java based ERP application with PostgreSQL database

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4	ezAtlas - HOLKAR CONSULTANCY SERVICE TECHNOLOGIES PRIVATE LIMITED	REQUIREMENT OF DATA MIGRATION	54	All the legacy data will need to be migrated as per the requirements.	1. How many years of Data migration we have to do? 2. Do We need to Map Opening Balance with the closing balance of existing application through computation or we have to Manually??	1. The migration of all live records such as Indents, Purchase Orders, Invoices etc., to be done. However, the complete migration of asset and inventory data is required, from the year 2008. 2. MAPPING is essential. No restriction whether it's through computation or Manual.
5	ezAtlas - HOLKAR CONSULTANCY SERVICE TECHNOLOGIES PRIVATE LIMITED	Table 1.2 PRE-QUALIFICATION PARAMETERS - Experience in Application Software Implementation	19	Should have successfully implemented and supported at least 5 similar* Application Software during the last 10 completed financial years each involving Application Software Implementations or e-governance projects of similar nature on Windows/ Linux/ Unix platform in any reputed organisation or Govt. Dept. (Central/State)/CPSU/PSU/State Govt. Enterprise) as on the date of submission of Bid. * Similar indicates implementation of all the following modules: a. Purchase /Procurement b. Material Management / Stores / Asset Management, c. HRMS / Personnel d. Accounts / Finance	Request to change the Similar Experience clause as 'Similar indicates implementation of **any** of the following modules: a. Purchase /Procurement b. Material Management / Stores / Asset Management, c. HRMS / Personnel d. Accounts / Finance Instead of 'Similar indicates implementation of **all** the following modules'	Tender term prevails
6	Zoho Corporation Private Limited	CHAPTER 2: TECHNICAL SCOPE FOR APPLICATION SOFTWARE	52	2.2.14 The proposed application software should support Cloud hosting and should be capable of being hosted in hybrid mode, if required in future	Please confirm if IIA is looking for a on-cloud model or hybrid model or on-premise model. Our solution has the capability to hosted on-cloud in our secured data centers withing the region of India or support on-premise model based on hosting options opted by IIA.	Presently , IIA is looking for On-premise model. However , in future there should be an option to support Cloud hosting/ Hybrid **if required .**

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7	Eazy ERP Technologies Private Limited	General	-	User & Types of User	Kindly define approx. number of users and any plan to increase the number of users during project period	IIA is not looking for the rate based on the number of users and would like unlimited use.
8	Eazy ERP Technologies Private Limited	2.11 Other Activities to be Completed before Go-Live	55	2.11.4 Complete IT and non-IT infrastructure are to be tested to ensure that the Application Software is working seamlessly across all locations and there are no issues pending	Kindly define locations	There are totally 6 locations: Bangalore, Hosakote, Guaribidanur, Kavalur (TN), Kodaikanal (TN), Leh. However, the vendor need not visit these locations, as the propsoed application shall be centralsied at Bangalore and connected by using VPN. Should ensure that the application is working across all locations.
9	Eazy ERP Technologies Private Limited	Annexure - XVI	138	PRICE FORM FOR HRMS & FINANCE MODULES	We have to submit this Annexure with Technical Bid or Price Bid. Pls Clarify	Since, you are required to indicate only the percentage increase from original price, this maybe submitted with Technical Bid.
10	TYASuite				No of software Users required	IIA is not looking for the rate based on the number of users and would like unlimited use.
11	TYASuite				The software will be hosted on your server or our server.	Hardware will be procured and provided by IIA. However the specification and solution architecture diagram to be provided by the bidder for implementing the entire solution in the technical Bid.
12	TYASuite				No of legal entities required for implementation.	It's a single entity
13	TYASuite				If any onsite support required?	Yes, for stabilisation period. Post stabilisation period , depending upon severity type , call to be taken by the bidder to avoid penalties as per 2.25.4 .
14	TYASuite				When is the pre bid meeting schedule and mode of meeting.	Details shared vide email dated 08-Apr-2024

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15	Sthira IT Solutions Pvt Ltd	2.2	51	Technology – Open Architecture	Is Open Architecture a must or other proven technologies (like Microsoft; and Windows) can also be used to deliver the Application Software? Kindly reconfirm	No limitation. All licences costs to be factored in the bid.
16	Sthira IT Solutions Pvt Ltd	2.19.3	63	Server Related Details	1. Our Architecture solution is a web architecture that can function on-premise or in the cloud. It requires two servers - an Application Server and a Database Server. The Application Server ensures that users with preconfigured Role-Access privileges can use the application and access relevant functional aspects. The Database Server validates and stores all critical data, and user credentials are encrypted in it. While we do not have a separate Logging Server, we store all logs in the DB/Application Server, which can be kept separately as an archive and stored in a different system. We hope that our model suits your requirements. 2. Regarding the High Availability of Servers, it has been suggested to have two identical sets of servers (in our case; there will be 2 Application 2 Database Servers) 3. Hence, in the commercial quote do we have to include the Servers & their related OS costs: Or Servers will be provided (as per our specifications) along with the OS; We require Windows Server OS Kindly confirm	1. Proposed Model suits requirement. 2.Sever hardware is IIAs responsibility . However OS , licence for HA , anti-virus (if windows) , SSL certificates, etc., are bidders cost and responsibility.

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17	Sthira IT Solutions Pvt Ltd	Various Sections	25 and other related pages	25 and other related pages	Our post-implementation support comprises the following: 1. Email Support (An exclusive email will be provided to our customer); 2. Remote Support (Using proven remote tools); 3. On-site support (for a specified period) and 4. Telephone Support (Queries can be raised over the phone during the office hours); Our above support system is strong and reliable, backed by decades of implementation experience. However, we currently do not have a specific software or tool, such as a CRM, for raising tickets. We would appreciate your confirmation on whether ticketing software is mandatory, which will have a cost impact	Ticketing software is mandatory.
18	Sthira IT Solutions Pvt Ltd	1	16	Access to other than the Bangalore location	Will the proposed application be given access to other locations such as Kodaikanal, Kavalur, Gauribidanur & Hanle? If yes, how do they access the application? VPN or through Public IP? Kindly confirm	Yes, the access shall be provided to all the locations. The proposed application shall be centralised at Bangalore and connected by using VPN. Should ensure that the application is working across all locations.
19	Sthira IT Solutions Pvt Ltd	1.5.5 / 1.5.11	49	Project Team	Our solution is a product that has been installed in many Central Government institutions across India. The advantage of our approach is that the product is ready to use and deploy, making implementation faster. Unlike a software project that is developed from scratch, we do not require a large project team to address your specific requirements. Therefore, we will share the relevant project team for efficient implementation, which may not be in the order suggested in the Tender clause. We hope this meets your expectations.	Tender term prevails

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20	Sthira IT Solutions Pvt Ltd	3.1.11 (d)	79	Report Builder	In our comprehensive solution, we have a considerable number of reports that we have accumulated over the past decade of implementation. Any other than these reports can be customized to suit your specific requirements. Additionally, we have an Excel dump that can be used to perform various analyses. However, we do not have a Report Builder tool that enables users to select fields and generate reports. Could you please confirm whether this is a mandatory requirement?	Yes, this functionality to select required fields and generate customisable reports is Mandatory.
21	Sthira IT Solutions Pvt Ltd		91 & other pages	Tendering Process	In our understanding, as per the mandated norms by the Central Govt. , every Central Govt. Institutes are required to use GeM or CPP for their tendering activities; Each of these portals (GeM & CPP) has a well-defined process from Tender Creation to Award of Bid including the Payment process; In light of this, the tendering process required in the proposed solution seems like a duplication of work. As every process that is done in the above-mentioned portals is expected to be performed in the proposed solution too; Kindly review and confirm the thoughts behind these requirements	The tendering process is required in the proposed application software in order to reflect the procurements made from these two portals in the application, and also for procurements made outside of GeM & CPPP (Proprietary & Limited tenders).
22	Sthira IT Solutions Pvt Ltd	70, 72	95	Integration with GeM & CPP	This integration is not feasible as these Govt. Portals do not allow any 3rd party application integrate; Kindly review & confirm this clause	Integration with GeM & CPPP is not required. However, provision to upload the data from these portals updated in an excel format is required
23	Sthira IT Solutions Pvt Ltd	3,4,7,8,33	90	Raw Material & Other related issues	Kindly review these points and give us more clarity; Is there any production process in IIAP (like Raw Material, Semi-Finished Goods, and Finished Goods, etc.)? Please reconfirm.	Categorization of materials in the master into raw material, finished product, services item or work item etc., in order to group them into consumable, and capital.

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24	Sthira IT Solutions Pvt Ltd	3.2.11	85	Loan Process	Need more clarity on this specific process	This relates to temporary transfer of an asset from one department to another for a limited period of time, and then returned to the original custodian of the asset.
25	Sthira IT Solutions Pvt Ltd		101	Key Management	Need more clarity on this specific process; Unable to comprehend the exact requirements and its deliverables from the proposed software.	This clause shall be excluded, and corrigendum shall be issued accordingly.
26	Sthira IT Solutions Pvt Ltd			Data Exchange with Tally	The template should be provided by Tally Software; What data needs to be updated back from Tally to the proposed software? This is not clear	The payment vouchers generated in the proposed application to be exported to Tally for processing payment, and then the information regarding the payment status against these payment vouchers to be imported into the application software.
27	Sthira IT Solutions Pvt Ltd	4.2 (A - 4)	103	SMS Integration	This can be given, provided IIAP gives the SMS gateway; Or do we have to get the SMS gateway vendor which has a cost impact	SMS integration is not needed. The Corrigendum shall be issued accordingly.
28	Sthira IT Solutions Pvt Ltd			DSC (Digital Signature Certificate) Integration	Is DSC integration required for every approver at every stage? Are the relevant DSC devices available with IIAP? Please note that the integration with these devices is not a standardized activity; technical support from the DSC vendor is extremely critical to making this happen	No, DSC integration is not required, and the same is not specified as a requirement in the RFP.

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29	Sthira IT Solutions Pvt Ltd			Finance & Accounts Management	In the scope of this Tender, it is mentioned that software solution is required only for Procurement & Inventory Management; However, in many places, it has been articulated the activities of the Finance/Accounts department, like, Project Assignment, Budget allocation, Vendor/Supplier Payment, TDS/GST compliances; Credit / Debit Note; Vendor Financial Ledger etc., Do the Finance/Accounts users will also use this proposed application? Do we need to provide the financial processes to be included in this proposed solution? Kindly review and reconfirm their role in the proposed solution.	Only those processes mentioned in the RFP are to be included in the proposed software, such as payment to vendors, funds' allocation, provision to deduct TDS and export the payment & TDS data. Users from Accounts shall be using the application for accessing the details pertaining to payment & TDS deductions, funds' allocation, approval of payments etc.,
30	Sthira IT Solutions Pvt Ltd			Total # of Users at IIAP	Kindly confirm the following: Current No. of Users – Location-wise (if another location is also using the proposed solution) – Core / Department Users Indenter/Requestor Approvers This data will help us in sizing the hardware; training, implementation timelines, etc.,	IIA is not looking for the rate based on the number of users and would like unlimited use.

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31	MasterSoft ERP Solutions	Clause No. 2.5	35	Source Code, Licencing & IPR of Application Software	We request you to remove the clause because, "As an OEM of our product, our business model is built on the proprietary nature of our technology and the intellectual property rights associated with it. The source code represents a significant investment of resources, expertise, and innovation on our part, and we must safeguard it to protect our competitive advantage and maintain the integrity of our business operations. However, we are committed to providing comprehensive support and assistance to ensure the smooth functioning of the software during and after the project term	The tender term prevails
32	MasterSoft ERP Solutions	Technical Scope for Application Software, 2.2 Key Technical Feature, 2.2.1	51	Technical Scope for Application Software. The Application Software should be based on an open architecture	Requested to Remove/Change the Clause: We would recommend to opt for the properiatory architecture based on MVC .Net & SQL, that is driven by several factors i.e., Security, Performance Optimization, Integration and Customization. While we recognize the importance of compatibility and collaboration within the broader ecosystem, we believe that our proprietary architecture provides the necessary foundation to deliver a robust, secure, and tailored solution that meets your specific requirements effectively.	Corrigendum will be issued. There is no restriction on open source/ proprietary nature of software

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33	MasterSoft ERP Solutions	2.2.15	52	Hosting will be in On-Premise Hardware, with appropriate mirroring/data synchronization strategy	Requested to Remove/Change the Clause: We are a proud partner of Microsoft Azure, serving as a certified Cloud Solution Provider (CSP) approved by the Ministry of Electronics and Information Technology (MEITY). Given our expertise in cloud hosting and our partnership with Microsoft Azure, we strongly recommend opting for cloud hosting over on-premises hosting for the Application Software. The reasons behind opting for cloud is; Scalability, Reliability and redundancy, Data Security and Compliances, Enhance Collaboration and Accessibility.	The tender term prevails, Since the application will be hosting sensitive data pertaining to procurement and inventory management related information, we would prefer to have an on-premise hosting at present due to data privacy issues. However, we are keeping options open for a future cloud release.
34	Eazy ERP Technologies Private Limited				GeM registration must for bidding	Yes, GeM registration is mandatory
35	Eazy ERP Technologies Private Limited				We are registered with UDYAM (MSME) - What kind of relaxation do we have	Relaxation in Past Experience and Annual Turnover, as per norms, subject to meeting quality and technical specifications. Any bidder seeking relaxation under Start-up / MSE policy/ Scheme of GoI must enclose all relevant documents/ certificates etc., in the Technical Bid for claiming such benefits.
36	Eazy ERP Technologies Private Limited				can we get the recorded session of the Pre Bid meeting	https://drive.google.com/file/d/1 NIVbE5Q0scoiLzy7kbCFe108nAGa 5mCE/view?usp=sharing

- All above points are noted and agreed by the firm.

a. These minutes of pre-bid meeting shall form the part of bid document/Agreement.

b. Rest of the terms and conditions and specifications of the bid document shall continue to remain same.

c. The above amendments/ clarifications are issued for the information for all the intending bidders.

d. The submission of bid by the firm shall be construed to be in conformity to the bid document, Corrigendum I, clarifications given above.