

Clarifications to IBMS RFP issued on August 8, 2009
Dated: September 14, 2009

The following points form part of clarifications to the Product RFP for IBMS:

1. **Appendix 1:** This list captures the clarifications to queries sent by registered bidders over email.
2. **Appendix 2:** This list captures the queries raised and clarifications provided during the pre-bid meeting.
3. Additionally, the following clarifications are being provided to registered bidders with respect to the formats for submitting the commercial bid.

a. **Enterprise-wide license versus user-based licensing:** RFP states licenses based on usage by named users at each implementation stage. The following points may be noted regarding alternate licensing policies:

- i. Bidders may provide commercial quote for alternate licensing policies in their bid for a scale of 1500 users for the IBMS solution.
- ii. In case the pricing of licenses is not based on number of users, the bidder must indicate the metrics for licensing in **Form D.4** of Volume II of the RFP and how the metrics convert to a scale of 100, 500 and 1500 users for IBMS solution.
- iii. **Form D.4** should be used to provide the quote for all underlying components for that scale as well.
- iv. **Form D.5** should be used to provide the terms of payment to a scale of implementation for 100, 500 and 1500 users as specified in the implementation Phases I & II.

	Milestone	Time Line	Scale of n users	Payment Terms
0	Signing of contract	T	Scale of 100	1/15 = 6.66%
I	Phase I Go-Live	T+18	Scale of 500	4/15 = 26.67%
II	Phase II Go-Live	T+24	Scale of 1500	10/15 = 66.67%

- v. **Form D.6** should be used to provide the incremental units of licensing and the rates for those units. The licensing policy should clearly indicate the metrics and the scale for future expansion, or any restrictions applicable for future expansion or usage.
- b. **Terms of Payment:** The payment shall be released to the vendor within 30 days of receipt of commercially acceptable invoice. For Phase I & Phase II, the invoice shall be raised on Go-Live certification.

4. Modifications to the following clauses of the IBMS Product RFP may be noted:

- a. The clause **8.6e on Page 58 of RFP Volume II** states the following:
 “Any subsequent variation in commercial taxes, levies, etc., shall be borne by the **supplier**. No price increase on account of changes in tax structure shall be permitted.”

Clause **8.6e** is modified as:

- i. The tax rates for taxes, duties mentioned in the bid shall be charged as applicable at the time of raising the invoice.
 - ii. The commercial evaluation of solution components shall be done inclusive of all taxes, levies, duties etc. applicable on the currently applicable rate.
 - iii. Any new taxes introduced which would be applicable to procurement of any of the components may be charged.
 - iv. Any taxes, duties etc. applicable, but not declared in the bid shall be assumed to be included in the quoted price and shall not be paid extra at the time of invoicing.
- b. Accordingly payment terms in **Form D.5** should be exclusive of taxes. All applicable taxes and the current applicable rates should be indicated separately and clearly for each of the components.
- c. The clause **8.6b on Page 58 of RFP Volume II** states the following:
“The bidder must provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable, for all the priced items of the commercial proposal.”

Clause **8.6b** is modified as

- i. The bidder must provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable, for all the priced items of the commercial proposal, including Support during Implementation
- ii. In **Form D.4**, Taxes applicable must be quoted for Support Services during Implementation component.

Appendix 1

**Clarifications provided for queries sent by Registered bidders
over email to warehouse@nic.in in prescribed query format**

Sr.	Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Response
		Volume II		
1	2.5(iii) – Page 14	Services provided by the product vendor for providing support during the implementation stage, as elaborated in the non-functional requirements of CWC	Is CWC looking only proposal on Time & material basis or there is intention to actually procure services? If CWC intends to procure consulting services from OEM we request to indicate min. man hours required. This will bring parity in various proposals	The details of services have been identified. The bidder is expected to estimate the effort required and cost for the same. Current procurement is a fixed price component; man-hour rates are only for price discovery in case the services are to be used in future
2	3.2.2 - Page 16	The likely number of users to be covered during the Phase I of implementation will be around 500. The centralized functions at the Corporate Office such as Payroll and Administration shall be covered for all employees, i.e. approx 6000	CWC is requested to provide licenses required for each function / dept. This will provide a) Convenience to CWC while procuring additional licenses in Phase II & III b) In getting competitive price	Function-wise estimate is not available currently
3	3.2.3 - Page 17	Phase II : -The total number of users to be covered during the rollout is expected to be around 1000		

4	5.4.14-b - Page 34	CWC is not restricted in its rights to use or disclose any or all of the information contained in the proposal, and can do so without compensation to the bidder. CWC shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure	Proposal will be confidential between CWC & OEM and should not be disclosed to 3rd party.	The commitment made by the OEM on the fitment of the solution shall be disclosed to the shortlisted SIs; the commercials shall be kept confidential from SIs
5	6.2 -1 to 12 - Page 43 and Forms B.1,B.3,B.4,B.5, B.11	The software product company must have software development centre in India.	Company auditors have authority and responsibility to check and validate financial information. Auditors may not be able to confirm on details like development centre, support center details, Registered office address, training centre details. Kindly accept supporting documents signed by authorised signatory	Audited certificates are essential
6	7.4 - h- iii) - page 47	Recommendations on different types of users and number of users against each category	CWC is requested to provide these details.	Assume distribution among different functions as per industry standards
7	7.4 - h - x) - page 49	The networking and hardware requirements to run the solution including the bandwidth requirements per user for WAN	Since hardware and networking requirement is covered during implementation of project and System Integrators are in best position to provide this information, you are requested to drop this from current scope of submission.	Minimum requirements must be indicated

8	8.4 - e – Page 55	The pricing of the user licenses should be presented in terms of number of “named users” at each stage of implementation. If the bidder has any other licensing policy, please convert the licenses or solution components into named users and indicate the price.	Software OEM offer various options (metrics) for licensing software depending use of software. Some software modules/submodules like Transport Management or Supply Chain Planning offer licensing option based on usage like Freight Under Management or Cost Of Goods Sold. Similarly for licensing 6000 HR/payroll users; CWC can avail 'Enterprise' licensing metrics. All these options cannot be offered if licensing metric has to be "named user". Also this will impact on future purchasing of licenses by CWC. Hence requested to dilute this clause.	The user based metrics for licensing are only indicative; if the OEM has different metrics, please indicate the same according to scale of users as indicated in the implementation phases and provide a commercial quote.
9	8.4 - f - page 55	The bidders are required.....The price for any such components such as should be quoted for a scale of corresponding user base at each procurement stage. If the pricing for any such solution component is not based on the user base, the unit of pricing and the price for meeting the requirements at the scale or size of user base indicated at that stage of implementation, must be clearly indicated, unless indicated otherwise by CWC.	Data base and operating system license requirement depends on hardware selected by CWC. Since hardware is not in the scope of current tender it is difficult to estimate and quote for database & operating System. At this stage we can suggest operating system and database in tech & functional compliance document. License price can be quoted by System Integrator during implementation phase.	Other than hardware, whatever components are required to run the solution must be indicated.
10	8.4 - j - page 56	CWC intends to procure support services during implementation for both Phase I and Phase II. Therefore, the commercial proposal must indicate the pricing separately for each Phase of implementation as indicated in Form D.6. If pricing is indicated only for one phase, it shall be assumed that no separate charges would be applicable for rendering the support services in subsequent phases.	Support services (other than annual technical support / AMC) are quoted on Time & Material basis. Also these being services it is impossible to estimate services cost 2 years down the line since it is function of various factors including availability, cost of experts. Hence it is difficult to quote support services two/tree years in advance for phase II.	Fixed price quote for services which has been broken into T&M components for future procurement

11	8.6 - e – Page 58	Any subsequent variation in commercial taxes, levies, etc., shall be borne by the supplier. No price increase on account of changes in tax structure shall be permitted.	We request this clause to be modified as .. Any subsequent variation in commercial taxes, levies, etc., shall be borne by the BUYER.	Clarification provided separately in the main Clarifications document
12	9.5.2 - Page 64 & Form D.10	If there are multiple solution components like databases, or third party solutions, available to meet the requirements of CWC and if these options are suggested by the bidder, these will be evaluated against the specific requirements of CWC. The selection among the multiple options suggested by the bidder will be declared by CWC after the Technical Evaluation but before the commercial proposals are opened, and only those components will be considered for commercial evaluation	can we assume this mean that its not mandatory to propose multiple options??	It is not mandatory to propose multiple options
13	9.5.6 - page 66	The proposal review committee may undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process	We request CWC to seek any clarifications/explanations in writing only.	Oral clarifications shall be recorded
14	10.5 - page 73	Signing of Contract	Kindly provide contract format	Standard licensing contract; services contract shall be formulated later
15	10.7 - a - page 75	The successful bidder shall provide a comprehensive warranty for duration of 5 Years, commencing from the date when the system goes "live" for all locations covered under the scope of this RFP i.e. 5 years after 'Go-live' of Phase II of implementation as described in this RFP	As per tender document 1st phase will be implemented in 18 months. CWC will understand product lacuna/shortcoming (if any) during this period. Hence request to dilute warranty to 24 months from the date of contract.	Warranty is not only for product functionality; it is meant for commitment for future expansion as well

16	10.7 - f – page 76	During the comprehensive warranty period, the successful bidder will provide all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability and should carry out installation and make operational the same at no additional cost to CWC	This is SI activity & OEM has no role to play in installation of updates, patches etc.. Hence kindly modify the clause.	During the comprehensive warranty period, the successful bidder will provide all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability and should enable installation operationalization of the same by the SI
17	Form D.10 - Page 145	The Prices for different solution components, third party solutions and databases	Database software OEMs may not quote DB price for other vendors. Hence OEM should be allowed to	If any third party solutions are required to complete the set of functional requirements, they have to be indicated in the bid
		VOLUME I		
18	1.3 - page 7	CWC is a shareholder in all the 17 (Seventeen) State Warehousing Corporations. It has a subsidiary “Central Railside Warehouse Company Ltd” and has a joint venture company, NMCE. More such ventures are on the anvil	Licenses will be used by CWC only or all majority owned entities also ??	Currently planned for CWC & CRWC
19	CWC_IBMS_C OTS_RFP_Vol I_070809 & CWC_IBMS_C OTS_RFP_Vol - III_070809	NA	The requirement in the pdf 'CWC_IBMS_COTS_RFP_Vol I_070809' are different from the requirements in the Excel Sheet named 'CWC_IBMS_COTS_RFP_Vol III_070809'. Request you to let us know, as to which specs should we consider as final.	Compliance to be given against Vol III. Vol I also included (such as non-func req). In case of discrepancies, Vol III will prevail. Please indicate specific discrepancies for further clarification.
20	CWC_IBMS_C OTS_Vol -III/ Tab Payroll- Time Mgt(PY)	Time Keeping(PY1 to PY80)	What number of Employees in CWC have shifts? Are these shifts static, rotating or dynamic?	Indicative number of employees with shifts is 200-300

21	CWC_IBMS_C OTS_Vol-III/ Tab Personnel Admin(HR)	Employee/Manager Self Service(HR175- HR189)	What number of Employees in CWC will need Self Service to 1. update their personal information 2. to apply for leave ?	All employees of Group A, B and C will need Self Service to update their personal information and applying for leave. The staggering of licenses for purpose of Self Service in each Phase can be taken as 3 times the number of user licenses.
22	CWC_IBMS_C OTS_Vol-III/ Tab Personnel Admin(HR)	NA	What is the volume of recruitment at CWC on yearly basis.	Depends on Govt recruitment policy and requirement
23	Section 4, Pg 62	Commercial operations	How is the space allocation decision taken for a customer request?	Based on the capacity availability information; Monthly reports from the WHs indicate broadly the capacity utilisation
24	Multiple	Commercial operations, warehouse operations	How is the warehouse performance measured? What are the Key Performance Indicators?	Business & Economy report which tracks the profitability, Capacity Utilisation etc is used for Warehouse Performance Monitoring

25	Multiple	Warehouse operations	A typical warehouse, at any point of time caters to how many customers and items/commodities?	Depends on the size of the warehouse, location and type of warehouse; Please indicate if there are any limitations on the number of Customers/commodities which can be handled by the product at a given Warehouse; CWC handles the storage of agricultural commodities including 400 plus notified commodities. Industrial Warehouses are meant for the storage of industrial inputs, import export cargo and other industrial raw material, semi-finished and finished goods.
26	Multiple	Warehouse operations	In general how many locations does a warehouse has?	Depends on the size of the warehouse & nature of storage; For general Warehouses, locations are area grids marked on the floor with Fodgrain bags stacked in each location
27	Multiple	Warehouse operations	How are storage losses accounted for?	Depends on the reason for loss; eg: Storage losses, Losses due to pests, Degradation losses, transit losses are tracked & separately accounted. Where applicable, insurance claims are initiated and necessary compensation provided to Depositor.

28	Multiple	Commercial operations, warehouse operations	What is the process of transfer of ownership during the storage? How often does it happen?	In most warehouses the ownership transfer takes place if the depositor sells the stock, which is infrequent; But in Demat Commodity exchange linked stocks it can be as many times as the Demat is traded
29	Multiple	Commercial operations, warehouse operations	Can a customer withdraw partial quantity of the goods being stored by him?	Yes
30	Multiple	Commercial operations	What kind of contracts are entered into with customers? Are there terms and conditions beyond the rate agreement?	Many of the contracts are bound by standard Tariff published by CWC; for CFSs attached to Ports TAMP fixes the Tariff. For other large customers like FCI, individual contracts are drawn up which could have different conditions/rates.
31	Multiple	Commercial operations, warehouse operations	Who provides the insurance for the goods? Is it done by CWC?	All situations prevail. Customer may opt to provide his own insurance. CWC may insure with a Third Party Insurer or may opt to insure on its own and carry the risks internally.
32	Multiple	Commercial operations, warehouse operations	How many locations will deal with import/export documents? Are there any documents being generated by CWC for import/export?	All CFS/ICDs, Land Customs stations, Bonded WHs & airport Cargo complexes deal with import/export documents. Documents related to Bonded warehousing/Container operations are generated by CWC

33	Section 4	Regional Office operations	What kind of information is used in business planning at HQ and Regional Offices? What is the output of this exercise?	Capacity, current utilisation, Business Survey results, Diversification opportunities, Current financial performance are some of the inputs for Business Planning. Business plan stipulates the physical/financial targets for deciding the action plan for the entire year in respect of the physical/financial performance.
34	5.6 RSWC		Through RSWC, CWC is trying to provide complete logistic services to its customers. Is there a large growth expected in revenues from this service?	As the services are linked to general Import/Export business in the country, prevailing economic environment determines the volumes
35	BD- Budget	BD- Budget	How many users in Corporate, regional office and warehouse would be using the Financial Planning and Budgeting module?	Indicative Number of employees in F & A Division is 200-300 as on 31st Mar, 2009
36			Will the planning and budgeting module used for only Financial planning or operational planning as well?	Both Business & Financial planning are in scope
37	General		Kindly share your payment terms	The payment shall be released to the vendor within 30 days of receipt of commercially acceptable invoice. For Phase I & Phase II, the invoice shall be raised on Go-Live certification
38	General		Kindly let us know your preferred hardware vendor	No preferred vendor; but high performance hardware is desirable

39	General	Partner Information	CWC has asked for partner details of the OEM. Will the selection of partner at the time of implementation restricted to these 3 partners or this information is required by CWC to understand the strength of OEMs partner community?	To understand Strength of OEM partner community
40	General	Information for furnishing EMD	PAN Number Remittance mailing address Office phone number PO Email address Sales contact person Contact's phone number Contact's email address Contact's fax number Bank Details Supplier bank account name Supplier bank account number Bank Name IFC Code Branch Name Branch Number	AAACC1206D warehouse@nic.in +91-11-26566107/26515148 warehouse@nic.in Sh P P Singh, Manager (MIS) 011-26864711 warehouse@nic.in 011-26564296 Savings Bank 1445101100130 Canara Bank CNRB0001445 Hauz Khas Market, New Delhi 1445

Appendix 2

Clarifications provided for queries raised during pre-bid meeting held on Sept 1, 2009

Q1. Whether Auctioning is for Warehouse space

Ans: Currently Unclaimed Materials are auctioned. Also facility to auction warehouse space may arise in future

Q2. How will you ensure it is a 'single information base'

Ans: Single point of entry and 'no duplication' of information

Q3. Is it 'single sign-on'

Ans: Yes

Q4. Is Re-engineering part of scope

Ans: Yes. Re-engineering will be in the scope of SI. The package is expected to bring in global 'best practices'.

Q5. Revenue break-up from different types of warehouses

Ans: Max revenue of CWC comes from Containers business

Q6. Are RFID readers hand-held?

Ans: No. They should be Equipment mounted /Mast mounted locators

Q7. Break-up of users across modules with details of the activities and roles performed by each class of users

Ans: Functional user break-up can be provided as of current date. But CWC reserves the flexibility to redeploy manpower across different functions and change in roles due to reengineering.

Q8. Is Certification by Auditors mandatory for certifying OEM's operations in India? Is Certification by Authorized Signatory acceptable?

Ans: Certification of Auditors for Indian Revenue Turnover and other facts related to Indian Operations is mandatory.

Q9. Would change in taxes be charged to the buyer?

Ans: Only VAT, GST, Octroi & Service Tax as applicable at the time of billing

Q10. Clarification required on Payment Terms

Ans: 30 days from date of invoicing