

Tender No. BNPM / NCB / 088 / 2023-24 dated 17.05.2023 (Annexure-1)						
TENDER FOR DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF BNPM WEB PORTAL WITH ONE YEAR WARRANTY & 4-YEARS AMC SUPPORT AT BNPM, MYSORE						
CLARIFICATIONS TO PRE-BID QUERIES:						
Sl.No.	Discipline	Reference			Bidders' queries	BNPM's Reply
		Chapter No.	Page No. / Clause No.	Description		
1	Technical	Section-VII	48	The Bidder shall carry out a detailed systems study to understand the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards approved by IT department or the pertaining respective Departments. Bidder is required to deploy Business Analyst along with Project manager On Premise in Mysuru for minimum 3 days to carry out system study along with requirement gathering. - The Bidder should carry out detailed study on the implementation of online systems with respect to configuration, customization, extension and integration as per the requirement of BNPM business processes and organization design. - The Bidder shall perform the detailed assessment of the functional requirements and prepare a FRS report, as part of the System Study document incorporating list of additional features that shall result in improvement in the overall Application performance. - SI should clearly understand that the desire of the department, which is not to create a mere IT Solution but an information infrastructure that will expand, integrate and enhance the functional needs of the departments concerned and other stakeholders.	a) Will 3 days for requirement study be sufficient to study the process ? B) Need a SPOC to get the details of the project. C) In case of any doubts or fall back , then a point of contact is required at BNPM	A) As per Tender, 03 days are minimum B) & C) details shall be provided to successful Bidder
2	Technical	Section-VI	36	In case of any additional requirement Person-day rates will be used for any change request/modification beyond the scope of work mentioned in current document. Payment will be issued as per the actual usage as and when required within Warranty & AMC Phases. In case of any extra person-days required beyond 100 days, successful bidder to provide with the same rate as quoted in price bid. Decision of effort w.r.t Person-days calculation will be taken by doing assessment jointly from BNPM IT Team along with bidder.	a) What is the amount of change envisaged ? B) What is the maximum amount of change permitted ?	Same cannot be Envisaged in Advance
3	Technical	Section-VI	36	Stage 01: System Study: Conduct System Study, Gap Analysis and BPR required, Preparation of SRS, FRS and finalizations of SRS, Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to BNPM for a signoff. SRS, UI Design, Test Plans & Project Schedule. 4 (Four) weeks from date of issuance of Work Order	a) How many users are to be trained ? B) What are the levels of training is required to be provided ? C) Can training be done online ?	a) 06 has to be trained b) Basic level of training to use website from backend to be provided. c) Yes, But one Onsite training is required.
4	Technical	Section-VII	44	Through this section the administrator should be able to add/ update the categories in the website & would further be able to add/ delete/ modify the photographs pertaining to that category in the website.	It is assumed that all the required Photos would be provided by the department.	Yes, required photos for website will be provided by BNPM
5	Technical	Section-VII	44	The contents of the website should be readable using any Screen access Reader Software to the Visually Impaired users.	Need details on this. In Which language is this to be read aloud ?	English and Hindi
6	Technical		—	No of Concurrent Users	How many concurrent users are there	Same cannot be Envisaged in Advance
7	Technical	Section-VII	55	Max Transaction per Day	What is the number of transactions per day	This depends on the tender and media uploads, hence the same cannot be Envisaged in Advance
8	Technical	Section-VII	55	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Same cannot be Envisaged in Advance
9	General		—	Any Document Upload Permitted	Is there any document upload required	Yes, for tender, vendor registration, media, etc.. documents will be uploaded
10	Technical		—	Max Size of File in MB	What is the file Upload size in MB	This will be decided during the SRS stage
11	Technical		—	Max Files per User	What is the file upload per user required	This will be decided during the SRS stage
12	Technical		—	Database Backup Policy	What is the database back policy	This will be decided during the SRS stage
13	Technical		—	Database Retention Policy	What is database retention policy	This will be decided during the SRS stage
14	Technical	Section-VII	39	DC - DR Policy	What is Data recovery policy	This will be decided during the SRS stage
15	Technical	Section-VII	39	RPO -- Recovery Point of Object	What is the required recovery Point of Object	Please refer tender (Section VII, Page No 38 ,SL No 09 under parameters)
16	Technical	Section-VII	39	RTO -- Recovery Time of Object	What is the Recovery Time of Object	Please refer tender (Section VII, Page No 38, SL No 09 under parameters)
17	Technical	Section-VII	39	Data Archival Policy	What is the Data Archival Policy	This will be decided during the SRS stage
18	Technical		—	What is Project Budget ?	What is the Project Budget ?	As per BNPM procurement policy, budget may not be revealed
19	Technical	Section-VII	38	Development, Implementation and maintenance of BNPM Web Portal which is inclusive of 1 year warranty period and 04 Years of AMC.	Can you Specify Where it should be Hosted	Hosting: Refer to Page No. 038 (Section VII, SL No 04 under parameters). warranty period: 1 Year from the date of issue of FAC (Final Acceptance Certificate) by BNPM (refer Page No. 05 of 80 under Section-I)
20	Technical	Section-VI	36	Stage 02: Revamping, Designing, Customization & Development of the Software & Deployment in Staging Environment. Email Gateway integration, integration with other selected applications through webservices.	Do you require Existing Web Portal to be revamped or Develop New one (As per RFP it is mentioned Revamp) but will you provide the entire source code to us	Source codes will not be provided. Only data, images, etc. will be shared.
21	Technical				Do you require any onsite resources to be deployed at BNPM if yes, what will be the timeline , how many months should the resources be provided:	Refer tender clause (Stage 05, under Part -A, page no 36, under Section-VI)
22	Technical	Section-VII	38	Training	Can you provide Virtual training and handhold	One-time Onsite training is to be provided
23	Technical	Section-VII	39	Security Audit through Cert-In empanelled Security Auditor & Closure of all Vulnerabilities /open issues.	(How many times in a year , the Audit to be performed)	Refer to (S No. 06 of Page No. 039 under Section-VII)
24	Technical	Section-VII	43	Gateways – Integration and other applications	Can you mention some of the applications which has to be Integrated	Please Refer tender
25	Technical				Can you specify the Database used	MS SQL
26	Technical			Hosting	Can you mention the existing Hosting Service provider:	This may not be required to be disclosed
27	Technical	Section-VII	38	—	Can we propose our Cloud for Hosting, since we are CSP or BNPM will provide the Infra	Refer to ( SNo. 04 of Page No. 038 under Section-VII)
28	General	—	1	Due date of Bid Submission	We request to extend the bid submission for another 7 days after the response of the pre bid queries	Refer Corrigendum