

**Replies To Bidders Queries**

Sr. No	Pg. No	Section No.	Point No.	Existing Clause	Clarification/Query of Bidder	Employer's Response
1	17	Eligibility Criteria	C. OEM Authorization	The bidder must provide authorization from OEM for ACONEX DMS Software. Documentary evidence for the same must be submitted from the bidder.	Request to let us know why tender authority is only asking for OEM for ACONEX DMS Software? as this is an open tender and all the other OEM should get fair chance to bid for this tender as per the CVC guidelines. Requesting tender authority to please change this condition and allow other OEM to bid for this tender with fair and healthy competition.	Based on project requirement and suitability, Aconex DMS Software was proposed. So, tender condition remains unaltered.
2	36	Functional Requirement Compliance	A-1 (10)	Should support integrate with other enterprise systems such as ERP, project management systems, engineering design tools, document collaboration tools	Request you to please provide more information about ERP, project management systems, engineering tools and document collaboration tools with count and name.  Do we need real-time integration or batch process is accepted?	NHSRCL is looking to integrate Aconex DMS solution with standard ERP.  As per tender document.
3	36	Functional Requirement Compliance	A-1 (12)	Should enable integrating with productivity tools like user mail box.	Please provide more detail about what kind of integration is expected here?	NHSRCL is expecting integration with outlook for selected user.
4	36	Functional Requirement Compliance	A-1 (14)	Should be highly responsive for user actions	Please confirm what is the expected response time?	Expected Response Time based on Aconex Specification.



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5	37	Functional Requirement Compliance	A-1 (18)	Should be able to provide tools to automatically attach file templates to newly created MS document	By this we understand that – user should be able to create new document file based on existing file template. Is our understanding correct? If not, then please provide more insight about this requirement.	Yes, your understanding is right as it will be as per tender document.
6	48	Scope of the service	General. Point no.2	Hoisting Application support operations and maintenance of the solution including all the licences (Tool, hardware software) required for the period of 3 years on cloud hosting model. The hosting application support & O&M may be extendable up to 5 years if required by NHSRCL post completion of 3 years.	Please confirm will the authority use its own cloud based platform for hosting or on Public cloud?	NHSRCL is looking for SAAS.
7	48	Scope of the service	General. Point no.3	Training and Capacity building for NHSRCL officials/users on the system (s) implemented.	Request you to confirm number of people to be trained and how many sessions to be conducted?	As mentioned in Section 4: scope of services , clause no 1.2.5.
8		General query	General query	Third party software integration	Is there any requirement of third party software Integration if so request you to please mention which software are need to be integrated? For integration with all these systems we need their APIs, all the system APIs will be provided by(tendering authority) to integrate. Please confirm	As per Tender document.
9		General query	General query	Data Migration	Please confirm does the bidder have to do data migration? If so, please do mention the volume of data to be migrated with file format.	No Data migration. As per tender document.



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10		General query	General query	SSL-Security certificate	Please confirm does the bidder have to provide SSL - Security Certificate for the web-based solution?	No requirement from bidder to provide SSL certificate.
11		General query	General query	Cloud Hoisting	Please confirm will the authority use its own cloud-based platform for hosting or on Public cloud?	NHSRCL expecting OEM to host application at their data centre.
12		General query	General query	System Language	Request to confirm does system need to be multi-lingual? If so which languages?	English is preferred language.
13		General query	General query	SMS, E-mail and Payment gateway subscription	Please let us know who will provide subscription? If vendor, then please mention volume? (Number of SMSs and Emails)	As per tender document.
14		General query	General query	Support (Working days and time)	Please confirm what will be the support timing and work days?	Unlimited Online support.
15		General query	General query	Database	Please confirm des NHSRCL have SQL Server or Oracle database license to create an instance for new system?	NHSRCL is looking for SAAS solution so OEM responsibility to take care supporting technology requirement.
16		General query	General query	Security	Request you to confirm does we need to provide SSL Certificates? Do we have to do CERT-IN Performance testing?	No requirement from bidder to provide SSL certificate.

Place: New Delhi

Date: 14.11.2018



Sd/-

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