

GOVERNMENT OF BIHAR
Public Health Engineering Department
Vishveshwarya Bhawan, Bailey Road, Patna - 800015

Pre-Bid Response

Date:-06/10/2017

Public Health Engineering Department, Government of Bihar invites on behalf of Governor of Bihar from reputed Firms in a Sealed Tenders of two bid system for Selection of Software Development Agency for Supply, Installation, Implementation of IT System with Quality Monitoring System Software on Single secure software platform in order to upgrade IT Infrastructure as well as strengthening Monitoring system for automation of the department on a turnkey basis, wide published in various NIT No: PHED/IT/2017-18/1-01 Date: 11/9/2017 and proposal were due for receiving up to 17/10/2017 Up to 15.00 Hrs.

Bidder should take note of the following points-

Sr .	Bidding Documents Reference(s)(section number/page)	Content off the RFP requiring clarification	Points of clarification	Departmental Response
1	Pg 87 / 9.9.Specification of System Software	Should be open standard and latest version.	Please clarify what is meant by open standard. Does the open standard means ODBC support or ANSI compliance. Please highlight any specific standard compliance required.	Open Standard mean, Database can be access by any Application or platform. It must be reputed company software and provides API/Supports for multi platform development





2	Pg 87 / 9.9.Specification of System Software	Database License should be un-restricted, to prevent any non-compliance in an event of customization & integration.	What does the clause "customization and integration" refers to, Does the customization and integration refers to application/tools customization/integration (which are, in turn, using the database) or unrestricted use of database for any activities , as allowed under license.	and executions. Data based must be supported all the integration and maintenance features on any standard platforms, user can customize the features and maintenance of DB.
3	Pg 87 / 9.9.Specification of System Software	Must support standard SQL Tool for accessing the database having the capability to monitor, maintain and manage the database instance, objects, and packages.	Database usually provide their own tooling support as well. Generally, widely used SQL tools like TOAD, Data studio support Db2. Which standard SQL tool is requested here?	Database must be supported standard inbuilt tools for performing all the DB activities.
4	Pg 87 / 9.9.Specification of System Software	Must ensure inter-dependency of user concurrency and data consistency. Should provide non-escalating lock mechanism and multi version read consistency for the transaction processing.	Non- escalating lock mechanism, Multi -version read consistency are vendor specific features (Oracle). As long as DBMS is able to provide optimal performance with increasing workload and concurrency and ensuring data consistency, hopefully the vendor specific features may not be needed.	Database must be supported all the concurrent access controlling and lock mechanism as per defined standards.





			Please confirm on this.	
5	Pg 87 / 9.9.Specification of System Software	Should provide database level storage management mechanism for improving availability by means of redundancy and automatic balancing of data across the available disks, i/o balancing across the available disks to have better performance	Please clarify what is meant by database level Storage management for improving availability by means of redundancy.	Database must be supported in built tools for database storage management for improving data availability in the case of HDD failures or any other technical issues.
6	Pg 87 / 9.9.Specification of System Software	Support for central storage of data with multiple instances of database in a clustered environment access the single database.	Is this for OLTP system? Does this refers to database capability of active -active cluster setup, where multiple members (across a cluster) access a database residing on a single shared storage.	Database must be supported High availability features, with the help of clustering.
7	Pg 87 / 9.9.Specification of System Software	RDBMS should provide native functionality to store XML data, Images, Text within the database and support search, query functionalities on such type of data	Is the search/query required for searching Images data type also?	Database must be supported XML and images data types, search option must be for XML data or documents.
8	Pg 87 / 9.9.Specification of System	Should be able to compresses table data during all types of data	Which type of unstructured data type (XML or any other as well) compression is referred to here.	These all features are related to Database inbuilt features, not required

	Software	manipulation operations, including conventional INSERT or UPDATE. It should also be able to compress structured and unstructured data, compress data while backing up through utilities and while data is transmitted over the network to minimize data transmission time.	Network data compression might be a vendor specific features(Oracle) or may require a separate product. Please confirm if this is a network compression is a mandatory requirement.	vendor product here.
9	Pg 87-88/ 9.9.Specification of System Software	RDBMS should have built-in backup and recovery tool that can handle online, incremental backup. RDBMS should facilitate the media recovery, partial recovery and full recovery and handle block level corruption.	"Block" is a vendor specific(Oracle) term. Also clarify if media recovery means/implies "Recovery from media containing the backup".	Database must be supported full backup, incremental backup, full recovery and block level tracing.
10	Pg 88/ 9.9.Specification of System Software	Should provide functionality to replicate / propagate the data across different databases. Ability to add nodes to cluster on fly with no downtime without unloading/ reloading data.	Does this refers to functionality to replicate/propagate data across different database vendors or ability to replicate data/propagate data across many databases from a single vendor.	All cluster based on single vendor.
11	Pg 88/	Should provide Single	Does this refers to capability of	Yes

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	9.9.Specification of System Software	system management view for database / database cluster.	centralized monitoring of the database cluster	
12	Pg 88/ 9.9.Specification of System Software	Should support native optional database level encryption on the table columns, table spaces or backups as well as the network traffic between the applications.	Please confirm if this refers to database level encryption capability to encrypt the user data, backup images.	Yes
13	Pg 88/ 9.9.Specification of System Software	Should support for enhanced authentication technologies with the help of tokens and biometric	Usually biometric /token based authentication is handled at the application level and not at database level. Hence this feature may not be related to database directly. Please confirm.	It is feature of Database.
14	Pg 89/ 9.9.Specification of System Software/Security features	RDBMS should provide functionality for classifying data and mediating access to data based on its classification for multi-level security and mandatory access control, manage access to data on a "need to know" basis	Please clarify which type of access control is required ... Mandatory Access control or Discretionary Access Control(need to know)	Database must be supported all the types of data and its access methods
15	Pg 89/ 9.9.Specification	Should prevent application-bypass with multi-factor	Restricting users or DBA or any privileged user accessing the	it is about inbuilt features of DB

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	of System Software/Security features	policies that are enforced in the database for high security and performance.	operational information through SQL Language / Tools like Toad etc., using direct connection requires a separate product (Database activity Monitor). Please confirm if this is a mandatory requirement to be implemented.	
16	Pg 89/ 9.9.Specification of System Software/Security features	Should provide a mechanism to detect, validate and report any authorized and unauthorized configuration change in real time.	This may require a separate product like DAM. Please confirm if this is a mandatory requirement to be implemented.	it is about inbuilt features of DB
17	Pg 89/ 9.9.Specification of System Software/Security features	The solution should have option to provide statement substitution, white listing and black listing for incoming SQL statements. It should be possible to monitor SQL statements and inline blocking to avoid problems like SQL injection.	This may require a separate product like DAM. Please confirm if this is a mandatory requirement to be implemented.	it is about inbuilt features of DB
18	Pg 89/ 9.9.Specification of System Software/Security features	The solution should store original copy of logs in the separate soft appliance system with built-in database and should have provision to create custom	Is this referring to audit logs? .. If yes, I think the requirement is ship the audit data to another database and create the custom reports on top of that. Once the audit data is moved to another	It is about database internal Auditing reports through inbuilt tools or commands.

		reports. The audit logs at the source database needs to be automatically purged once the logs move to the soft appliance database.	database, it would purge the audit data from the original database. Please confirm if this understanding is correct and if this is a mandatory requirement to be implemented.	
19	Pg 89/ 9.9.Specification of System Software/Security features	The Solution should provide multiple mechanism like XML based, OS based, DB - table based mechanism to collect audit logs from agent to management server.	This may not be a database requirement. Please clarify what is agent and management server here.	it is about inbuilt features of DB
20	Pg 89/ 9.9.Specification of System Software/Security features	There should be automated way to collect the audit logs from source system to the management server, no manual intervention should be required.	This may not be a database requirement. Please clarify what is the management server here	it is required to monitor all the activities in to the database, it can be deal by inbuilt tools
21	Pg 89/ 9.9.Specification of System Software/Security features	Along with audit, it should be possible to generate suitable alerting message if some authorized access or update happens on critical data.	This may require a separate product. Please confirm if this is a mandatory requirement to be implemented.	It is about inbuilt features of DB
22	Pg 89/ 9.9.Specification of System	Solution should have capability to report "before" and "after" values for	This may require a separate product. Please confirm if this is a mandatory requirement to be	it is about inbuilt features of DB

	Software/Security features	defined critical fields.	implemented.	
23	Pg 89/ 9.9.Specification of System Software/Security features	The solution should audit stored procedure calls and also recursive sql which runs within the database The solution should provide flexibility to collect logs from other sources like OS. The solution should provide user role audit (change in user role, privileges).	Collecting logs from OS may not be a database functionality. Please clarify what is meant by this feature. It may require a separate product. Also confirm if this is a mandatory requirement to be implemented.	it is about inbuilt features of DB
24	Pg 95/ Digital Asset Management	System should have in-built Digital Asset Management module which provides the ability to create and interact with multiple renditions (conversions) for each image, and multiple streaming media format renditions for each video	We understand that you need to store the Digital Assets(Media Files) using the Digital Asset Management. Do you need to play back the media stored in Native Players or it's required to play the media in proposed solution.	Media Files basically used video graphic files of the progress, and it will play through the proposed solution on the web.
25	Pg 95/ Digital Asset Management	Support Storyboards for ingested vide assets	Please explain this requirement.	It is the part of Application, Application should support storyboard.
26	Pg 95/ Digital Asset Management	System's record management should be DoD v3 certified (including FOIA & PA RM)	Please elaborate the requirements of FOIA and PARM .	it should be based on DoD V3 Standard.

27	Pg 95/ General Query	Documents to be uploaded	In order to size the solution, please share the Volume of documents uploaded per Day into DMS system. Also what would be the average no of pages per document?	it will be clear at Software Analysis Phase
28	Pg 95/ General Query	No of Users	What will be no of Total DMS, Records Management and Digital Asset Management Users required.	Initially Entry Users approx = 200 (Can be increase in future), Initially Reporting Users approx = 500 (can be increase in future, Web portal Users = Public/Departments
29	Pg 95 / General Query	Workflow	What would be the average number of workflows initiated per day	workflow must follow departmental workflow, and it will clear at the time of System analysis phase
30	Pg 90 / Application Server	Standards based application shall have published benchmark	Which benchmark is being referred over here? Generally benchmark reports are for the applications	Application hosting and Development must be based on standard benchmark.
31	Mobile	Suggestions	For Bringing Agility to mobile application development and make application manageable post rollout should it be required to use a central MADP platform	It can be considered after proper discussion.

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			to create, deploy and manage mobile application.	
32	Mobile	Suggestions	Solution should be able to use the IDE/tooling of choice like Cordova, Command Line Interface, BYOT and still be able to use the MADP platform capabilities.	Solution must be based on latest and standard IDEs and supporting tools.
33	Mobile	Suggestions	Solution should provide out of the box framework to build offline apps and enable offline usage, detection of connection failure to server, and exception handling for offline apps.	It must be required.
34	Mobile	Suggestions	Solution should provide Browser Simulator that enables testing of application by simulating device features without needing to install app in emulator or physical device.	Yes
35	Mobile	Suggestions	It should have unified push notification/alerts messaging which integrates with each device platform's native push engine i.e. APNS , GCM/Firebase and WNS	Yes
36	Mobile	Suggestions	It should provide Enterprise app stores (private app store) for iOS	It will see as per the

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			and Android for distribution to Employees or Service Providers	requirement.
37	Mobile	Suggestions	It should support remote application direct updates for web HTML resources without having to distribute the newer application versions or updates from the public app-stores.	Yes, it must be implement.
38	Mobile	Suggestions	It should have a provision to perform a remote log-collection to collect logs from client devices.	It will see as per the requirement.
39	Mobile	Suggestions	It should support on device encrypted storage using AES 256 bit keys and keys that are strengthened with Password-Based Key Derivation Function 2 (PBKDF2).	Mobile application must be based on defined security, accessibility and handling standards parameter.
40	Mobile	Suggestions	It should support application authenticity testing to prevent risk of phishing through repackaging or app forgery.	Mobile application must be based on defined security, accessibility , handling standards parameter.
41	Mobile	Suggestions	It should support the mechanism of Certificate Pinning to prevent Man-in-the-Middle attacks by ensuring the mobile app connects to the appropriate and correct	Mobile application must be based on defined security, accessibility , handling standards parameter.

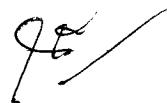
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			middleware mobility platform server.	
42	Mobile	Suggestions	It should support capture of performance metric data like average round-trip time (app-server-backend), and average processing time, latency and bytes sent for each adapter procedure.	yes we can collect it as per need.
43	Portal	Sizing	Approximately how many users including citizens are expected to access the Portal system at Peak Hour?	All departmental users approx 500 to 600 users and public users can be access our web site at the same time. We cant define the public users accessibility ratio here right now.
44	BPM	Sizing	What would be the volume of users accessing the Workflow and Document Management System	it will be clear at the time of Software Analysis phase.
45	Pg 95 / Digital Asset Management	Suggestion	Digital Asset Management is generally required in Media houses including TV channels where they have the digital media which is required to be published in different channels and internet and monetize based on the subscription. For Having Digital	we will discuss on that matter





			Asset Management for Health is unnecessary. Request you to kindly remove the entire Digital Asset Management requirement. However the system should have the option of storing and retrieving video files with proper authentication including records management	
46	Pg 43 Section 8.17 point 1.a	To be Entered at PIU Level	What is PIU? Would the contractors also be part of the Project implementation Unit.	Project implementation Unit, for engineering works at each division.
47	Pg 46, Section 8.22 , point g ii	Pipeline Distribution Network	Who would be doing the Mapping of the Pipeline network on GIS that is existing and how would the mapping of future pipelines be mapped on to the GIS?	It is the part of department users and proposed application must be included these mapping work flow and interfaces for departmental users.
48	Pg 26, Section 8, point 3 C	Online Payment Module for Contractor Payment	Would that be using the RTGS/NEFT Transfer using the PHED Bank Login? Which means all contractors have to declare their bank details? or would that mean integration with Contractor's declared merchant account that would use a 3rd Party gateway?	Proposed Application provide an Online Payment gateway to all contractor for payment purpose, contractor can pay the amount by CC/DC/Net Banking facility. Third party/Banker will handle that Payment process, and our proposed application

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				will be integrate with third party payment gateway and also maintained the payment history.
49	Pg 47, Section 8.23 Second Tier Section, First Line	As the second Tier of Quality Control structure, periodic inspections be carried out by independent engineers	Would there be any remuneration for the External Independent Engineers? Would that need to be part of this software? How would the communication to the independent Engineers happen?	Yes, IE users is the major part of this software, they will inspect the works and filled the observation in to the Application.
50	Pg 88, Section 9.9, Security Features	Should support for enhanced authentication with the help of tokens and biometric technologies	Would the bio metric devices be part of this RFP? Is this for Employees or Contractors?	it is the features of Database, can be use in future as per requirements.
51	General		What is the current no of Employees and contractors handled in PHED.	total departmental users will approx 500 to 600 hundreds initially on our proposed application, contractors are only performed registration and payment process, they also visit web site public information.
52	Pg 38, Section 8.4 point 12	Citizens Registration	Citizens registration is for raising Grievances? Any other citizen centric activities, since we did not see any citizen specific need in the RFP. If only for grievances,	It is essential for keep tracking on submitted grievance status at all different stages as well as for effective monitoring.

			then why would the citizen register / Why can't he fill his details when raising the grievance only? What if the citizen wants to be anonymous? Let's say for raising a complaint against a contractor	
53	Pg 119, Section 17.1 System and Application Software Licenses	Application Server – Microsoft Technologies Product	Are you looking out only for Microsoft specific implementations? Or are you open to other platforms as well?	Our Old Application are running on Microsoft Platform.
54	Sec 8.1, 2	Under Database Server Physically stored in an External Storage SAN	Kindly provide the capacity for SAN	It is mentioned in RFP
55	Sec 8.1, 4	Under Backup Storage (10 TB) is mentioned	Kindly provide detailed specification required, is 10 TB is requirement includes the backup data mentioned under database servers or the storage is connected to DB Server?	As per RFP
56		Monitoring of IT Infrastructure & Application	Does PHED Head office/Bihar State Data Centre at Patna have exiting centralized Network/System management application or Does SDA need to provide NMS application for monitoring. If yes please specify	No SDA not need to provide NMS but SDA will take care of whole IT infrastructure and applications.

			minimum capability the NMS should provide	
57	Page No. 31	Laser Printer Processor- 266 MHz or above	Request you to increase the processor to at least 600 MHz or higher. For a 30 PPM machine 266 MHz is too compromised. Also its outdated. These days even 18 PPM printers come with min 300/400 MHz processor	As per RFP
58	Page No. 31	Laser Printer Memory- 16MB or above	Request you to increase the memory to at least 64 or 128 MB. 16 MB is very minimal for a network printer. Multi user printing demands higher memory for building cache and smooth queue printing. Lower memory will cause lag or loss of data while printing.	As per RFP
59	Page No.31	Laser Printer Toner Yield(only full toner acceptable)-At least 2300 pages with supplied toner	Request you to lower the toner yield to 1500 pages for starter toner and also remove the word "full toner". Most of the OEMs have intro toner. So our submission is that if we meet the min yield criteria of 1500 pages, it should not matter to you whether its full or intro toner	As per RFP

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60	Page No.32	Laser All in One Printer Duty cycle (monthly, letter)/ Duty cycle (monthly, A4)--More than 18000 pages	Request you to increase the duty cycle to min 50,000 pages or higher. If for a 30 PPM printer you have selected 25K duty cycle, 30 PPM MFP definitely should have higher duty cycle. An MFP has additional copier and scan function, so definitely usage will be higher.	
61		The Bidder must have prior experience of implementing at least two government Software Development Services Projects for Central! State/PSUs anywhere in India in the last 3 years. Each project must be worth at least Rs. 50 Lakhs (Software Development Including Software Maintenance excluding Manpower and Hardware) Bidder must provide as a supporting documentary proof in form of work order confirming year and area of activity for the project.	The Bidder must have prior experience of implementing at least two government Software Development Services Projects for Central! State/PSUs anywhere in India in the last 3 years. The Bidder should have Tanking Based project must be worth at least Rs. 50 Lakhs (Software Development Including Software Maintenance excluding Manpower and Hardware) Bidder must provide as a supporting documentary proof in form of work order confirming year and area of activity for the project.	As per RFP





62		<p>The Bidder shall have experience of implementation of at least 1 Live Mobile Application Project in Mobile Apps projects for Government/PSU (Mobile Apps (Android/IOS) development, Integration, Post Implementation Support etc for mobile apps.) India in the last 3 years with the project value of Rs. 25 Lakhs or above as evidenced by the work order/Agreement certificate issued by a competent authority of the concerned government organization(s).</p>	<p>The Bidder shall have experience of implementation of at least 1 Live Mobile Application Project in Mobile Apps projects for Government/PSU (Mobile Apps (Android/IOS) development, Integration, Post Implementation Support etc for mobile apps.) India in the last 3 years with the project value of Tanking Based Rs. 25 Lakhs or above as evidenced by the work order/Agreement certificate issued by a competent authority of the concerned government organization(s).</p>	As per RFP
63	Server Specification	<p>Processor Minimum 1x 4□core latest generation 64bit Intel server processors of at least 2.4 GHz higher with at least 20 MB/higher L3 Cache and 7.2 GT/s Bus</p>	<p>2 x latest generation 64bit Intel server processors of at least 2.4 GHz or higher with at least 10 Core, 25M Cache or higher L3 Cache and 8.0GT/s Bus Speed</p>	As per RFP

		Speed <input type="checkbox"/> capable of holding 2 physical processors	capable of holding 2 physical processors	
64		Memory RAM (min/max): 32 GB/512MB DDR <input type="checkbox"/> 3 ECC RDIMM RAM	64 GB(2x32GB) DDR4 RAM or higher (support up to 1.5 TB) with 24 DIMM slots & 2400 MT/s	As per RFP
65		Hard Disk Drives Minimum 2 x 600GB SAS Hard Disk Drives <input type="checkbox"/> upgradeable up to at least 4 drives	2 x 900GB 15K rpm SAS in RAID 1 upgradeable up to at least minimum 4 drives	As per RFP
66		OS	Latest version Windows Server 64 bit with 5 Microsoft CAL and OEM Preloaded for three years support.	As per RFP
67		Certificate	OEM manufacturer's authorization certificate with services support.	As per RFP
68	Laptop System	Operating System Windows 10	Windows Pro 10 OEM Preloaded	As per RFP
		Certificate	OEM manufacturer's authorization certificate with services support.	

69	Desktop All In One	Operating System	Windows Pro 10 OEM Preloaded	As per RFP
		Windows 10 Certificate	OEM manufacturer's authorization certificate with services support.	As per RFP
70	Rack 42U	LTO Type 1 1 Nos of LTO□5 Fe drives and should have headroom to add 1 more drives in the future.	LTO□6 drives and should have headroom to add 1 more drives in the future in day one.	As per RFP
		Type	25 Type cartridges with 2 Cleaner	As per RFP
		MGMT Software	Backup Software Management for Database and Application.	As per RFP
		Certificate	OEM manufacturer's authorization certificate with services support.	As per RFP
71	Laser printer	Processor, 266 MHz or above	At least 600 MHz or higher.	As per RFP
		Memory 16MB or above	At least 64 or 128 MB	As per RFP
		Toner Yield (only full toner acceptable) At least 2300 pages with supplied toner	Toner yield to 1200/1500 pages in day□one support.	As per RFP
		Certificate	OEM manufacturer's authorization	As per RFP

			certificate with services support.	
72	Laser All In One Printer	Duty cycle (monthly, A4) More than 18000 pages	Duty cycle to min 50,000 pages or higher.	As per RFP
		Certificate	OEM manufacturer's authorization certificate with services support.	As per RFP
73	Managed Switch L2	CISCO/HP/Juniper 24 Port 10/100/1000 Managed switch with 2 optical gigabit port		
		RAM	256 MB or more	As per RFP
		Stackable	stackable Supported	As per RFP
		Performance	Forwarding Rate: 128Mpps Switch Fabric Capacity (full duplex): 128Gbps	As per RFP
		Features	BOOTP support, DHCP support, Diff Serve support, IGMP snooping, VLAN support, auto negotiation, auto uplink (auto MDI/MDI-X), flow control, full duplex capability, manageable, stackable or equivalent, store and forward, uplink	As per RFP

	Remote Management Protocol	HTTP, RMON, RMON 1, RMON 2, RMON 3, RMON 9, Telnet	As per RFP
	Compliant Standards	FCC Class A certified, CSA, C ¹ Tick/CE	As per RFP
	Encryption Algorithm	SSL	As per RFP
	Certificate	OEM manufacturer's authorization certificate with services support.	As per RFP
	Warranty	Warranty	As per RFP
74	UTM With Hardware Appliance Includes Firewall + Load lancer + Mail Security (N+1)		As per RFP

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Chief Engineer (U)
Public Health Engineering Department