

**Office of the Directorate General, CRPF, CGO Complex, Lodhi Road, New Delhi-110003**

No. C.XVII-01/2022-23-CLMS(Adm Dte)

Dated 13/05/2022

**Addendum & Corrigendum**  
**To Tender No. 2022\_CRPF\_684630\_1**

Addendum & Corrigendum No. 2022\_CRPF\_684630\_1 published in the CPP Portal vide Tender Notice No. C.XVII-01/2022-23-CLMS(Adm Dte) dated 20/04/2022 and uploaded the same on CRPF Website [www.crfp.gov.in](http://www.crfp.gov.in). Tenderers are instructed to download the same from the website and enclose it along with the tender bid duly signed on each page.

Following Clarification / Modification may be noted:-

<b>S N o</b>	<b>Page No</b>	<b>Clause as per RFP</b>	<b>Query</b>	<b>Clarification/ Modification required</b>	<b>CRPF Reply</b>
1	Page No. 26 & BoQ excel file	<b>32. BoQ.</b> SI No. 3 to 5 AMC Charges		As per Clause No.32 of RFP BoQ table, asked to quote AMC charges for 3 years, whereas in BoQ excel file, asked to quote AMC charges for 4 years, please confirm whether, AMC is 3 years or 4 years.	AMC is for 4 yrs
2	Page No.20	<b>25. Financial Bid</b> Financial Bid of the Technically Qualified Bidders, who scored <b>seventy (60)</b> marks or more, will be opened & QCBS method would be applied on 60:40 (Technical: Financial) basis for Technical and Financial Bids submitted.		There is discrepancy in technical marks in words and numbers, please clarify technical marks whether 60 or 70	QCBS is 60:40(Technical:Commercial)
3	Page No.29	<b>1. General Features</b> • Provision of payment gateway		We assume that CRPF will be provided by CRPF, please confirm.	Will be provided by CRPF

4	Page No.29	<p><b>1. General Features</b></p> <ul style="list-style-type: none"> <li>• Calculation of taxes (state wise) and distribution of profits.</li> </ul>		Please confirm is there any tax slabs(state wise) other than GST slabs, please elaborate this point.	Will be provided by CRPF
5	Page No.29	<p><b>2. At Dte Gen Level :</b></p> <ul style="list-style-type: none"> <li>• Reports generation on various parameters</li> </ul>		Please explain types of parameters which will be used to provide reports.	Managerial level reports as per requirement
6	Page No.30	<p><b>2. At Dte Gen Level :</b></p> <ul style="list-style-type: none"> <li>• Limit of profit to be charged by the depo/ sub-depo and its auditing &amp; sharing.</li> </ul>		Need more explanation on this point	Each depo/sub-depo will charge some profit on each transaction . Which need to be audited and shared with different depo/sub-depo
7	Page No.30	<p><b>3. Depo.</b></p> <ul style="list-style-type: none"> <li>• Ask demand from sub-depo and check the genuineness of demand too.</li> </ul>		Please explain, how the genuiness will be checked.	Genuinene ss based on past demands or with any other justification
8	Page No.30	<p><b>3. Depo.</b></p> <ul style="list-style-type: none"> <li>• Account updating system. Nothing has to be done manually. The cash book should be updated as per sale and purchase process. Summery has to be made daily. The summery should be auto drawn at subsidiary depot based on its sale and purchase.</li> <li>• Collection of payment from sub- depo and</li> </ul>		Please confirm is there any existing accounting system to integrate books of account, generate reports, etc.	NO

		<p>payment to the concern firm.</p> <ul style="list-style-type: none"> <li>• Generation of various reports like balance sheet of depos etc.</li> </ul>			
9	Page No.30	<p><b>4. Sub-Depot:</b></p> <ul style="list-style-type: none"> <li>• Account/ Cash book maintenance.</li> <li>• Generation of various reports like balance sheet of sub-depos etc.</li> </ul>		Please confirm is there any existing accounting system to integrate books of account, generate reports.	NO
10	Page No.34	<p><b>Expectation:</b></p> <p>b) However, if the firm proposes any other database, technology or tools (other than available with CRPF or open source) licenses cost of such resources for entire life shall be borne by the bidder only.</p>		We understand that CRPF asking for Perpetual license/technology as part of this solution. In our case, we are proposing a platform where you can continue to use and maintaining the applications.	Yes
11	Page No.34	<p>c) The proposed module shall be closely integrated with the existing ERP of CRPF i.e. SELO.</p>		We assume, CRPF will provide feasible API's for integration to existing systems, please confirm	yes/table access will be provided to consume
12	Page No.34	<p><b>Implementation</b></p> <p>III. All type of source code of proposed system required to be handed over to CRPF after go live.</p>		For the advantage of CRPF in terms of cost and better time lines, we propose to build solution on No Code Low Code Platform. These platforms does not generate source code. Hence, we would like to inform you that the source code will be provided only where ever it is created or generated.	Except COTS, all other code required to be provided
13	Page No.10	<p><b>Training</b></p> <p>The SI shall impart training to CRPF</p>		Kindly provide the number of users to be trained on the system, and also we	4 session physically in NCR region

		employees and other key stakeholders on the usage and maintenance of the CLMS Application.		assume the mode of training to be virtual, kindly clarify?	of30-30 personnel and 12 virtual session on CRPF e-learning platform
14	Page No.11	<b>Operation and Maintenance</b> The responsibility to provide L1 support to the user will remain with the CRPF. L2 & L3 online support shall be provided by the selected SI during working days		Kindly let t us know the number of resources to be deployed onsite during the O & M Phase.	Please refer tender for O & M condition and helpdesk management.
15	Page No.13	<b>Instruction to Bidders</b> Bid Submission Hard Copy		Kindly provide the venue details and timelines for submitting the hard copy of the bid documents, and also kindly clarify the number of hard copies to be submitted	Bid submission period from 04/05/2022 to 25/05/2022, and via Online( at CPP portal) and hardcopy by 26 May 2022 by 1730 Hrs at CRPF Dte Delhi. If variation found in offline and online Bid the tender will be rejected.
16	Page No.27	<b>Exit Management Knowledge Transfer</b> Handover the existing system and infrastructure to CRPF in running condition.		We assume that knowledge transfer of Infrastructure in running condition at exit management is not our scope as the bidder is not providing any hardware infrastructure to CRPF we will only provide the KT on the	Yes KT regarding CLMS application

				existing system i.e CLMS only, kindly clarify?	
17	Page No.25	<b>Payment Milestones, stages and SLA</b>		We request you to height the payment terms as bellow for better cash flow and successful completion of project.  Advance – 10%, Delivery of solution – 25%, After UAT – 30%, Go-live – 25% Warranty – 20%	RFP clause stands
18	31,	5. User	Portal/mobile app for all serving and retired personal.	What is the platform for Mobile apps	Android/ iOS
19	31	5. User	· Provision for applying more than quota liquor for special provision like marriages etc.	Need the details of quota rank wise and for special occasions.	These are dynamic and will be required to updated in application periodically
20	34	Implementation Training requirement	ii) The SI shall propose different virtual training modules for different user profiles at appropriate timelines as desired by CRPF.	What are the levels of training required ? Will there be ongoing training ? Will there be retraining required ?	ToT
21	34	Expectation:	c) The proposed module shall be closely integrated with the existing	Will the APIs be shared by the department for integration ?	Yes

			ERP of CRPF i.e. SELO.		
22	30	2. At Dte Gen Level :	· Limit of profit to be charged by the depo/ sub-depo and its auditing & sharing.	Need the details of profit sharing ? Who are the entities with whom the profit would be shared ?	Each depo/sub-depo will charge some profit on each transaction . Which need to be audited and shared with different depo/sub-depo
23	30	2. At Dte Gen Level :	· Grievance redressal mechanism- Establishme nt and disposal system.	Will there be requirement for helpdesk ?	Please refer RFP
24		General	Max Transaction per Day		Per day sale cant be predicted, it may vary. Please refer RFP for concurrent user.
25		General	Max Size of Write /Transactio n year		as per serial no 24
26		General	Any Document Upload Permitted		small details will be finalised during developme nt
27		General	Max Size of File in MB		As per industry standard
28		General	Max Files per User		as per requiremen t
29		General	Database Backup Policy		As per CRPF standard
30		General	Database Retention Policy		as per the CRPF policy
31		General	DC - DR Policy		As per industry

					standard
32		General	RPO -- Recovery Point of Object		As per industry standard
33		General	RTO -- Recovery Time of Object		As per industry standard
34		General	Data Archival Policy		As per industry standard

Development will be done in Delhi/NCR only and development team will submitted the weekly progress report at CRPF Dte

Sl No.	Description	As Existing dated	As corrected
01.	Change of Tender Closing date.	17/05/2022 at 1100 Hrs	25/05/2022 at 1630 Hrs
02.	Change of Tender Opening date.	18/05/2022 at 1130 Hrs	26/05/2022 at 1730 Hrs

Complete details contained in Addendum and Corrigendum may be downloaded from CPP Portal/CRPF website [www.crfp.gov.in](http://www.crfp.gov.in)

Sd/-13/05/2022

**DIGP (Adm),Dte Genl**