



Invitation to Bid for Provision of Financial Management Application

Pre-Bid Meeting dated 21 August 2023

Responses to Queries

S. No	Query	Response
1	Can bidder propose off-the-shelf application?	It was responded that bidder is allowed to propose any solution i.e. off-the-shelf or customized however, the proposed solution shall be compliant with the PTA requirements as mentioned in the bidding document.
2	Is bidder responsible for provision of hardware resources for application hosting?	It was replied that PTA will provide all the compute resources to successful bidder which required for on-prem application hosting.
3	How to access the on-prem server by the successful bidder?	It was replied that successful bidder shall deploy the releases on-site as the remote access will not be granted.
4	Is bidder responsible for future enhancements?	It was replied that the bidder will be responsible to develop the new functionalities / reports (if any) are identified during the maintenance and support services period.
5	Is there any option available for extension in completing assignment?	It was responded that the bidder shall complete the assignment within the stipulated timeline as mentioned in the bidding document i.e. The successful deployment of application shall be completed within 95 working days after the signing of the contract. Process of PAC and FAC may stretch this timeline and will be considered that this time creep was essential or otherwise.

6	In which format the legacy data is available and is it required to be integrated with new application?	The legacy cleaned data will be provided by PTA in MS Excel format and bidder will be required to ensure all the integrations which are essential for reflecting legacy data onto new application.
7	What level of support is required by PTA?	It was responded that the SLA will be signed for the maintenance and support services period after successful deployment. The required application support levels will accordingly be identified and Turn Around Time (TAT) will also be identified for resolving of reported issues by the PTA.
8	Is there any existing module of HR available and what are the expectations from the bidder?	It was replied that bidder required to integrate the existing PTA HR application with new application or the bidder may develop the existing functionalities from scratch & new requirements / business processes in their proposed solution.
9	Is it essential for bidder to submit Performance Guarantee?	It was replied that the Performance Guarantee will be submitted by the Successful bidder and already submitted bid security will be adjusted against the Performance Guarantee. It was further clarified that the submitted Performance Guarantee will be release subject to successful completion of the maintenance and support services period.
10	How many application users?	It was responded that there will be 5 admin users' approx, 7 users with executive roles approx and 20 users for data entry approx. However, in case of granting access to self-service portal, there will be around 400 users who will be accessing related reports.
11	Can PTA provide .PDF version of published bidding document?	Yes, editable .PDF version will be published at website.

