	Prebid Queries- EOI Asset Management System S&T/02/2016 Dated:01-12-2016	
S No.	**Query**	**Chennai Metro Rail Response**
1	Keeping into consideration a Metro Industry we Expect a lot of Complex assets like Rolling Asset. We prefer to use a industry specific Solution for MRO Assets to manage Complex Assets Hierarchy. Is this understanding correct.	Yes.
2	We also expect Linear assets in Signaling, Telecom and Track works. These are part of Asset Management. Hence we recommend to use Liner Asset Manager Industry solution. Is this understanding correct.	Yes, Assets from various departments like Signalling, Electrical, Tracks, Telecom etc has to be included.
3	Planning & scheduling for Work orders is the Role of PPIO do you prefer to Use Gantt View like MS Project Plan and Visual View for Resources availability	Any preferable views for flexible working
4	Do we need to integrate to Any of Metro Sub Systems like TIMS/ TCMS , SCADA, BMS, PSS etc. to capture real-time data for Alarms and Faults. This would enable to create a Notification in Maximo for Maintenance. Please Elaborate your requirements on this kind of integration.	Yes, various sub systems need to be integrated based on the requirements to track down all their assets and its maintenance.
5	How many Depots at CMRL the Asset management system is going to be deployed?	Initially for one depot. Software should be scalable.
6	Are there any Plans for New Depots coming up and the usage of this application.?	Initially for one depot. Software should be scalable.
7	Expected Number of Users who will be using this application?	20 users at executive level and 200 users around at operator level
8	Is there any Requirement for Mobile application for Technicians to use it in Depot for entering Data, work orders, Meter readings etc.?	May include in the proposal
9	Do we have Wi-Fi connectivity for Mobile devices to connect to the Server for Mobile users?	Can be made avaiilable if required.
10	How are the work orders being maintained currently..? E.g.. In Excel, Paper sheets , any Software used..?	The data formats are maintained digitally. Cases where the data is in hard copy has to be converted. To be rationalised at the time of RFP.
11	What is the approximate count of these work orders..?	35/day
12	Approximate number of work orders created on daily basis..?	35/day
13	How any Rolling stocks to be configured in System and what is their configuration (3-Car, 4-Car, 6 Car,8 Car).?	4car to max 6car
14	What will be the approximate users for this application..?	refer Q7
15	What will be the approximate users for Mobile devices.?	refer Q7
16	Does CMRL plans to Buy handheld mobile devices for technicians? If yes please provide the preferable Operating system like Android, windows, IOS..?	Any mobile solution may be proposed. CMRL would later think on the mobile devices. Preference would be for Android.
17	What kind of reports are being utilized now and in what formats.? Is it possible for you to share few reports to us.?	Standard formats
18	What kind of reports are expected to be generated by this System. Please provide the number and a list of reports if possible.?	Standard formats
19	Are we supposed to Provide the Quote for Hardware, OS or will it be procured by CMRL?	Bidder can propose options of the hardware solution available
20	Does CMRL takes the responsibility of Networking for Servers and Client machines, and connectivity from Server to Depot Client machines..?	To be part of the solution
21	Do we require to Quote for power Backup like UPS, Network Infrastructure and Backup software?	Power back up may not be part of the solution.
22	How do CMRL plan to take application backups, application/ Database.? Do we need to consider backup drives like tape drives, SAN , any backup software in our quotation.?	To be part of the solution
23	How many users are expected to be trained for application usage and How many for admin training?	Most of the users for application training. Admin training for IT team.
24	What Operating system will be preferred for application Server (AIX, LINUX, WINDOWS etc.)	Any Server OS, preferably linux
25	For Interface between systems does CMRL plans to have Point to Point interfaces or we can propose a middleware (ESB) for all interfaces.?	Any solition that is best suited.
26	Does IT Team from CMRL is part of this Implementation? If yes does the operating system configuration, Networking, and other infrastructure support will be provided by them.?	It is the role of the bidder. IT team would faciliate.
27	Does CMRL has any ERP in place..? Does CMRL Intend to integrate Maximo with ERP.?	CMRL had started few modules of ERP through Open Source Softwares. It is required to integrate with the software at the later stage.
28	When does CMRL intend to Go Live Date for this Project?	The project timeline is 6months
29	Does CMRL has all maintenance procedures, asset data, spare list, job plans, Sop's, Work orders data, PM Checklist in MS Excel format to upload in system directly.?	All the data/procedures are readily available from User Departments
30	Does CMRL provision to have a dedicated core team for this project who is responsible too provide all data in required format from all vendors, sub contractors of CMRL, internal staff to implementation team for easy and accurate data in system.	refer Q29
31	Does CMRL intent to have a data entry operator on requirement basis of this project to convert any form of useful data from uneditable formats to MS Excel formats?	If Required CMRL will deploy
32	Is the data ready from multiple sub systems like Rolling stock, S&T, Power, Inventory to be updated	All the data is readily available from User Departments
33	What is the timeframe and schedule for decision and deployment eg end 2017 or early 2018	refer Q28
34	Approximate number of Users and roles in Depot and in field who will access the system for approvals, data posting and transaction	refer Q7
35	Do we need to integrate your Asset Management system to your rolling stock and other vendors systems if so what is the process is it realtime or batch mode	Yes whereever possible and practicle.
36	What is the bandwidth available in the Depot facility	Adequate Bandwidth can be made available.
37	Do we need to submit the budgetary price along with EOI or await your confirmation.	EOI may be submitted along with the budgetary estimate for the proposed solution. This is for better understanding and reference only and does not bind with commercials of AMS RFP to be floated later.
38	Does CMRL have data in appropriate formats to be uploaded	refer Q29
39	Are Data entry Operators available to feed the information on a realtime basis	refer Q31. After implementation support may be proposed for atleast 5 years
40	Is the scope of this project limited to a standalone Asset Management system or is there a scope for a scalable solution that can integrate with other Enterprise systems such as Maintenance, Property, BIM, GIS & ERP systems	Scalable solution only
41	Is there scope for including our recommendation to have a bi-directional connectivity with BIM so as to leverage BIM to locate and tract assets, as widely used elsewhere in the international Railway Asset and infrastructure management solutions	Additional features may be included from the proposal
42	Our ARCHIBUS solution includes Building operations, Service desk integration, fault and incident reporting by employees and commuters, ticket based maintenance tracking etc	Additional features may be included from the proposal
43	ARCHIBUS also includes emergency preparedness and risk mitigation as features attached to Asset and facilities management	Additional features may be included from the proposal
44	We also recommend direct connectivity with CAD and GIS for global asset tracking with Geospatial reference	Not Required
45	Are you looking for a tight integration with your financial data to calculate NPV, IRR, ROI, TOC etc to review Performance of asset and infrastructure	All type of reports should be possible
46	We recommend to minimize the third party/ middleware so that it is future proof system	yes, we may need to interface with existing systems
47	ARCHIBUS provides a common operating picture that unites operations with strategic and financial planning	May include in the proposal
48	ARCHIBUS offers an Integrated Platform Advantage that gives a uniform dashboard integrating Assets, infrastructure, finance and operations	Additional features may be included from the proposal
49	Please explain the timeline for the Project ?	The project timeline is 6months
50	Please explain the current processes (And Desired Processes) and Tools / Solutions used, if any ?	Prebid Meeting presentation suffice
51	Does CMRL wants a Mobility solution Embedded (Desired solution should be accessed through Mobile app)?	Additional features may be included from the proposal
52	What are the required components of the Asset Management System, ie. Hardware, Software, Non-IT device? Would CMRL publish their Asset Management System Landscape pictorially along with ownership of the portions of Landscape?	Prebid Meeting presentation suffice

53	Does CMRL require tracking the complete lifecycle of the asset (From Request - Procurement - Use - till retirement)?	yes. Using any barcode/QRcode/RFID systems
54	Does CMRL wants to track the IT devices Automatically	yes
55	Is there a RFID based system available for the Non-IT devices ? Does CMRL wants to track Non-IT assets through RFID ?	Features may be included from the proposal
56	Does CMRL want the Asset Management System to capture the Financial Information (Cost , Depreciation etc.)	Need to integrate with Fincnace module available on Open Source systems
57	What is the backend Financial (ERP) System? Does CMRL wants the Asset Management Financial information integrate with the Financial system ?	Need to integrate with Fincnace module available on Open Source systems
58	Is the Work Order Management System the system to execute task (Work Order) from Incident / Complaint / Request?	yes (permit to work)
59	Is the WOM System meant for creating and executing Work Order Task in the ITIL framework ?	yes
60	Does the proposed WOM System need to be extended to both internal (employees) and external (Vendors, Customers etc) users?	yes
61	Does the proposed WOM System need to be integrated with the back-end financial system?	not required
62	Please provide a Sample Workflow for the WOM System.	Prebid Meeting presentation suffice
63	Please explain the current processes (And Desired Processes) and Tools / Solutions used, if any ?	xfracas systems
64	Does the Planning & Scheduling System refer to the Planned Maintenance activities?	yes
65	Does the Planning & Scheduling System facilitate the facility management framework and be used to automate planned maintenance of machines, devices and coaches?	yes
66	Does the Inventory Management System refer to be a repository for all the assets across CMRL?	yes
67	Is the Inventory Management System is desired to track both IT & Non-IT Inventory (Used / Stock / retired etc) ?	yes
68	What would the key use case for the proposed Inventory Management System?	Stores and Material Management
69	Is the Procurement Management System limited to the Asset Lifecycle Management or has it a broader use case?	limited to the Asset Lifecycle Management
70	Is the Contract Management System limited to the Asset Lifecycle Management or has it a broader Use Case?	limited to the Asset Lifecycle Management
71	To achieve the above use cases and the extend the service model, we recommend a centralised ServiceDesk Model where both internal and external users can raise and escalate complaints / incidents / grievances. (Example: A Maintenance Employee raises an incident of a generator failure in one station).	Servcie Desk portal required for operations
72	If yes, does CRML want to deploy an ITIL framework around the same in establishing the Service Framework for both internal and external users?	yes
73	Does CMRL want to have complete visibility of the incidents and their resolution and the ownership for the same?	yes
74	Does CMRL want to provide real-time visibility to end-users, resolvers?	Role based access
75	is it required for the departments to maintain a SLA and is it desired to have a Auto escellation based on Process compliance.	Process should be incorporated and customizable by system admin
76	Do other departments of CMRL (eg. Facility, Maintenance, Finance , HR etc) own internal SLAs in delivering services to Internal Business Units?	yes
77	Does CMRL want to establish a "Self Service Portal" for easy access to service, requests and complaints?	Features may be included from the proposal
78	Does CMRL want to give the real-time visibility to end-users, resolvers?	yes
79	Through understanding CMRL's business and the need for a "Work Order Management Module", we may propose to have a Field Service Management solution which would enable the Field Mechanics to perform their work more efficiently. (Eg. A generator set breaks down in a station and the task gets assigned to Mechanic A, who accepts the task on his mobile app and his activities can be tracked in realtime using the Geo-Map). Would CMRL require such a solution?	Features may be included from the proposal
80	Does CMRL want to associate the above proposed Modules to track its existing and upcoming projects (Cost, Resource & Budget etc)?	Features may be included from the proposal
81	Does CMRL require a solution to manage its vast Facility?	yes
82	Does CMRL wants to visualize its Facility and can automate Facility (Request / Complain) through a service framework.	yes
83	Does CMRL want to have complete visibility of the Facility related request / complains and their resolution and the ownership for the same?	yes
84	Has CMRL any plans to extend the proposed solution to other peripheral solutions (eg. Vendor Management Solution, visitor Management Solution, etc)?	Features may be included from the proposal