

Sr. No.	Volume	Clause No.	RFP Document Reference(s) (Page Number and Section Number)	Content of RFP Requiring Clarification	Points of clarification	DGS Response
1	BOM	1.1	Page no: 261 Section no: 1 Indicative Bill of Material	5. Directory Server	Is SI open to propose Database for storing and managing user credential, access privileges, application resource information etc.	RFP condition prevails
2	FRS	SF3	Functional Requirement specifications of SYSTEM INTEGRATOR FOR EGOVERNANCE SOLUTION AND TRANSFORMATION OF DIRECTORATE GENERAL OF SHIPPING, GOVT OF INDIA, Page 308	Apply for New CDC - System will have the provision for uploading the scan and other details of the CDC from the back-end interface. This will then be integrated with the seafarer database.	Please confirm if a webscan function is expected to be provided in the application	It is expected that a DGS officer should be able to scan one / multiple CDC document and upload the scanned copies of the same corresponding to the seafarer. This scanned document should reflect in the seafarer profile.
3	General			General	In order to do hardware sizing including SAN storage sizing, request you to please provide the clarity about the approximate number of transactions/volume of documents in (GB/TB) to be archived in Document Management System.	(1) Portal & Applications - Documents to be migrated - 1 TB (approx) Data to be migrated - 80 GB (approx) (2) FSICIS Data to be migrated - 1 GB (approx)
4	General			General	Please provide details regarding total number of Internal / External users who will use Helpdesk solutions.	Internal Users - 500 External Users - 4.5 Lakhs who can raise tickets / calls / queries on helpdesk.
5	General			General	Please provide number of 3rd party application to be integrated.	Please Refer to Corrigendum - Section 1
6	Min Tech Specs	Enterprise Management System (138)	201611101203524343523Binder2 / Pg 75 / 138 ITIL based Helpdesk	It should support multiple time zones and work shifts for SLA & automatic ticket assignment.	Please provide detail regarding multiple time zones.	The timezone will be IST and Helpdesk support required is 9X6
7	Vol 1	1	Page no. 2	Disclaimer: <Disclaimers making DGS not liable to mistakes, omissions and validate changes/expansion/ revision in future>	It is understood that DGS may not be able to describe & detail out the requirements to 100% accuracy and rule out changes in future, even with the assistance of bidders during due-diligence, within the span of RFP response time. However, considering the same plight of bidders, please confirm the following understanding: Any additions/ changes to scope/ volume/ expected projections that what is defined as per RFP and may be extended by bidders by means of assumptions should be considered as baseline for evaluating the changes as part of the change management process. Significant changes mutually agreed between DGS & Implementation Agency will be estimated and sized. Depending on the impact the change may be considered as CR and accordingly costed, sized and timeline decided.	RFP condition prevails
8	Vol 1	1.1		Extension Request	Seeking your kind consideration to our request for more time to be awarded for closing on the RFP response. Kindly consider a right shift in the RFP response submission date - from 30th Nov '16 to .9th Dec '16.	Please Refer to Corrigendum - Section 2.1

9	Vol 1	1.1		Extension Request	We attended the Pre Bid meeting. In continuation to below email, please find attached the consolidated queries for your kind perusal. We request you to please provide clarifications for the same and extend the bid submission date by atleast 3 weeks.	Please Refer to Corrigendum - Section 2.1
10	Vol 1	1.1		Extension Request	We request you to please provide clarifications for the same and extend the bid submission date by atleast 3 weeks from date of corrigendum	Please Refer to Corrigendum - Section 2.1
11	Vol 1	2.1	Page no. 8, Section 2.1 Basic information	DGS reserves the right to extend the contract by 2 years on the same terms & conditions. The bidder is expected to provide the quotations for additional 2 years	Additional 2 years would be support period extension? Please confirm	Yes. Additional 2 years would be support period extension.
12	Vol 1	2.1	Volume I, Sect 2.1 II, Pg 8 & Volume I, Sect 9.1, Pg 36	The tenure of the contract of the successful bidder shall be for a term of five (5) years and Nine (9) months ("the Term")	As the delivery schedule the tenure is 6 years 3 months (15+60). Kindly clarify	Please Refer to Corrigendum - Section 2.1
13	Vol 1	2.1	Volume I, Sect 2.1 III, Pg 8	DGS reserves the right to extend the contract by 2 years on the same terms & conditions. The bidder is expected to provide the quotations for additional 2 years	It is recommended that 2 years may not be expected right and price be agreed at the time of extension	RFP condition prevails
14	Vol 1	2.1	Page no. 8, 36, 40	Page 8: The tenure of the contract of the successful bidder shall be for a term of five (5) years and Nine (9) months ("the Term") Page 36: 1.26 Stable operations of the system for the 3 months post full scale deployment T1 = T + 15 months Operations and maintenance of the entire solution for a period of 5 years after stabilization T1 + 60 months <Payment schedule in page 40 indicates 9 months + 60 months of support>	Please correct the conflict between the contract period mentioned in these pages.	Please Refer to Corrigendum - Section 2.1
15	Vol 1	2.1	Page 8, section 2.1	II. The tenure of the contract of the successful bidder shall be for a term of five (5) years and Nine (9) months ("the Term")	This clause is contradictory to timeline given in clause 9.1 and clause 9.2 Kindly clarify the total project duration. Is it 9 months + 5 years (asper clause 2.1) or 3 months+ 6 years (as per clause 9.1) or 6 years (as per clause 9.2)?	Please Refer to Corrigendum - Section 2.1
16	Vol 1	4.1	14, 4.1	DGS may terminate the RFP process at any time and without assigning any reason	It is requested to kindly release 30 days notice and also provide opportunity for explanation	RFP condition prevails
17	Vol 1	4.3	Vol I 4.3 Page 13	4.3 Earnest Money Deposit (EMD)	EMD needs to unsuccessful bidders be returned / refunded immediately after the expiry of bid validity period. Further, EMD should be forfeited in case the bidder fails to sign the Agreement containing mutually agreed terms (and not if the bidder fails to sign the contract in accordance with this RFP).	RFP condition prevails

18	Vol 1	4.3	Volume I, Sect 4.3 I, Pg 14	The BG shall be valid up to 6 Months (180) days after the date of expiry of the period of tender validity	It is recommended that the EMD validity be the same as tender validity	RFP condition prevails
19	Vol 1	4.3	Page 14, section 4.3	Bidder shall submit EMD of Rs. 20,00,000/- (Rupees Only) in the form of Bank Guarantee ('BG') drawn in favour of "Director General of Shipping" from any Nationalized / Scheduled Bank having its branch at Mumbai and encashable at Mumbai. The BG shall be valid up to 6 Months (180) days after the date of expiry of the period of tender validity.	Request DGS to have the EMD also valid for the same period as tender validity.	RFP condition prevails
20	Vol 1	4.6	Volume 1, 4.6 Bidder Authorization Page 15	I) The "Bidder" as used in the tender documents shall mean the one who has signed the Tender Forms. The Bidder may be either the Principal Officer or his duly Authorized Representative, in either cases, he/she shall submit a power of attorney. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the Principal Officer / authorized signatory.	Need more clarity for definition of Principal officer.	Principal Officer is the person who is authorised to sign on behalf of the Bidder.
21	Vol 1	4.6		II) It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/she signs as the Constituted attorney of the firm, or a company.	Need more clarity for definition of Principal officer.	Principal Officer is the person who is authorised to sign on behalf of the Bidder.
22	Vol 1	6.4	Page No.: 20 NIT_1 Section 6.4 Pre-Qualification Criteria	PQ2- Annual Turnover - The Bidder / lead bidder must have a minimum average turnover of INR 150 Crores (One Hundred Fifty Crores only) for the last three financial years ending 31st March 2016 as evidenced by the audited accounts of the company.	Looking at the Scope of Work and EMD value, we request you to allow bidders having minimum average turnover of 25 Crore for the last three financial years ending 31st March 2016 as evidenced by the audited accounts of the company.	RFP condition prevails
23	Vol 1	6.4	Page No.: 20 NIT_1 Section 6.4 Pre-Qualification Criteria	PQ2- Annual Turnover - Criteria : The Bidder / lead bidder must have a minimum average turnover of INR 150 Crores (One Hundred Fifty Crores only) for the last three financial years ending 31st March 2016 as evidenced by the audited accounts of the company. Supporting Document : Copy of Audited Annual Balance sheet for last three years ending 31.03.2015 with Certificate from a CA stating Annual Turnover for the last three years In case of: Single Bid – Bidder Consortium Bid – Lead bidder	There is a mismatch of dates(ending of financial Year) between two statement in terms of asked Annual Turnover. Please specify that which 3 Year's Annual Turnover Certificate, a bidder need to submit?	Please Refer to Corrigendum - Section 1
24	Vol 1	6.4	Page No. 21, Section 6.4 Pre-Qualification Criteria PQ4 Certification	The bidder / Lead Bidder in case of consortium must have been assessed for a CMMi Level 5	We request to relax the condition from CMMi Level 5 to CMMi Level 3	RFP condition prevails

25	Vol 1	6.4	Page No.: 20 NIT_1 Section 6.4 Pre-Qualification Criteria	PQ4- Certification - The bidder / Lead Bidder in case of consortium must have been assessed for a CMMi Level 5	We request you to moderate this pre-qualification criteria as " The bidder / Lead Bidder in case of consortium must have been assessed for a CMMi Level 3 or Higher"	RFP condition prevails
26	Vol 1	6.5	Page no. 25, Section 6.5, S. no. A.1.2	Prior experience of bidder / any consortium member in implementing IT solution in Shipping domain as System Integrator* in last 7 years.	Implementation in shipping domain is geography specific or global experience will be considered. Please specify. Also prior implementation of solution on any ERP platform is considered?	Please Refer to Corrigendum - Section 1
27	Vol 1	6.5	Page no. 25, Section 6.5, S. no. A.2.1	Experience of Projects dealing with Shipping Sector o >= 2 Projects – 10 Marks o < 2 – 0 Marks	Please waive this criteria as its too specific to shipping sector. Needs to be more general.	RFP condition prevails
28	Vol 1	6.6	Vol 1 page 28	Commercial Bid Evaluation : The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.	Please make it exclusive of all taxes and duties	RFP condition prevails
29	Vol 1	7.4	Vol 1 page 31	In case of decrease in Quantities or Specifications of goods/equipment or Service requirements, the bidder shall give a reduction in price at the rate given in the Contract corresponding to the said decrease.	This might not always be possible as we might had some quantity commitments with our third party vendors and the prices indicated in the financial bid could be lower due to economy of scales. In cases like these, this will be decided mutually	RFP condition prevails
30	Vol 1	7.5	Vol 1 page 31	The Performance Guarantee should be valid for a period of 6 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity.	As completion of the project and the warranty associated with it can be both higher and lesser than 6 months depending upon bidder's approach and methodology. Please make it valid for any one of the 3 conditions mentioned.	Please Refer to Corrigendum - Section 1
31	Vol 1	7.5	Page 32, section 7.5	DGS will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total bid value. The Performance Guarantee should be valid for a period of 6 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity.	Kindly modify the clause as: DGS will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total bid value. The Performance Guarantee should be valid for a period of 6 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity.	Please Refer to Corrigendum - Section 1
32	Vol 1	7.5	Volume I, Sect 7.5, Pg 32	DGS will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total bid value. The Performance Guarantee should be valid for a period of 6 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period	What is the warranty Period ?	Please Refer to Corrigendum - Section 1

33	Vol 1	7.7	Vol I 7.7 Page 32	7.7 Failure to Agree with the Terms and Conditions of the RFP	Bidder's suggestions and comments on the Draft Legal Agreement and Terms & Conditions of the RFP, as submitted by the Bidder along with its proposal needs to be considered and need to form part of the finally executed agreement. In case parties fail to reach agreement on such suggestions and comments, while DGS may annul the award, in which event DGS may award the contract to the next best evaluated bidder, the EMD be returned to the bidder.	RFP condition prevails
34	Vol 1	7.7	Page 33, section 7.7	7.7 Failure to Agree with the Terms and Conditions of the RFP I. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DGS may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders. II. In such a case, the DGS shall invoke the PBG of the successful bidder.	Kindly delete II. In such a case, the DGS shall invoke the PBG of the successful bidder.	RFP condition prevails
35	Vol 1	9.1	Page 37, Sec 9.1 Project Timelines	Activity Code 1.22- Full scale deployment of the system across all locations - T+9 Months Activity Code 1.23- Successful completion of parallel run with existing system - T+12 Months Activity Code 1.26- Stable operations of the system for the 3 months post full scale deployment	Are you considering the 3 months (difference of Activity Code 1.22 and 1.23) or 6 Months (difference of Activity Code 1.23 and 1.26) as period for Warranty Support?	AMC period begins from T1, where T1 = T + 12 Please Refer to Corrigendum - Section 2.1
36	Vol 1	9.1	Vol 1 page 34	Phase 2 - Operations and maintenance phase: Along with this, very important activity is to develop the required application interfaces with external systems as specified in the scope of work	As integration with these external systems may require third party interventions and thereby leading to delays. Request you to de-link it from the total cost and ask the bidders to quote a cost for the same separately as per external application integration cost	RFP condition prevails
37	Vol 1	9.1	Page no. 36, Section Project Timelines	Schedule	Can the Bidder propose a Pilot + Rollout deployment roadmap or is a Big Bang approach preferable	Bidder can propose intermediary steps for implementation without impacting the overall timeline.
38	Vol 1	9.1	Page 37, Sec 9.1 Project Timelines	Activity Code 1.16- Completion of change management activities including training as required for UAT - T+7 Months Activity Code 1.10- Completion of network connectivity at all locations required for go-live - T+9 Months	Does this mean that UAT completion timeline is T+9 Months?	Please Refer to Corrigendum - Section 2.1
39	Vol 1	9.1	Page 37, Sec 9.1 Project Timelines	Activity Code 2.3- STQC Certification - As required	IS not STQC considered in Phase 1 before Go-Live?	Please Refer to Corrigendum - Section 2.1
40	Vol 1	9.1	Vol 1 page 34	patches/ upgrades of all components	patches/ upgrades of all components might not be possible every time as it may endanger the stability of the system. However, the same can be done after conducting due diligence and upon mutual agreement	RFP condition prevails

41	Vol 1	9.1	Page no. 34, Section 9.1	Project Timeline	Please confirm if Go live of the solution at all locations will happen in 9 months. What would be the stabilization period post T +9? Also support period of 5 years will start post stabilization in what month?	Please Refer to Corrigendum - Section 2.1
42	Vol 1	9.1	Vol 1 page 33	Post full scale deployment, next step is to stabilize the operations of the system. This shall include activities like set-up of scanning and digitization services, certification of SLA monitoring system by third party agency, updating the system as per feedback provided from the users, developing application interfaces as required, assist in conducting outreach programs for external users in forms of monthly workshop, training programs, SMS and email to the registered Mobile no. and email id for pre defined events.	Please include the same in phase 2 instead of phase1	RFP condition prevails
43	Vol 1	9.1	9.1 Project Timelines / Vol-I, Page 34	Project Timelines	The project timeline envisaged for development & deployment of complete application stack is very stringent and we request to modify the same. We recommend to amend the Phase-I timelines till one year for deployment and UAT. Rest of the allied activities may accordingly be updated	RFP condition prevails
44	Vol 1	9.1	Page 37, Sec 9.1 Project Timelines	Activity Code 1.22- Full scale deployment of the system across all locations - T+9 Months Activity Code 1.23- Successful completion of parallel run with existing system - T+12 Months	Which Activity code should be considered as Go-Live?	Please Refer to Corrigendum - Section 2.1 (Activity Code D22)
45	Vol 1	9.2	Vol 1 page 35/39	Project Timelines	a)The current timelines mentioned in the table shows implementation period is of 12 months which is not in line with the implementation timeline of 6 months. Please check the same b) If the implemetation plan is to be proposed by the bidder and 50 marks are allotted for the same as a part of technical evaluation. This table should ideally not be there. Please check	Please Refer to Corrigendum - Section 2.1
46	Vol 1	9.2	Page 43, Sec 9.2 Deliverables Schedule	Deliverable No D26- - UAT Sign-off - T+12 Months	As per Activity Code 1.22 Full scale deployment of the system across all locations is schedule at T+9 Months. How the UAT Signoff timeline can be post that period, please elaborate	Please Refer to Corrigendum - Section 2.1
47	Vol 1	9.2	Page no: 38 Section no: 9.2	D15 Change Management & Training report should cover the following: - Detailed training plan - Communication plan - Training Materials and Curriculums	How many staff members will need training, and what is the timeline for training?	100 internal users and 1600 external users need to be trained.

48	Vol 1	9.2	Page 39, Sec 9.2 Deliverables Schedule	The bidder has to deliver the following deliverables to DGS as part of an assurance to fulfil the obligations under the Payment schedule & meet the applicable SLA.	Many of the deliverables are not directly under control of Bidder even after successfully fulfilling the prerequisites for the respective activities e.g. Deployment sign-off from DGS, - Go-Live Certificate indicating readiness for roll-out with trainings, Certification of SLA monitoring system by third party agency , UAT Sign-off etc. In such cases how the bidder can abide by the timelines?	RFP condition prevails
49	Vol 1	9.2	Page no: 38 Section no: 9.2	D5 - Software Deployment report should cover the following: - Complete Source Code with documentation - Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan) - Software Testing Documentation (including details of defects/bugs/errors and their resolution) - User Acceptance Test Cases, Test Data and Test Results, User Acceptance Test Scripts, Unit Test Cases, Integration Test Results/ Cases - System Integration Tests (SIT) including Performance Tests (PT) - Challan of license procurement or verification through online portal of OEM - Periodic data backup and archival post Go-Live. Backup data should be tested for restorability on a quarterly basis.	Timeline for D5 is very aggressive, can it be extend to 10 months	Please Refer to Corrigendum - Section 2.1
50	Vol 1	9.3	Volume I, Sect 9.3, Pg. 40	Payment terms	It is recommended to change the payment terms as mentioned below, because RFP terms are not favorable to TCS. - 100% payment for Hardware and Software on delivery and Installation. - 100% payment for Implementation Services till Go-live - 100% payment of training cost upon completion of training - 100% payment for Data Migration upon completion of migration - 100% payment for Site preparation upon completion of sites - Payment for Infra O&M as equated quarterly installment in Advance - Payment for Services O&M as equated monthly installment in Arrears .	RFP condition prevails
51	Vol 1	9.3	Page 40, section 9.3	Submission of Project Charter : 20% against submission of Additional PBG of equivalent amount valid for 30 days beyond Go-Live date	Kindly modify the payment term by removing the requirement of submitting 20% PBG. When successful bidder is submitting 10% of contract value as PBG valid for entire contract period + 3months. Then why do we required to submit another BG @ 20% along with first payment milestone. There cant be two BGs given at the same time.	RFP condition prevails

52	Vol 1	9.3	Page no. 40, Section 9.3 Payment Schedule	Phase1 Submission of Project Charter- 20% against submission of Additional PBG of equivalent amount valid for 30 days beyond Go-Live date Approval of SRS Document 10% Client hardware and related computing infrastructure 10% User Acceptance Testing by Implementation Committee 10% Go Live deployment by the SI 20% Phase II Quarterly Payment for next 5 years 1.5% per quarter	Please change the payment terms as below: Phase1 Submission of Project Charter- 20% against submission of Additional PBG of equivalent amount valid for 30 days beyond Go-Live date on receipt of PO Approval of SRS Document 20% 10% Client hardware and related computing infrastructure 10% User Acceptance Testing by Implementation Committee 10% Go Live deployment by the SI 10%20% Phase II Quarterly Payment for next 5 years 1.5% per quarter	RFP condition prevails
53	Vol 1	9.3	Page no. 40, Sec 9.3,	Payment Schedule :- <Proj Charter () - 20%, SRS () - 10%, Client hardware & commuting infra- 10%, UAT-10%, Go-live - 20%, 1.5% quarterly then for 5 years>	Request to separate out hardware & software license prices and pay them 100% on delivery.	RFP condition prevails
54	Vol 1	9.3	Page no. 39, Section 9.3	Client hardware and related computing infrastructure - 10%	Since the Hardware infrastructure cost is normally upfront payment we would request to provide the additional 20% payment against this milestone hence total payment for this milestone would be 30%.	RFP condition prevails.
55	Vol 1	9.3	Vol 1 page 39	Payment schedule	Since total cost include both capex and opex. Request you to segregate the two of them with capex and third party software licenses to be paid on delivery. Also request you to separately ask quotations for annual support as at present, the total cost payable annually will include a component of capex.	RFP condition prevails
56	Vol 1	9.3	Volume I, Sect 9.3, Pg. 40	20% against submission of Additional PBG of equivalent amount valid for 30 days beyond Go-Live date	TCS would be able to supply one PBG of 10 % of TCV	RFP condition prevails
57	Vol 1	9.3	40, 9.3 Payment schedule	Payment would be done on the basis of components given in the following table:	We request to consider payment terms as below. - Additional PBG clause should be removed - Bifurcation of boughtout (hw/sw), development & operation cost (AMC, ATS, Operations and Maintenance) - 90% of bought out cost payment on delivery of items, 5% on UAT acceptance and 5% on go live - Development cost payment during delivery of different milestones as defined in "9.2 Deliverables schedule " - Operational cost payment during support period	RFP condition prevails

58	Vol 1	9.4	Page no. 40, Payment Schedule	Payment Terms	As the various milestones are related to different Business Functions, request to provide separate Terms for separate heads (License, Hardware, EUC, Network, Implementation Services etc.)	RFP condition prevails
59	Vol 1	9.5	Volume I, Sect 9.5 III , Pg 41	Subject to accomplishment to obligations of bidder and delivery of Deliverables/ Services / Goods to the satisfaction of DGS, payment shall be made by DGS within 30 days of the receipt of invoice along with supporting documents. Payments will be subject to deduction of any liquidated damages levied on the bidder as per the RFP.	In case of delay a interest at @2% am will be charged	RFP condition prevails
60	Vol 1	9.5	Page no. 41, Section 9.5 Invoicing and Settlement	Subject to accomplishment to obligations of bidder and delivery of Deliverables/ Services / Goods to the satisfaction of DGS, payment shall be made by DGS within 30 days of the receipt of invoice along with supporting documents. Payments will be subject to deduction of any liquidated damages levied on the bidder as per the RFP	Subject to accomplishment to obligations of bidder and delivery of Deliverables/ Services / Goods to the satisfaction of DGS, payment shall be made by DGS within 30 days of the receipt of invoice along with supporting documents. Payments will be subject to deduction of any liquidated damages levied on the bidder as per the RFP	RFP condition prevails
61	Vol 1	10.3	Vol 1, Page 68, 10.3 Comp 1: Summary of Commercial Proposal, A1: Core Application cum Software Cost	Licenses(if required) - Manmonth	Is this where the cost of Licenses(if any) for infra software like Web Server, Application server etc. to be considered? Also, please clarify how SI is supposed to consider the cost of underlying platform(if any like DMS or BPM) to be used in building the eGovernance application of DGS.	Cost of Licenses(if any) for infra software like Web Server, Application server etc. must be entered in A1: Core Application cum Software Cost against line item 36. and in the line item instead of man month cost, per license cost must be mentioned. DMS Cost must be mentioned against A1: line item 22 And for BPM or any other modules / platform, it can be mentioned against line item 37 in A1.
62	Vol 1	10.1.1	Tech 1: Page 42	Tech 1: Technical Bid- Covering Letter	Bidders be provided opportunity to provide its suggestions and comments on the Draft Legal Agreement and Terms & Conditions of the RFP, which can form part of the final agreement post contract discussions between the parties.	RFP condition prevails In addition to that, conditional bid may be rejected by DGS.

63	Vol 1	10.2.1	Tech 15: Page 62	Tech 15: Bank Guarantee for Earnest Money Deposit	Bidder understands the reference of the Agreement in point I is to the mutually agreed Agreement. Further, following provision be included at the end of the BG: Notwithstanding anything contained hereinabove: a. Our liability under this bank guarantee shall not exceed Rs. _____ (Rupees _____); b. This bank guarantee shall be valid until _____; and c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if you serve upon us a written claim of demand on or before 2PM on _____, where after all the rights under this guarantee shall be forfeited and we shall be released and discharged from all liabilities there under whether or not the original guarantee is returned.	RFP condition prevails
64	Vol 1	10.2.2	Tech 16: Page 63	Tech 16: FORM OF AGREEMENT	Clause 4 shall be subject to warranty exclusions.	RFP condition prevails
65	Vol 1	10.2.2	Tech 16: Page 63	Tech 16: FORM OF AGREEMENT	In clause 1, reference to Bidder's proposal also be included.	RFP condition prevails
66	Vol 1	10.2.3	Tech 17: Page 65	Tech 17: CERTIFICATE OF CONFORMITY/ NO DEVIATION	Suggestions/ comments/ deviations of bidder be discussed and mutually agreed. Hence, no deviation certificate be done away with.	RFP condition prevails
67	Vol 1	10.3 (A10)	Page no: 87 Section no: A10	A10: Data Migration, Scanning and Data Digitization services	Can we get indicative size of volume of data (in size) to be migrated in terms of datasets and number of records for each data set?	(1) Portal & Applications - Documents to be migrated - 1 TB (approx.) Data to be migrated - 80 GB (approx.) (2) FSICIS Data to be migrated - 1 GB (approx.)
68	Vol 1	10.3 (A10)	Page no: 87 Section no: A10	Scanning Services	Is scanning solution in scope of SI?	Yes. Please Refer to Volume 1, Section 1.3 - 1.3.9
69	Vol 1	10.3 (A10)	Vol.1, Page 86, Section A10: Scanning Services	Total pages to be scanned 1,50,00,000	Please provide condition of pages or approx percentage in terms of Good, moderate, bad with percentage of the total volume.	50% (Good) 40% (Moderate) 10% (Bad)
70	Vol 1	10.3 (A10)	Vol.1, Page 86, Section A10: Data Migration, Scanning and Data Digitization services	Total data entry fields 8,75,00,000	Total Data entry fields are given please also provide approx. number of characters to be entered per field.	To be assumed based on experience.
71	Vol 1	2.2.2	9, III. Key objectives of the organization include but are not limited to:	Provision of facilities for training of Officers and ratings for Merchant Navy	Request to provide required details: No of locations where training requires to conduct No of users to be trained at each location Expected no of personnel's each batch What all training related infra (projector, desktop, connection etc.) and facilities (food/lodging/boarding/travel etc.) will be provided by the DGS	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
72	Vol 1	3.3.3	Vol I 3.3.3 Page 12, 9.6 Page 41	3.3.3 Firm Prices, 9.4 Terms of payment	Pricing terms needs to be exclusive of taxes. DGS needs to be responsible for all taxes including any new taxes.	RFP condition prevails

73	Vol 1	6.5 (A.1)	Page no. 23, Section A.1.1	<input type="checkbox"/> In case the value of the above cited experience is > 25 Crores each – 10 Additional Marks per project. The bidder can submit a maximum of 4 projects. Maximum 40 marks will be awarded.	Request to kindly consider the projects above 10 Crores as 25 Crores will seriously limit the vendors	RFP condition prevails.
74	Vol 1	6.5 (A.1)	Page no. 23, Section A.1.1	<input type="checkbox"/> In case the above said experience is for an Indian Government / Indian PSU client – 10 Additional Marks per project. The bidder can submit a maximum of 4 projects. Maximum 40 marks will be awarded.	We are Indian multinational organization and have executed large projects for Government in India/Global. Request to kindly accept the Global Government projects also.	RFP condition prevails.
75	Vol 1	6.5 (A.1)	Page no. 24, Section A.1.2	Prior experience of bidder / any consortium member in implementing IT solution in Shipping domain as System Integrator* in last 7 years. 50 marks per project (Maximum 2 projects) *Here, System Integrator shall necessarily mean projects where scope of work includes Application Development / Customization Services and Maintenance Services	We have vast experience in IT domain for similar kind of work in India/Globally. We understand that there are very less number of companies who has IT experience in Shipping domain which may cut the competition for this opportunity. Request to kindly consider the IT domain experience to have healthy competition.	RFP condition prevails.
76	Vol 1	6.5 (A.1.1)	Vol 1 page 22	The bidder / Lead Bidder must have past experience of executed/ be in the process of executing a large IT project for a Client in last 7 years	Please define large projects. Please specify the minimum value in terms of any of these: a) Cost b) Implementation Time c) Manpower d) Any other	RFP condition prevails
77	Vol 1	6.5 (A.1.3)	Vol 1 page 24	DC/DR management experience	Will experience of cloud(hosting) be considered?	Experience of cloud hosting may be considered
78	Vol 1	6.5 (A.2)	Page no. 25-26, Section A.2.1 - A.2.3	Resource Requirements	Request to kindly consider the IT domain experience for the resources.	RFP condition prevails.
79	Vol 1	6.5 (A.2)	Page no. 26, Section A.2.3	Subject Matter Expert	Request to kindly consider the undertaking from vendors to place "Subject Matter Expert" if awarded the project. Request to kindly remove the scoring criteria as it will give advantage to only few vendors.	RFP condition prevails.
80	Vol 1	6.6 (A.2)	Vol 1 page 25	Resource Requirements	In large organisations, there is a global movement of manpower resources. At the time of implementation, similar resources can be provided	RFP condition prevails
81	Vol 2	1.2	Schematic representation of bidder's scope of work Pg - 100	1.Application 2.Network 3.Server 4.Service desk 5.Remote management 6.Patch management 7.Security operations 8.SLA advisor 9.Reporting	Any pre existing tool in environment or need greenfield deployment ? Which technology is planned	All solutions must be considered as new development
82	Vol 2	1.2	Schematic representation of bidder's scope of work Pg - 100	Operations and maintenance of entire solution at DGS	Any pre existing tool in environment or need greenfield deployment ? Which technology is planned	All solutions must be considered as new.

83	Vol 2	1.2	Vol 2/1.2 Scope overview, Page 101	Creation of DGS e-Governance portal for registered users of DGS including seafarer, shipping companies, training institutes, government agencies, DGS employees, ship manager, shipping agents, Port authority, Seamen and other external stakeholders	Can you please confirm, Number of DGS Internal Employees accessing the application? Also, Pls confirm the estimated concurrency of users accessing the system? Pls provide the expected the number of external users will be accessing the system	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
84	Vol 2	1.2	Vol 2, 1.2 Scope overview, Page 101	Creation of DGS e-Governance portal for registered users of DGS including seafarer, shipping companies, training institutes, government agencies, DGS employees, ship manager, shipping agents, Port authority, Seamen and other external stakeholders	Can you please confirm, Number of DGS Internal Employees accessing the application? Also, Pls confirm the estimated concurrency of users accessing the system? Pls Let us know the expected the number of external users accessing the system	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
85	Vol 2	1.2	Volume II, 1.2 Scope Overview Page 96	Process and List of Departments Diagram	Department wise number of users required.	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
86	Vol 2	1.2	Integration with existing DGS systems (102)	As part of the scope bidder is expected to develop and provide necessary software interfaces with internal and external systems. The interfaces are expected to help seamless workflow and interactions as far as possible. Single-sign on and other user friendly integration features are expected as part of the solution.	Do you require a Complete COTS Based identity & access management solution(IAM). This will do user identity life cycle management, SSO, granular access control. How many users(internal & external) should be consider for such a solution. How many applications should be Facilitated with SSO.	Complete solution for all users needs to be supported by SSO
87	Vol 2	1.2	Interface with external agencies & submission of third party data Pg - 100	Integration with existing DGS systems	How many total interfaces for integration is required, as per Pg 100 it looks only 5 interfaces	Please Refer to Corrigendum - Section 1
88	Vol 2	1.2	Volume II, 1.2 Scope Overview Page 100	Schematic representation of bidder's scope of work	In Diagram external Interface more details required. Like it will one way communication or two way communication. Volume of data transfer through interface	Please Refer to Corrigendum - Section 1 Volume related information to be gathered from DGS as part of Bidder assessment.
89	Vol 2	1.2	Page no: 98 Section no: 1.2	Proposed Back-End Interface:	Is SI open to propose Back-End Interface to be exposed on internet rather than intranet	Query not clear
90	Vol 2	1.2	Schematic Representation of Bidder's Scope of Work/ Page 100	Payment Gateway, UIDAI/AADHAAR, ePariksha, LRIT, Others	It is mentioned here in the section that these are not in the scope of Bidder's but requires development of interfaces. We understand that only integration is to be done with these systems and for that purpose API's will be provided by Client. Is our understanding correct?	APIs for Payment Gateway and AADHAR integration will be provided by the Client. In case of all other integrations, it will either be API based or Batch Process (CSV based files upload / download)based Integration.
91	Vol 2	1.2	Page: 103 Section no: 1.2	Indicative lists of interfaces and integrations have been provided in the tender.	Kindly provide the list of interfaces and integrations	Please Refer to Corrigendum - Section 1

92	Vol 2	1.2	Page no: 101 Section no: 1.2	iii. Internal operations This includes standard government functions such as Human Resource management, administration, vigilance, crew branch, finance and accounts, concurrent feedback, RTI, grievances etc.	Kindly provide total no. of employees whose payroll will be processing	Payroll processing will not be done on new e-governance system because the payroll is managed by P&A software.
93	Vol 2	1.2	Volume II, 1.2 Scope Overview Page 103, 105	The bidder has to ensure at least 4 weeks of overlap period in such replacements	Knowledge transfer is required but 4 weeks overlap should not be mandatory.	RFP condition prevails
94	Vol 2	1.2	Volume II, 1.2 Scope Overview Page 97	Diagram of Proposed DGS Portal	No of User list required for External Stack Holder, DGS Portal and Internal Stake Holder	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
95	Vol 2	1.2	Volume 2, Pg (7),	The new e-governance system proposes to anchor the complete gamut of services and actions along the two anchors i.e. Ships and Seafarers as depicted in the diagram below. Hence, data would be primarily stored as either linked to a Seafarer or a Ship. The stakeholders, both external and internal (as listed below) will interact will the portal through a front-end and a back-end interface respectively	Please provide the total and Concurrent number of External and Internal user which might access the system.	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
96	Vol 2	1.2	Page no: 101 Section no: 1.2	iii. Internal operations This includes standard government functions such as Human Resource management, administration, vigilance, crew branch, finance and accounts, concurrent feedback, RTI, grievances etc.	Please specify no. of Users for Finance & accounting, Budget, HRMS & Payroll functionality	All internal users
97	Vol 2	1.2	Volume II, 1.2 Scope Overview Page 103, 105	Bidder should ensure the usage of configuration management and version control tool and own the necessary licenses for its team to deliver software development and maintenance services. Additionally, Bidder should provide single user license for the configuration management and version control tool for the Purchaser.	Version control software licence will be responsibility of D. G. Shipping.	RFP condition prevails
98	Vol 2	1.2	Schematic representation of bidder's scope of work Pg - 100	Network security, virtualization, network monitoring, etc.	What does Virtualization in Network mean ? Are we talking for SDN technology kind of feature	Query not clear
99	Vol 2	1.2	Schematic representation of bidder's scope of work Pg - 100	Document Management System (DMS) Content management system (CMS) Email solution SMS Solution IVR solution	Will all these be greenfield deployment or any existing to be transformed ?	All solutions must be considered as new development

100	Vol 2	1.3	Volume II, 1.3 Detail Scope Page 108	High Attrition : If in the first 6 month period from the Contract Effective Date or in any rolling 12 months period during the Term, 15 percent or more of the members of the Key Personnel cease or reduce their involvement in the Services for any reason other than with DGS's prior written consent, bidder shall:	Instead of 15 percent it should be 25 % reason in IT generally 20 % attrition in a normal days.	RFP condition prevails
101	Vol 2	1.3	Volume II, 1.3 Detail Scope Page 108	Resource Replacement : Bidder shall promptly initiate a search for a replacement and use commercially reasonable efforts	Word "Commercially reasonable efforts" not understood	RFP condition prevails
102	Vol 2	2.3	Page no: 171 Section no: 2.3	6. External Systems	Are you looking for navigation link for external system on web interface?	DGS may require a navigation link to the external system
103	Vol 2	2.3	2.3 Core components in the solution, Page 166	Should support Records Management	As per mentioned in the RFP document, the system should have the capability of Electronic Record Room management So with this our understanding is that DGS requires the integrated Records Management System Please confirm our understanding.	Please Refer to Corrigendum - Section 1
104	Vol 2	2.3	2.3 Core components in the solution, Page 167	b. Enabling capabilities Workflow management	As per the RFP, Multiple modules needs to be built using a workflow management tool in an integrated with different applications. Kindly highlight if there are specific requirements to be met using Workflow Management Framework. Pls confirm	RFP condition prevails
105	Vol 2	2.3	2.3 Core components in the solution, Page 166	The Mobile App will allow the users with mobile devices to work on certain modules even when they are offline. It will allow users to synchronize with the system when they are back online.	As per the RFP, the mobile application should have the facility to capture the offline documents and upload therefore the imaging feature (e.g. compression, correction of image parameters, etc) of the mobile application becomes an important requirement. So our recommendation is that mobile application framework should have below mentioned features:- a. Image compression 5:1, B/w conversion from color images b. G4 compression for B&W, JPEG for color and grey scale c. Multiple page document capture d. Auto cropping, Auto orientation, perspective correction, noise removal, geo capture e. Image capture setting (camera resolution, image type) Please confirm.	RFP condition prevails

106	Vol 2	2.3	201611101203524343523Binder2 / Pg 75 / Incident Management	Incident management The incident management module should have provision to log any incident during operations like accident, emergency situation, security/ safety issue and breakdown. The incident categories should be well-defined and subsequent workflow should be mapped in the system.	Do you need Helpdesk Ticket management solution to log incident / request ticket. Do you need ITIL based solutions.	Please Refer to Corrigendum - Section 2.4 EMS
107	Vol 2	2.3	Vol. 2 , pg 81	Enterprise management system	Do you want the desired Enterprise management system to be implemented in HA(High Availability) mode	EMS should be implemented as per the architecture requirement of the Application, Infrastructure and Connectivity.
108	Vol 2	2.3	Page no: 166 Section no: 2.3	o Mobile Application / Integration with Mobile Devices	Our understanding is, responsive website for Mobile is in scope Is our understanding correct?	Responsive website for mobile is in scope. However, mobile application (mobile app) is also in scope as a separate requirement.
109	Vol 2	2.3	166	<p>The Mobile App will allow the users with mobile devices to work on certain modules even when they are offline. It will allow users to synchronize with the system when they are back online. The SI will have to build the Mobile App with an end-to-end MAM (Mobile Application Management) functionality. The MAM solution should provide the ability to remotely: control the provisioning, updating and removal of mobile applications. The MAM should consist of features like: Single Sign On, Data Security, App usage restriction based on idle timeout, Push Services, Crash Log Reporting, App Updating, App Version Management, App Wrapping, etc</p> <p>To monitor, manage, secure and support mobile devices, the SI will have to provide MDM (Mobile Device Management) functionality. The MDM implementation should be deployed through Central remote management. It should allow an administrator at the data centre (PDC) to use an administrative console to update or configure any one handset, group or groups of handsets. The MDM implementation should also use the Open Mobile Alliance (OMA) specified platform-independent device management protocol called OMA Device Management</p>	<p>Please provide the number of internal users who are going to access Mobile Application or application through mobiles.</p> <p>Also please clarify which all processes should be made available through mobile App.</p> <p>Also request to remove the MAM & MDM requirement from the mobile application, as it is OEM specific specification</p>	RFP condition prevails

110	Vol 2	2.3	Vol 2, Page 168	DMS solution	Please share brief specification of DMS Solution	<p>A centralized document management solution which will be used to store various documents scanned or created by users including word documents, excels, power points, pdfs, drawings, etc. and others as required for working of business process defined. Bidder is expected to define a document structure, indexing mechanism in coordination with DGS and implement the same.</p> <p>The DMS proposed should be able to integrate with the electronic work flow (e-File) system that is proposed as part of this tender.</p> <p>Document Management System (DMS) would form integral part of the solution as the users would be uploading the supporting documents for various purposes on the web portal. Documents generated from any module would be stored and handled by Document management system. The DMS should allow personnel to easily store and retrieve data based on the certain identification number. The DMS should provide clear metadata for categorization of any document entering the system.</p> <p>Also all the scanned files and documents shall be uploaded to the DMS along with meta data entry during the digitization and scanning phase.</p>
111	Vol 2	2.3	Vol 2, Page 167	Workflow management	Please share brief specification of workflow Solution	Query not clear
112	Vol 2	2.3	2.3 Core components in the solution, Page 166	The Mobile App will allow the users with mobile devices to work on certain modules even when they are offline. It will allow users to synchronize with the system when they are back online.	Request you to please provide clarity about the platforms on which the mobile app is required (e.g. iOS and Android)?	Platforms on which the mobile app is required is iOS, Android.
113	Vol 2	2.3	2.3 Core components in the solution, Page 166	The Mobile App will allow the users with mobile devices to work on certain modules even when they are offline. It will allow users to synchronize with the system when they are back online.	Request you to please provide the clarity about the no of internal users who would be using mobile apps/application through mobile.	<p>The following services are proposed on the Mobile App:</p> <ol style="list-style-type: none"> 1. INDOS Application 2. Profile 3. CDC 4. Examination <p>The user base will be 4.5 Lakh external users.</p>
114	Vol 2	3	174, 3 Acceptance and certification requirements	Security Review	Will the security review be done by 3rd party? Who will appoint the 3rd party auditor?	STQC and CERT-in will be responsibility of the SI and the cost for the same has to be borne by the SI.

115	Vol 2	4	Page no. 176	FRS, TRS	Kindly provide the excel worksheets detailing the specifications so it can be responded to	<p>The FRS is incorporated as part of the RFP itself. Please refer to page 299, "Functional Requirement Specifications of SYSTEM INTEGRATOR FOR EGOVERNANCE SOLUTION AND TRANSFORMATION OF DIRECTORATE GENERAL OF SHIPPING, GOVT OF INDIA"</p> <p>The Min Tech Specs are also incorporated as part of the RFP. Please refer to page 264, "MINIMUM TECHNICAL SPECIFICATIONS (E-Governance Solution and Transformation of Directorate General of Shipping, Govt. of India)"</p>
116	Vol 2	4.1	4.1	4.1 DGS or its nominated agency shall have the right to audit and inspect suppliers, agents and third party facilities (as detailed in the RFP), data centres, documents, records, procedures and systems relating to the provision of the services, but only to the extent that	Provide the details about How Many audits in a year will be carried out?	Please refer to RFP Vol 3, Schedule IV - Section 2.3
117	Vol 2	13.2	Page 198, section 13.2	Payment shall be made within 45 working days of the receipt of invoice along with supporting documents by DGS subject to penalties.	All payment must be made with 30 days from the date of invoice. Payment delayed beyond 30 days will attract interest @ 2% per month or part thereof.	RFP condition prevails
118	Vol 2	1.2 (10)	Vol-II , Page no 14 section 10. Scanning and digitization services as per DGS requirements	Bidder is expected to provide scanning and digitization services which includes supply of manpower and scanners and related facilities to carry out scanning of department's documents and importing the same into DMS solution as per defined document management policy. These services may be required by different departments at different DGS offices. The temporary setup will have to be moved to desired location for the period of activity	<p>a.)A per our understanding bidder needs to only supply manpower and scanning related equipment's, all the other required infrastructure required shall be provided by the department (e.g. table, chair, power, backup, network, connectivity etc,) is our understanding correct.</p> <p>b.) As per our understanding electricity bill shall be paid by the department, is our understanding is correct ?</p> <p>c.) Do we need to open data entry centres at all district locations or we can have only one centre at the state level. please clarify ?</p>	<p>1. Bidder needs to only supply manpower and scanning related equipment's</p> <p>2. Facilities at location will be provided by DGS</p> <p>3. Data centre</p>
119	Vol 2	1.2 (10)	Vol 2, Page 103, 10. Scanning and digitization services as per DGS requirements	These services may be required by different departments at different DGS offices. The temporary setup will have to be moved to desired location for the period of activity.	Though the Approx. vol of documents to be scanned is given, request to kindly provide this info location wise to enable proper estimation of resources, cost and time	<p>The split of documents to be scanned location wise is as follows:</p> <p>mumbai - 70%</p> <p>kolkata - 10%</p> <p>chennai - 10%</p> <p>others (kochi, kandla, Noida, marmagoa, haldia, vizag, jamnagar, mangalore, paradeep, portblair, toticorin) - 10%</p>

120	Vol 2	1.2 (10)	Page-102 Point 10	Integration with existing DGS systems	What are used technology details of existing systems?	Tools / Technology ► For External User- J2EE: Struts 1.0, EJB 2.0 ► Report tool: Jasper 3.5.3, Oracle Reports 10g ► For Internal User to Process the application - Oracle Forms, Oracle Reports 10g ► Data Base : Oracle 11 ► Application Server : Oracle AS 10g(10.1.2.0.2) ► OS : Red Hat Linux
121	Vol 2	1.2 (11-b)	11. Other Key Requirements / Page 104	The solution should be sized and delivered for the load at the end of 5th year from the effective date of Contract. The Purchaser will requisition additional resources as and when required by the Purchaser from time to time. Such request should be governed by the change order procedure as defined	Request you to please clarify about the growth percentage of the internal & external users, transaction volume, volume of the documents year by year for next 5 years to adequately do the sizing	The expected growth of external users is approximately 10% per annum The expected growth of document volume is approximately 15% per annum
122	Vol 2	1.2 (11-t)	Vol. 2 , section 1.2 ,11-t - pg 16	t. Bidder should have to arrange for necessary tools for defect tracking, defect logging, application performance monitoring, automatic testing etc. to deliver the complete software development and maintenance services.	Kindly provide detail technical specification of a desired Application Performance Monitoring tool	Please Refer to Corrigendum - Section 2.4 EMS
123	Vol 2	1.2 (11-w)	106, W	w. Bidder should carry out all enhancements / new development and testing of COTS and custom-built software applications at DGS office. Purchaser will make provision for working space for the Bidder's Team for development and testing related activities	please confirm if there any business process reengineering or enhancements are in scope.	No
124	Vol 2	1.2 (2)	Page 101 - 2. IT software and applications for service delivery and operations	v. Managing SMS and Email interfaces to enable push-pull services and alerts through these medium	Does DGS have any existing SMS gateway and Email Server Set up? Or Bidder needs to provide the same?	There is currently no SMS gateway setup. Email solution of NIC is currently in use by DGS.
125	Vol 2	1.2 (2-A)	Page No. 12, A. Communication channels and interface	iii. Development of mobile application to provide selected services to the user	Developer licenses are required from Android and iOS. Who will provide the same? Can we make use of existing licenses available with customer?	Query not clear
126	Vol 2	1.2 (2-A)	Page-101 Section A	Communication channels to the departments	Development of Mobile app for users, the responsive application accessible through mobile will be acceptable	Mobile application is a separate requirement. RFP condition prevails.
127	Vol 2	1.2 (2-A)	Page No. 12, A. Communication channels and interface	iii. Development of mobile application to provide selected services to the user	How many mobile applications are required?	There will be one mobile app for the department with following proposed services: 1. INDOS Application 2. Profile 3. CDC 4. Examination The user base will be 4.5 Lakh external users.

128	Vol 2	1.2 (2-A)	Page-101 Section A	Communication channels to the departments	Which department's are having their system? What are the technology used?	Tools / Technology ► For External User- J2EE: Struts 1.0, EJB 2.0 ► Report tool: Jasper 3.5.3, Oracle Reports 10g ► For Internal User to Process the application - Oracle Forms, Oracle Reports 10g ► Data Base : Oracle 11 ► Application Server : Oracle AS 10g(10.1.2.0.2) ► OS : Red Hat Linux
129	Vol 2	1.2 (2-A-iii)	101, iii. Development of mobile application to provide selected services to the user	iii. Development of mobile application to provide selected services to the user	Please provide more details about selected services.	There will be one mobile app for the department with following proposed services: 1. INDOS Application 2. Profile 3. CDC 4. Examination The user base will be 4.5 Lakh external users.
130	Vol 2	1.2 (2-B-iii)	Page-101 Section B iii	Software development, roll out and maintenance	How many office locations and tentative numbers of users of system for the training and roll out?	Rollout will be for the entire userbase (external and internal) For training: 1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
131	Vol 2	1.2 (2-B-iii)	Page-101 Section B iii	Software development, roll out and maintenance	Is Finance and Accounting system double entry accounting system?	High level reconciliation under budgeting heads will be required.
132	Vol 2	1.2 (2-B-iii)	Page-101 Section B iii	Software development, roll out and maintenance	Is Human Resource management system is from hire to retire ? Without payroll system.	Yes. HRMS should have facility to upload salary slips.
133	Vol 2	1.2 (2-B-iii)	Page-101 Section B iii	Software development, roll out and maintenance	Is there any Active directory for the user authentication available with DGS system?	No.
134	Vol 2	1.2 (2-B-iv)	Page-101 Section B vi	Software development, roll out and maintenance	Is Legal function system having IPC inbuilt intelligent system or having the template for the creating legal proceedings?	No.
135	Vol 2	1.2 (3)	Page no. 102, Section 3. Integration with existing DGS systems	Integration with existing DGS systems	Apart of ERP, Any other internal systems are in scope for integration?	Please Refer to Corrigendum - Section 1
136	Vol 2	1.2 (3)	Page no. 102, Section 3. Integration with existing DGS systems	some interfaces require involvement of third parties which may be delay implementation of these interfaces	Could you please provide the list of third party systems for integration?	Please Refer to Corrigendum - Section 1
137	Vol 2	1.2 (3)	Page 102 - 3. Integration with existing DGS systems	As part of the scope bidder is expected to develop and provide necessary software interfaces with internal and external systems.	Is there any dependency on the Third Party Organisation for the knowledge of systems required integration or DGS Team can provide the required support? TCS will need support during requirement gathering and implementation stage on this for clarifications on requirements please.	Support will be provided to the maximum possible. However, there may be requirement to interact with external third party for understanding.
138	Vol 2	1.2 (3)	Page no. 102, Section 3. Integration with existing DGS systems	Integration with existing DGS systems	Please provide the number of interfaces with existing DGS systems	Payment Gateway

139	Vol 2	1.2 (3)	Page no. 102	3. Integration with existing DGS systems	Please provide the following to assess & size the integration solution: a. The technical details (platform, product/ base-technology, version etc.) including the interface method exposed by the internal & external systems to be integrated: b. The approximate list (90%) of integration scenarios expected to be implemented with these systems (Business events expected will do) c. The approximate transaction rate that is expected to be handled	Please Refer to Corrigendum - Section 1
140	Vol 2	1.2 (3)	Volume 2, Pg (11), Pg (102)	Schematic representation of bidder's scope of work, Integration with existing DGS system	Please provide the list of existing applications along with technology stacks.	Tools / Technology ► For External User- J2EE: Struts 1.0, EJB 2.0 ► Report tool: Jasper 3.5.3, Oracle Reports 10g ► For Internal User to Process the application - Oracle Forms, Oracle Reports 10g ► Data Base : Oracle 11 ► Application Server : Oracle AS 10g(10.1.2.0.2) ► OS : Red Hat Linux
141	Vol 2	1.2 (3)	Volume II, 1.2 Scope Overview Page 102	Point 3: Integration with existing DGS systems	Please specify no. of existing DGS systems? What are that systems? Will that systems will be going to scrap? What information will transfer to existing system?	Tools / Technology ► For External User- J2EE: Struts 1.0, EJB 2.0 ► Report tool: Jasper 3.5.3, Oracle Reports 10g ► For Internal User to Process the application - Oracle Forms, Oracle Reports 10g ► Data Base : Oracle 11 ► Application Server : Oracle AS 10g(10.1.2.0.2) ► OS : Red Hat Linux Existing system will be phased out and data is expected to be migrated to new solution
142	Vol 2	1.2 (3)	Page-102 Point 3	Integration with existing DGS systems	What are used technology details of existing systems?	Tools / Technology ► For External User- J2EE: Struts 1.0, EJB 2.0 ► Report tool: Jasper 3.5.3, Oracle Reports 10g ► For Internal User to Process the application - Oracle Forms, Oracle Reports 10g ► Data Base : Oracle 11 ► Application Server : Oracle AS 10g(10.1.2.0.2) ► OS : Red Hat Linux Existing system will be phased out and data is expected to be migrated to new solution
143	Vol 2	1.2 (5)	Vol 2 page 14	Data Migration of legacy data (both physical stored documents and electronic)	Data Migration from Physical documents is a data entry job and shall be kept out of the scope of this RFP	RFP condition prevails

144	Vol 2	1.2 (5)	Network Pg 102	Network infrastructure including client side computing, network infrastructure, data centres	Do SI will work with existing provider OEM (e.g BSNL) to increase /Upgrade/ Modify the existing Network Connectivity Architecture or to propose completely NEW ? Do new MPLS cloud for this DG Shipping to be proposed ? Pls explain What does Client Site mean in this statement ?	Bidder is required to gather the information as part of Assessment for Bid. The MPLS cloud is not mandatory, however if the bidder wishes he may propose.
145	Vol 2	1.2 (5)	Volume II, 1.2 Scope Overview Page 105	Point 5 Carrying out training of various internal and external users of the system	Internal and external users -- provide quantifiable figures for internal as well as external users.	1. No. of external users - 4.5 lakh 2. No. of internal users - 500
146	Vol 2	1.2 (5)	Page 103	Data Migration of legacy data (both physical stored documents and electronic) including designing templates for data capture from existing systems / manual forms which are required in the existing system	Please share the volume details for the data migration.	(1) Portal & Applications - Documents to be migrated - 1 TB (approx) Data to be migrated - 80 GB (approx) (2) FSICIS Data to be migrated - 1 GB (approx)
147	Vol 2	1.2 (5)	Vol 2 page 14	-	This is a support non-value adding job. This should be kept out of the scope of this RFP	Query not clear
148	Vol 2	1.3.1	Vol 2 page 19	If in the first 6 month period from the Contract Effective Date or in any rolling 12 months period during the Term, 15 percent or more of the members of the Key Personnel cease or reduce their involvement in the Services for any reason	Completion of work on time with required quality is bidder's responsibility. Also the bidder is bound by a few SLAs. Thus it is requested that this clause be removed	RFP condition prevails
149	Vol 2	1.3.1	Vol 2 page 20	Solicitation of Employees	Right to solicit either of the employees involved with this project should be after a minimum of 2 years	RFP condition prevails
150	Vol 2	1.3.2	109, 1.3.2 Designing, configuration / development, implementation and support of entire IT application portfolio for service delivery and operations	1.3.2 Designing, configuration / development, implementation and support of entire IT application portfolio for service delivery and operations	Request to provide required details: - Please confirm expected development & support model if it's offshore, Onsite or both - In case of onsite or mix , What all infrastructure (Space, Desk, Desktop, connectivity etc) will be provided by the DGS to SI personnel's. - In case both, What are the expectations in terms of connectivity from SI to DGS DC/DR (dedicated line, vpn etc)	It is an onsite and offshore model. Bidder to plan the development activity and space and desk will be provided at onsite location.
151	Vol 2	1.3.2.1	Page no: 109 Section no: 1.3.2.1	- Single sign-on	Is SI open to propose federated single sign on integrated with existing Active Directory of Dept.?	There is currently no Active Directory at DGS
152	Vol 2	1.3.2.1	Page no: 109 Section no: 1.3.2.1	- Single sign-on	Is SI open to propose Single Sign on for only administrator users	Single Sign on is required for all users.
153	Vol 2	1.3.2.1	109, 1.3.2.1 Functional coverage	Single sign-on	Is there a need for an Identity Access Management solution or only SSO solution.	This is part of bidder's solution. The bidder may propose as per the RFP requirement.
154	Vol 2	1.3.2.1	110, 1.3.2.1 Functional coverage	Network security	Kindly specify apart from firewalls, what else is needed as part of Network Security	Bidder to specify solution as per the RFP requirements
155	Vol 2	1.3.2.1	Vol. 2 , section 1.3.2.1 , pg 21	Network security, virtualization, network monitoring, etc.	Kindly provide detail technical specification of a desired Networking Monitoring Tool	Please Refer to Corrigendum - Section 2.4 EMS

156	Vol 2	1.3.2.1	110, 1.3.2.1 Functional coverage	Data security	Please specify what is needed as part of Data Security	Bidder to specify solution as per the RFP requirements
157	Vol 2	1.3.2.2	Page no: 110 Section no: 1.3.2.2	g. Reporting requirements	Can you provide no. of estimated reports and dashboard required?	Approximately 800 MIS Reports
158	Vol 2	1.3.2.3	Page no: 111 Section no: 1.3.2.3	The bidder shall make necessary provisions for management reports, dashboards, business intelligence tools, Mail/SMS gateway, GIS and Data migration in line with the expectations of users provided in the functional requirements and understood during requirement gathering phase.	Can you please provide scope of GIS?	Please Refer to Corrigendum - Section 1
159	Vol 2	1.3.2.3	Volume II, 1.3.2.3 Solution Design Page 111	Point 5: The Bidder shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data.	Hindi language is mandatory ?	The Application, Portals and Databases should all be bilingual.
160	Vol 2	1.3.2.3	Page no: 111 Section no: 1.3.2.3	V. The Bidder shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data.	Is it correct understanding that, labels, menus, messages etc. will be in both Hindi and English but all information captured on application i.e. data entry will be in English language only.	Yes.
161	Vol 2	1.3.2.3	Page no. 111, Section 1.3.2.3 Solution design	Bilingual requirements	Kindly elaborate this requirement. Are only the static labels in reports required to be bilingual or the data needs to be stored and retrieved in bilingual format as well. Are the Application screens required to be bilingual?	The Application, Portals and Databases should all be bilingual.
162	Vol 2	1.3.2.3	111, 1.3.2.3 Solution design	1.3.2.3 Solution design	Please confirm if there any preference of open source/proprietary software/tool	No preference.
163	Vol 2	1.3.2.3	Page no: 111 Section no: 1.3.2.3	V. The Bidder shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data.	Typically standard global ERP COTS based product comes in English language, will DGS be ok with English language only?	The Application, Portals and Databases should all be bilingual.
164	Vol 2	1.3.2.3	Page 111	X. The bidder shall make necessary provisions for management reports, dashboards, business intelligence tools, Mail/SMS gateway, GIS and Data migration in line with the expectations of users provided in the functional requirements and understood during requirement gathering phase.	Which GIS tool is in use currently? What is the preferred GIS tool from DGS end, if any?	Please Refer to Corrigendum - Section 1
165	Vol 2	1.3.2.4	Volume 2, Page no. 112,	1.3.2.4 Procurement of software components, solution configuration / development and testing	How are the applications monitored currently during performance tests?	Query not relevant
166	Vol 2	1.3.2.4	Volume 2, Page no. 112,	1.3.2.4 Procurement of software components, solution configuration / development and testing	How is application performance being monitored in production? Are there any feed back loops established from production to Performance Testing?	Query not relevant
167	Vol 2	1.3.2.4	Volume 2, Page no. 112,	1.3.2.4 Procurement of software components, solution configuration / development and testing	What is frequency of performance test execution in the current trend? Is it monthly/quarterly/release based activity or it is purely demand based?	Query not relevant

168	Vol 2	1.3.2.4	Volume 2, Page no. 112,	1.3.2.4 Procurement of software components, solution configuration / development and testing	What is the Concurrent user base for the applications in the landscape?	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
169	Vol 2	1.3.2.4	Page 113	IV. Solution shall be able to handle the peak workloads. Bidder is expected to conduct the sizing of the application.	What is the peak workload expected? Can you please provide the examples?	Distributed load. Peak load not expected.
170	Vol 2	1.3.2.4	Volume 2, Page no. 112,	1.3.2.4 Procurement of software components, solution configuration / development and testing	What is the size of the performance testing team in the current state? And the effort spent on performance testing in a year?	Query not relevant
171	Vol 2	1.3.2.4 (X)	113, X	X. Bidder shall be responsible to carry out white box and black box testing, unit testing, integration testing, volume testing, performance testing, penetration and vulnerability testing	Please confirm minimum specifications of testing environment and where performance testing is expected to be carried out.	Query not relevant
172	Vol 2	1.3.2.5	Page no. 144	1.3.2.5 User training	Please confirm the understanding - The developer training is not required to be given	Kindly refer RFP requirement in Vol 2, Section 1.3.5
173	Vol 2	1.3.2.5	Page no. 144	1.3.2.5 User training	Please provide the number of users to be trained - how many batches expected and how many users per batch for each type of training envisaged?	Rollout will be for the entire userbase (external and internal) For training: 1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
174	Vol 2	1.3.2.5	Volume II, 1.3.2.5 User Training Page 114	Training will be provided to DGS EDP officials so as to enable them to carry out minor changes / configurations	Please specify no of participates for user training. It will be useful for training effort calculation	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
175	Vol 2	1.3.2.6	Page 114	1.3.2.6 User acceptance testing, conference room pilot and phased deployment	How many resources (and of which role) will be available from DGS end during implementation duration? (E.g. During stages like Requirement Gathering Stage, SIT, UAT, Training, GO LIVE Support etc.)	Egovernance team along with respective department heads will be in the supervisory role from team of DGS and at any given point of time 5 officers from team of DGS will be available.
176	Vol 2	1.3.2.6	Vol 2 page 25	Post deployment bug fixing, patches, fine-tuning, minor changes, etc. will have to be carried out by bidder as a part of ongoing support and maintenance	Please define minor support in terms of manhours	To be finalised by SI in consultation with DGS

177	Vol 2	1.3.2.7	Page no. 115, Section 1.3.27 Point - VI	The Bidder shall ensure that the proposed solution provides adequate interfacing mechanisms (both at the application and data level) with a view to integrate future applications of DGS. Such interfaces shall follow industry standards such as Application Programming Interface (API's) and web services. Along with API's the bidder shall develop interface to upload data manually using CSV formats.	We understand that API needs to be developed. Can you please provide number of API services ? Can we assume that these APIs shall be utilized by partners or agencies too?	APIs for Payment Gateway and AADHAR integration will be provided by the Client. In case of all other integrations, it will either be API based or Batch Process (CSV based files upload / download)based Integration.
178	Vol 2	1.3.2.9	Volume 2 Section 1.3.2.9, Point VIII (Page 116)	Application enhancement / New Development	Please advise, whether we need to consider the application upgrade and enhancements as per Scope. We recommend this to be routed through Change request.	Query not clear
179	Vol 2	1.3.3	Vol. 2, Page 28, Section 1.3.3, Point II	Bidder is expected to consider factors such as flexibility, agility, cost effectiveness and transparency offered by the cloud technologies while designing and hosting applications. Government cloud shall be used for hosting the central solution	Does this mean bidder needs to setup DC and DRC at NIC cloud?	Please Refer to Corrigendum - Section 1
180	Vol 2	1.3.3	Vol. 2, Page 28, Section 1.3.3, Points III & IV	III. Bidder shall procure all required infrastructure as required for functioning of the solution. IV. IT infrastructure deployed should be dedicated for the project and bidder shall not be used for any other purpose.	Is the bidder expected to setup private cloud at DC and DR site as mentioned in RFP or can bidder meet the requirements through public cloud ?	Please Refer to Corrigendum - Section 1
181	Vol 2	1.3.3	117, 1.3.3 Design, installation, commissioning, and maintaining entire IT infrastructure	Data Centre: This will be primary site for hosting the central system supporting the entire solution. This will include live production, testing and development environments.	We understand that total four environments need to configure - DC, DR, Test and Development. Please confirm.	Yes. Correct.
182	Vol 2	1.3.3.1	Page no. 119, 120	1.3.3.1 Data center and Disaster Recovery centre The applications infrastructure provisioned in DRC shall be capable to handle minimum 50% load at any point in time.	Is HA expected to be considered in DR?	RFP condition prevails
183	Vol 2	1.3.3.1	Page no: 120 Section no: 1.3.3.1	X. The infrastructure by the bidder must be designed to avoid a "single point of failure" with redundant components to eliminate system outage.	Is SI open to propose database Near Disaster recovery for single point of failure	SI to propose the architecture such that it meets the RPO, RTO, SLA and No single point of failure requirements.
184	Vol 2	1.3.3.1	Page no: 120 Section no: 1.3.3.1	c. PDC and DRC shall operate in active - passive mode.	Is SI open to propose DR on public or private cloud platform as IaaS (Infrastructure as Service)	Please Refer to Corrigendum - Section 1
185	Vol 2	1.3.3.3	Vol. 2, Page 32, Section 1.3.3.3	Network infrastructure - Bandwidth	Kindly clarify whether cost of bandwidth will be paid by DGS directly to ISP or DGS will pay to ISP through bidder and tripartite agreement for the same will be prepared.	Cost of bandwidth will be paid by DGS to ISP through bidder and tripartite agreement for the same will be prepared.
186	Vol 2	1.3.3.3	Vol-ii, Page no 32, Section 1.3.3.3 Network infrastructure – Design, install/configure, implement and maintain	Bidder is encouraged to carry out a site visit of key DGS offices and locations in order to understand the existing network infrastructure setup.	Please clarify the bidder scope for networking infra. At site locations, as this is not possible to visit all locations at the time of bidding.	Scope details are provided in the RFP. For further information please conduct assessment visit.

187	Vol 2	1.3.3.3	Vol-ii, Page no 32, Section 1.3.3.3 Network infrastructure – Design, install/configure, implement and maintain	Bidder shall carry out a detailed assessment of the LAN, internet connectivity and Internet leased line networking requirements considering sufficient redundancy of the proposed system with respect to the scope of work	Provide/Installing LAN connectivity/passive networking is also in the scope of bidder at all locations or Bidder need to provide only maintenance and uptime as per SLA requirement please clarify.	No passive components are included in scope of bidder. Only LAN and internet connectivity needs to be provided.
188	Vol 2	1.3.3.3	Page no: 123 Section no: 1.3.3.3	XI. Specific link available currently at various DGS offices 7. SIC, MMD, Jamnagar - To be provided by DGS 8. SIC, MMD, Tuticorin - To be provided by DGS	Response of internet application heavily depends on Data Center Bandwidth and Internet speed. Mentioned parameters can be ascertained for local network or DC environment, is dept. going to be provided a good enough bandwidth? If yes, kindly provide the specification	Bandwidth / Connectivity provision is in SI scope of work. Bidder is required to gather the information as part of Assessment for Bid.
189	Vol 2	1.3.4	Vol 2, Page 38, Section 1.3.4, Point III	Setting up a central IT helpdesk and Call centre for attending to problems faced by users	a. Kindly clarify whether separate call centre is to be provided or will it be part of helpdesk. B. If separate call centre is to be provided, kindly provide details for the call centre, such as infrastructure and manpower required, end-users, etc.	Call center is expected to be a part of Helpdesk
190	Vol 2	1.3.4	Volume II, 1.3.4 IT facility management services across all DGS locations Page 133	Change Management and Capacity Building strategy : a. DGS employees b. DGS Partners c. Customers and end users (limited user sample)	Capacity Building Strategy -- Need no. of users	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
191	Vol 2	1.3.4	Volume II, 1.3.4 IT facility management services across all DGS locations Page 131	Perform data cleansing for incorrect/ incomplete data	Data Cleansing is an activity of D.G. Shipping	Data cleansing is in the scope of the SI
192	Vol 2	1.3.4	Vol 2, Page 38, Section 1.3.4, Point V	Help desk services	Kindly provide service window for helpdesk (24x7, 9x6, etc.).	9X6
193	Vol 2	1.3.4	129, 1.3.4 IT facility management services across all DGS locations	Virus Control Services	Please share the count of devices required for Anti-Virus	Antivirus count will be as per the count of desktop and laptop and servers etc. Kindly refer to section 10.3 and BOM for the same.
194	Vol 2	1.3.4	Volume II, 1.3.4 IT facility management services across all DGS locations Page 127	Point 1: Overall management and maintenance of desktops, laptop, peripherals, printers, scanners which are currently available with DGS.	Please specify quantity of current desktops, laptops, peripherals, Printers and Scanners.	Please Refer to Corrigendum - Section 2.2
195	Vol 2	1.3.4 (V)	128, V. Help desk services	V. Help desk services	Does DGS have any preference for helpdesk location?	DGS HQ
196	Vol 2	1.3.4 (V)	128, V. Help desk services	V. Help desk services	Please confirm expected call volume per month	Approximately 1000 calls/tickets are expected per day
197	Vol 2	1.3.4 (V)	128, V. Help desk services	V. Help desk services	Please confirm if call recording/IVR functionality also expected for the helpdek	Preferred. As per solution by Bidder.

198	Vol 2	1.3.4 (V)	128, V. Help desk services	V. Help desk services	Request to provide required details: - Does DGS want to deploy Incident Loggin tool at DGS DC which will be accessed by the helpdesk agent or expectation is to use helpdesk agency tool only? - In case of helpdesk agency tool, is there any requirement of to integrate that tool with any of the DC/DR application/Database? - If yes, then what are the connectivity requirement from helpdesk to DGS DC/DR?	1. Incident Login tool is proposed to be used at DGS DC 2. The Helpdesk tool must be integrated as per the monitoring requirement.
199	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	Functional and techno-functional training needs to be carried out before Go-live of the solution. Technical training needs to be completed within 3 months from go-live. All training sessions will require sign-off from minimum 80% of attendees failing which DGS may ask that session to be carried out again at no extra cost.	80% Criteria on Training success is not right. Kindly leverage it to 65% or 70% only.	RFP condition prevails
200	Vol 2	1.3.5		General Queries - Training	Are updated user manuals available as source/reference files to create the CBT?	SI to create the same as per the new proposed solution that will be implemented.
201	Vol 2	1.3.5	1.3.5 Migration, transitioning support and change managements, Page 134	Technofunctional - Future maintenance including configuration, Master Data maintenance and other administrative works of the system	As per mentioned requirement in the RFP document, our understanding is that the proposed solution should have Master Data Management system where users can manage the masters through the configurable GUIs. Please confirm our understanding is correct.	Yes. That would be a department designated poweruser or admin user.
202	Vol 2	1.3.5		General Queries - Training	Audio can either be in machine generated form (US accent) or recorded manually by a professional artist. Which is the preferred output.	This is upto the Bidder to propose.
203	Vol 2	1.3.5		General Queries - Training	CBT will have application screenshots in form of Simulations and process flow description in the ratio of 80:20. Please confirm if Ok.	SI to finalise the same in discussion with DGS
204	Vol 2	1.3.5		General Queries - Training	Does each location have enough training space with adequate seating capacity to accommodate all the users, else training may require multiple batches depending on the classroom & with lesser seating capacity.	To be finalised by SI in consultation with DGS
205	Vol 2	1.3.5		General Queries - Training	Final output to be in the form of Flash File, that will run on Internet Explorer browser. Please confirm if Ok.	Query not relevant

206	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	DGS envisages that the training and capacity building sessions for all stakeholders would primarily be based on 'Train the Trainer' concept. These master trainers will further train the respective users. The venue of trainings would be at Head Quarters, DGS. Only the conference room/space for the training including one projector would be arranged by DGS. Training room shall have a seating capacity of fifty persons and will be equipped with a projector. DGS along with the bidder shall identify key resources to impart skill based training to allow the "Train-the-Trainer" program.	Hope the Training requirement Gathering activity will be done at DGS HQ only?	RFP condition prevails
207	Vol 2	1.3.5		General Queries - Training	How many days of training to be provided per batch	To be finalised by SI in consultation with DGS
208	Vol 2	1.3.5		General Queries - Training	How many end users are to be trained on the application per location?	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
209	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	The bidder must also prepare Training Modules/content to enable the users for self learning.	Is that Platform available with DGS or needs to be proposed by bidders?	In scope of SI
210	Vol 2	1.3.5		General Queries - Training	In simulations, we have option of Demo, Try (Practice - with hints) & Test (Assessment). Which all options are required? Please confirm.	To be finalised by SI in consultation with DGS
211	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	The bidder must also prepare Training Modules/content to enable the users for self learning.	In case the platform to be proposed by Bidder, what is the expectation on as Open source or licensed product?	No preference.
212	Vol 2	1.3.5		General Queries - Training	Is assessment required at the end of the course? If yes, then should there be any passing criteria for user?	RFP condition prevails
213	Vol 2	1.3.5		General Queries - Training	Is the training to be delivered in any other language/s other than English? Please specify the language/s	RFP condition prevails
214	Vol 2	1.3.5		General Queries - Training	Is the training to be given at a centralized location or at individual locations? Please specify the number of such locations with details.	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
215	Vol 2	1.3.5		General Queries - Training	Is the user manual required in English or any other regional language? Or both?	To be finalised by SI in consultation with DGS
216	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	Functional Training	Kindly details exact no. of trainee to be trained under the category, with expected batch size?	To be finalised by SI in consultation with DGS

217	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	Techno functional	Kindly details exact no. of trainee to be trained under the category, with expected batch size?	To be finalised by SI in consultation with DGS
218	Vol 2	1.3.5	Page no. 135, Section Change Management & Capacity Building	Technical	Kindly details exact no. of trainee to be trained under the category, with expected batch size?	To be finalised by SI in consultation with DGS
219	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	Functional Training	Kindly details on expectation on training duration?	To be finalised by SI in consultation with DGS
220	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	Techno functional	Kindly details on expectation on training duration?	To be finalised by SI in consultation with DGS
221	Vol 2	1.3.5	Page no. 135, Section Change Management & Capacity Building	Technical	Kindly details on expectation on training duration?	To be finalised by SI in consultation with DGS
222	Vol 2	1.3.5	Page no. 133, Section Change Management & Capacity Building	The details provided in this section are indicative and due to the complex nature of the project the number of training sessions may increase. Over and above the team considered for performing the training as detailed in subsequent	Kindly details on the Man month needed for the additional training	To be finalised by SI in consultation with DGS
223	Vol 2	1.3.5	Page no. 133, Section Change Management & Capacity Building	Further the bidder has to provide cost for additional and optional training sessions in its commercial proposal in case more training sessions are required. Bidder has to conduct such additional training sessions on DGS's request.	Kindly provide expected volume of the additional training man months?	To be finalised by SI in consultation with DGS
224	Vol 2	1.3.5		General Queries - Training	List of applications names, purpose and criticality	Query not relevant
225	Vol 2	1.3.5	Vol-II, Page no 43, Section Transitioning	III. Bidder is expected to design and provide templates in excel for capturing this data. Bidder will make data entry in the excel template provided	Please provide details and numbers of Excel templates required.	This will be decided during the implementation phase
226	Vol 2	1.3.5	1.3.5 Migration, transitioning support and change management, Page 131	Migration	Please provide the clarity about the volume and format of data and document to be migrated as a part of current project scope.	(1) Portal & Applications - Documents to be migrated - 1 TB (approx.) Data to be migrated - 80 GB (approx) (2) FSICIS Data to be migrated - 1 GB (approx)
227	Vol 2	1.3.5		Data Migration	Please provide the clarity about the volume and format of data to be migrated as a part of current project scope	(1) Portal & Applications - Documents to be migrated - 1 TB (approx) Data to be migrated - 80 GB (approx) (2) FSICIS Data to be migrated - 1 GB (approx)
228	Vol 2	1.3.5	Page no. 131	1.3.5 Migration, transitioning support and change management	Please provide the list of source systems and entities for which the data is expected to be migrated. Also please provide the volume of data to be migrated so as to size the solution & estimate. Also, since data transformation rules are expected, please provide the list of such requirement or a cap on data quality rules. Also please confirm that the functional data quality of the data to be migrated will be owned & ensured by DGS.	(1) Portal & Applications - Documents to be migrated - 1 TB (approx) Data to be migrated - 80 GB (approx) (2) FSICIS Data to be migrated - 1 GB (approx) (3) Data transformation rules etc. will be finalised by SI in consultation with DGS

229	Vol 2	1.3.5		General Queries - Training	Please share the list of office/locations where the training has to be delivered?	<p>1. Training is proposed to be conducted at DG HQ at Mumbai</p> <p>2. Internal Users to be trained - 100 and External Users to be trained - 1600</p> <p>3. Batch sizes to be decided in consultation with DGS</p> <p>4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.</p>
230	Vol 2	1.3.5	Page no. 133, Section Change Management & Capacity Building	Training	Please specify the number of Users to be trained by the Bidder, type of training, duration of training, number of batches, locations etc. If the bidder is proposing Train-the-Trainer approach, then how many trainers are to be trained and the number of End Users that shall be the responsibility of these trainers	<p>1. Training is proposed to be conducted at DG HQ at Mumbai</p> <p>2. Internal Users to be trained - 100 and External Users to be trained - 1600</p> <p>3. Batch sizes to be decided in consultation with DGS</p> <p>4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.</p>
231	Vol 2	1.3.5	Page no. 132, Point VII	Data Extraction and Cleansing	<p>Please specify the support that shall be provided by DGS for extraction of data from existing systems. Please list the systems, their underlying technology, data structure and stability status.</p> <p>Please clarify if Bidder is to do the cleansing of data as well. If Yes, then please specify the volume and data type</p>	<p>Data cleansing is in the scope of the SI</p> <p>Tools / Technology</p> <ul style="list-style-type: none"> ► For External User- J2EE: Struts 1.0, EJB 2.0 ► Report tool: Jasper 3.5.3, Oracle Reports 10g ► For Internal User to Process the application - Oracle Forms, Oracle Reports 10g ► Data Base : Oracle 11 ► Application Server : Oracle AS 10g(10.1.2.0.2) ► OS : Red Hat Linux
232	Vol 2	1.3.5	1.3.5 Migration, transitioning support and change managements, Page 134	Technofunctional - Workflow definition and creation	Request you to please share some of the sample process flows along with the forms.	The complete process flows will be shared with the selected bidder.
233	Vol 2	1.3.5	1.3.5 Migration, transitioning support and change management, Page 133	V. In addition as users get used to the new system, bidder is expected to help users create ad hoc BI reports, new e-file workflow creation initially.	Since government organization follows a specific procedure to manage files/records, request you to kindly elaborate on expectation of "e-File"	Please Refer to Corrigendum - Section 1
234	Vol 2	1.3.5		General Queries - Training	Technology of application/s	<p>Tools / Technology</p> <ul style="list-style-type: none"> ► For External User- J2EE: Struts 1.0, EJB 2.0 ► Report tool: Jasper 3.5.3, Oracle Reports 10g ► For Internal User to Process the application - Oracle Forms, Oracle Reports 10g ► Data Base : Oracle 11 ► Application Server : Oracle AS 10g(10.1.2.0.2) ► OS : Red Hat Linux
235	Vol 2	1.3.5	Transitioning / 133	In addition as users get used to the new system, bidder is expected to help users create ad hoc BI reports, new e-file workflow creation initially. These need to be factored in change management and appropriate training sessions need to be planned and conducted for the same	<p>We understand that during transition phase bidder is expected to help user in creating Adhoc BI reports, e-Forms, Workflow. Is our understanding correct?</p> <p>Please elaborate requirement of support for creation of e-File during transition phase, we understand that it is eForms, Please clarify.</p>	Please Refer to Corrigendum - Section 1

236	Vol 2	1.3.5	Change management and capacity building / Vol-II, Page 45	Functional and techno-functional training needs to be carried out before Go-live of the solution. Technical training needs to be completed within 3 months from go-live	We understand that in the given time period training of Master is to be completed, as training is to be done on "Train the Trainer Concept"	Yes.
237	Vol 2	1.3.5		General Queries - Training	What is the batch size for the trainings?	To be finalised by SI in consultation with DGS
238	Vol 2	1.3.5	Page no. 134, Section Change Management & Capacity Building	The bidder must also prepare Training Modules/content to enable the users for self learning.	What will be the platform where DGS expects the learning content to be hosted for users references?	On the DGS portal
239	Vol 2	1.3.5		General Queries - Training	Who is the audience of this course? Do we need to create different modules for different user Login for the same module. (example - Admin, User, Approver etc.)	To be finalised by SI in consultation with DGS
240	Vol 2	1.3.5		General Queries - Training	Who is the vendor of application(s)?	Query not relevant
241	Vol 2	1.3.5		General Queries - Training	Will it be a stand alone version available on the users desktop or need a web based output (SCORM based) to be deployed on an LMS platform? If SCORM based, will the features like Bookmarking, Tracking of the Status and Scoring be required?	In scope of SI
242	Vol 2	1.3.5		General Queries - Training	Will the trainings occur at DGS premises or bidder has to make own arrangements?	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
243	Vol 2	1.3.6	1.3.6 Implementation and adherence to IT policies as defined by DGS, Page 136	Adherence to Standards	As lot of Documents are expected to be stored as part of the repository Request you to include the following specification to ensure best of breed solution: The required workflow solution should complies to various open workflow standards such as CMIS, ODMA, etc	RFP condition prevails
244	Vol 2	1.3.6	1.3.6 Implementation and adherence to IT policies as defined by DGS, Page 138	Adherence to Standards - Workflow Design	By BPM standard we understand DGS is looking for Industry standards such as BPMN & BPEL? Pls confirm our understanding	Yes. The understanding is correct.

245	Vol 2	1.3.6	1.3.6 Implementation and adherence to IT policies as defined by DGS, Page 136	Adherence to Standards - Scanned Documents	<p>Since the Enterprise Document Management System will be storing critical documents of DGS which needs to be archived for long term, we recommend the DGS should archive documents in PDF/A format with support for annotations (PDF/A is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects. The benefits of using PDF/A is that it is independent of application and hardware , supports better compression and linearized based faster web view)</p> <p>Please confirm.</p>	The standards to be adhered to as per the egov guidelines.
246	Vol 2	1.3.9	Vol-ii Page No 52, Section 1.3.9 Scanning and digitization services as per DGS requirements	As part of its initiatives, DGS plans to digitize the Old Records available to preserve their life and ease the search and retrieval of the documents when needed. The various DGS offices have the following size Pages for digitization.	a). As per our understanding bidder is also supposed to do indexing for the scanned documents. How many keywords are there on each type of sheet/document required for indexing ?	This should be decided by SI during the actual implementation
247	Vol 2	1.3.9	Vol-ii Page No 52, Section 1.3.9 Scanning and digitization services as per DGS requirements	As part of its initiatives, DGS plans to digitize the Old Records available to preserve their life and ease the search and retrieval of the documents when needed. The various DGS offices have the following size Pages for digitization.	<p>a). Can we take documents out of the office for scanning & digitization work.</p> <p>b). Please provide approx quantity for each location where scanning and digitization needs to be done.</p> <p>c)We assume that bidder will scan only those pages that can be scanned. Damaged pages that cannot be repaired or scanned will be returned to the respective court. Kindly confirm.</p> <p>d). Please provide Existing language of documents. As per our understanding we do not need to change the language for digitization of existing records, please clarify ?</p>	<p>a. No.</p> <p>b. Documents that will be scanned under the scope of Scanning and Digitization - No. of pages to be scanned - 1,50,00,000</p> <p>c. Bidder to scan all required pages</p> <p>d. Mostly English. Few Hindi. To need to change the language during digitization.</p>
248	Vol 2	1.3.9		General Queries - Digitization & Scanning	Are there any specifications set by customer, DPI, minimum tagging requirement etc.?	RFP condition prevails
249	Vol 2	1.3.9		General Queries - Digitization & Scanning	At how many locations work has to be executed?	<p>The split of documents to be scanned location wise is as follows:</p> <p>mumbai - 70%</p> <p>Kolkata - 10%</p> <p>Chennai - 10%</p> <p>others (kochi, kandla, noida, marmagao, haldia, vizag, jamnagar, mangalore, paradeep, portblair, toticorin) - 10%</p>
250	Vol 2	1.3.9		General Queries - Digitization & Scanning	How many approximate characters are there in each page	Query not relevant
251	Vol 2	1.3.9		General Queries - Digitization & Scanning	In which language documents are available and in which language Data Entry has to be done?	Mostly English. Few Hindi. To need to change the language during digitization.
252	Vol 2	1.3.9		General Queries - Digitization & Scanning	Is customer providing all required Infra, like, Computer, Software, Scanners, work space, Power supply etc...?	Space, Desk, Electricity will be provided by DGS. Computer, Scanners, Manpower will be SI scope of work

253	Vol 2	1.3.9		General Queries - Digitization & Scanning	Is documents are printed or hand written?	Both
254	Vol 2	1.3.9		General Queries - Digitization & Scanning	Is there any requirement of Zone Mapping, OCR, ICR?	Not currently.
255	Vol 2	1.3.9		General Queries - Digitization & Scanning	Pages are single side written/printed or both the side?	Both
256	Vol 2	1.3.9	Vol-ii Page No 52, Section 1.3.9 Scanning and digitization services as per DGS requirements	As part of its initiatives, DGS plans to digitize the Old Records available to preserve their life and ease the search and retrieval of the documents when needed. The various DGS offices have the following size Pages for digitization.	Please fix the scanning DPI to 200 DPI grey-scale. And 300 Dpi for pages in very bad condition. Other wise it will not be possible for us to determine the time and cost for scanning on given basis i.e. mono (linear), grey-scale or color	RFP condition prevails
257	Vol 2	1.3.9		General Queries - Digitization & Scanning	Please share a sample page for reference	Will be provided to successful bidder
258	Vol 2	1.3.9		General Queries - Digitization & Scanning	Scanning has to be done in B&W, Color or Grayscale?	B&W
259	Vol 2	1.3.9		General Queries - Digitization & Scanning	What are the monthly , quarterly , yearly activities (e.g. Monthly closing , quarterly closing , yearly closing) where additional support is required beyond the normal support window	RFP condition prevails
260	Vol 2	1.3.9		General Queries - Digitization & Scanning	What is state of paper, loose, hard Bind	Query not relevant
261	Vol 2	1.3.9.1	Page-143 Section 1.3.9.1	Collection of documents	How many location wise documents are for the scanning? How are old records? Is there registers need to be scanned? What could be the language of data entry into the database?	The split of documents to be scanned location wise is as follows: mumbai - 70% kolkata - 10% chennai - 10% others (kochi, kandra, noida, marmagao, haldia, vizag, jamnagar, mangalore, paradeep, portblair, toticorin) - 10% Data entry language Is English
262	Vol 2	2.1.1	Page no: 154 Section no: 2.1.1	Every year, all employees' leave records are matched with their biometric attendance to ensure no unrecorded leaves have been taken by any employee. Service is said to be verified for an employee, if the leave record matches with the biometric attendance.	Biometrics devices integration with HRMS in scope?	The Biometric attendance data will need to be matched with the Leave Records in HRMS module.
263	Vol 2	2.1.1	Page no. 155	Delivery Model	Can the Bidder propose an On-Cloud model of some of the modules as well or does it have to strictly be On-Premises	On premise. Cloud Ready
264	Vol 2	2.1.1	Page no. 155	Internal Functions	Please specify the number of Users for each of these functions with their locations	Total number of internal users are 500
265	Vol 2	2.2.1	2.2.1	The Proposed solution should have a Near Data Centre and Business Continuity and Disaster recovery by taking the RTO and RPO as objective to achieve. solution.	DO you expect Near DR Solution to be available? Do You need DC,Near DR and DR sites from hosting perspective?	SI to propose the architecture such that it meets the RPO, RTO, SLA and No single point of failure requirements.

266	Vol 2	2.2.1	2.2.1	The Proposed solution should have a Near Data Centre and Business Continuity and Disaster recovery by taking the RTO and RPO as objective to achieve. solution.	Do you have any Location preference for Data Center Locations?	As per e-governance guidelines
267	Vol 2	2.2.1	2.2.1 Architectural principles, Page 157	XI. All transactions and user activity being carried out within the system should be logged along with timestamp and client machine details in a format such they are searchable and allow for post mortem analysis as required.	In order to provide the hardware sizing including SAN storage sizing, request you to please provide the clarity about the approximate number of transactions/volume of documents in (GB/TB) to be archived in Document Management System. Please clarify.	The DMS Solution will store documents as follows: (1) Portal & Applications - Documents to be migrated - 1 TB (approx) (2) FSICIS Data to be migrated - 1 GB (approx) (3) Documents that will be scanned under the scope of Scanning and Digitization - No. of pages to be scanned - 1,50,00,000
268	Vol 2	2.2.1	Page no: 68 Section no: 2.2.1	VI. The architecture should be cloud based and should support interoperability through cloud platforms	Is SI open to propose public cloud based solution e.q Microsoft Azure etc.	Please Refer to Corrigendum - Section 1
269	Vol 2	2.2.1	Page no: 158 Section no: 2.2.1	XVI. Vendor lock-in should be avoided.	Kindly elaborate more on this	Specific OEM products may only be used when necessary to achieve scale, performance and reliability. Every such OEM component/service/product/framework/MSP pre-existing product or work must be wrapped in a vendor neutral API so that at any time the OEM product can be replaced without affecting rest of the system.
270	Vol 2	2.2.1	2.2.1 Architectural principles, Page 157	XI. All transactions and user activity being carried out within the system should be logged along with timestamp and client machine details in a format such they are searchable and allow for post mortem analysis as required.	Request you to please clarify about the growth percentage of the volume of the documents year by year for next 5 years.	The expected growth of document volume is 15% per annum
271	Vol 2	2.2.4	Page no: 161 Section no: 2.2.4	III. All the system components must follow open standards and open source technologies. All application deployed should be OS platform agnostic	Can this clause be amended/removed if proposed solution based on COTS product, then solution can't adhere to open standard and open source	Specific OEM products may only be used when necessary to achieve scale, performance and reliability. Every such OEM component/service/product/framework/MSP pre-existing product or work must be wrapped in a vendor neutral API so that at any time the OEM product can be replaced without affecting rest of the system.
272	Vol 2	2.2.4	Technology Principles Pg - 161	The technology adopted should be periodically refreshed to achieve significant improvements in TCO.	What does Refreshed mean here ? 1. Is refresh after every 36 months need to factor in our solution 2. Only Upgrade is applicable in Software installed , is Complete Refresh applicable in Software part also ?	Upgrades are in scope. Please refer to RFP requirements.
273	Vol 2	2.3 (5-A)	Page No. 77, Mobile Application / Integration with Mobile Devices	Certain functions of the portal application will be available through an App-version of the Portal.	Assuming the mobile app is required to be accessed through Android, iOS and Windows based tablets and smartphones only. Please confirm.	The following services are proposed on the Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination The user base will be 4.5 Lakh external users. The platform will be Android and IOS

274	Vol 2	2.3 (5-A)	Page No. 76, General Application and Portal Requirements	• Should have the ability to have multilingual portal with regional & localization and Unicode support.	Assuming: Only application labels and static contents will be made available for the selected languages while the data entry will be limited to English language only.	Yes
275	Vol 2	2.3 (5-A)	Page No. 77, Mobile Application / Integration with Mobile Devices	Certain functions of the portal application will be available through an App-version of the Portal.	Can we consider the hybrid mobile app with all the required native features and which will be common and easy to maintain mobile app for all the required platforms (i.e. android, iOS and Windows); in place of separate native mobile apps for all the required platforms?	separate native mobile apps for Android and iOS
276	Vol 2	2.3 (5-A)	Page No. 78, Mobile Application / Integration with Mobile Devices	DGS is looking forward for Mini App Store from where DGS staff & end users can easily download the apps.	Does it mean that hosting on public app stores like Android/iOS/Windows is not required? If required, can we assume that the developer licenses for these play stores will be provided by DGS?	hosting on public app stores like Android/iOS is required developer licenses for these play stores in scope of SI
277	Vol 2	2.3 (5-a)	Page no. 164, Section 5 Applications, a. Core Capabilities	Provident Fund	Does provident fund system provide required webservices for integration?	Yes
278	Vol 2	2.3 (5-A)	Page No. 76, General Application and Portal Requirements	• Should have the ability to have multilingual portal with regional & localization and Unicode support.	Is it applicable on mobile app as well? If yes then how many languages to be considered?	Hindi and English required
279	Vol 2	2.3 (5-a)	Volume 2, Page no. 163, Section Core Capabilities	Core capabilities	Please detail out tools and environments currently used for testing the applications? How have you provided access to current vendor for testing these applications?	Query not relevant
280	Vol 2	2.3 (5-a)	Volume 2, Page no. 163, Section Core Capabilities	Core capabilities	Please highlight how many web pages are in scope?	Based on the solution proposed by SI
281	Vol 2	2.3 (5-a)	Volume 2, Page no. 163, Section Core Capabilities	Core capabilities	Please list the mobile OS platforms supported (iOS, Android, BB, Windows)	Android and IOS
282	Vol 2	2.3 (5-A)	Page No. 77, Mobile Application / Integration with Mobile Devices	In addition to External users, the Mobile application will be accessed by internal users.	Please share the user (for internal and external users) and volumetric data with appropriate % of concurrency for mobile apps. This is required to arrive on the hardware sizing.	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
283	Vol 2	2.3 (5-a)	Volume 2, Page no. 163, Section Core Capabilities	Core capabilities	Please specify the total number of Mobile Apps and functionalities required for each Mobile Apps?	The following services are proposed on the Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination The user base will be 4.5 Lakh external users. The platform will be Android and IOS
284	Vol 2	2.3 (5-a)	Volume 2, Page no. 163, Section Core Capabilities	Core capabilities	Should we consider multi language testing for any of the applications ? If yes, please list the details.	English and Hindi. RFP condition prevails
285	Vol 2	2.3 (5-a)	Volume 2, Page no. 163, Section Core Capabilities	Core capabilities	What are the different types of mobile applications supported (Hybrid, Native , Web) ?	Based on the solution proposed by SI
286	Vol 2	2.3 (5-a)	Volume 2, Page no. 163, Section Core Capabilities	Core capabilities	What is the backward OS compatibility which needs to be supported?	Based on the solution proposed by SI

287	Vol 2	2.3 (5-a)	DMS - Page 102	DMS System requirement	What is the monthly volume of documents which need to stored and what is the retention period	Minimum 20 years retention period. To be finalised by SI in consultation with DGS
288	Vol 2	2.3 (5-A)	Page No. 77, Mobile Application / Integration with Mobile Devices	Certain functions of the portal application will be available through an App-version of the Portal.	What kind of mobile app is required - do you need to access the portal on the mobile browser or you need a downloadable mobile app?	Downloadable mobile app is needed. RFP condition prevails
289	Vol 2	2.3 (5-A)	Page No. 77, Mobile Application / Integration with Mobile Devices	The Mobile app will provide access to simple features such as decided by DGS.	Which are these features? This is very important for us to know, because that will help us to estimate the efforts and define the end to end mobility solution.	The following services are proposed on the Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination The user base will be 4.5 Lakh external users. The platform will be Android and IOS
290	Vol 2	2.3 (5-A)	Page No. 77, Mobile Application / Integration with Mobile Devices	Certain functions of the portal application will be available through an App-version of the Portal.	Which are these functions? This is very important for us to know, because that will help us to estimate the efforts and define the end to end mobility solution.	The following services are proposed on the Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination The user base will be 4.5 Lakh external users. The platform will be Android and IOS
291	Vol 2	2.3 (5-A)	Page No. 77, Mobile Application / Integration with Mobile Devices	In addition to External users, the Mobile application will be accessed by internal users.	Who will use this mobile application from internal users/external users? Specific type of users?	The following services are proposed on the Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination The user base will be 4.5 Lakh external users. The platform will be Android and IOS
292	Vol 2	2.3 (5-b)	CMS - Page 168	CMS	1)) who will be responsible for the content creation?	The content will be provided by DGS for the website. Once the entire website is up and running. Thereafter, DGS nominated person should have access to add, edit , remove content or approve the same. This will be done based on the egov standards and guidelines for government websites.
293	Vol 2	2.3 (5-b)	SMS Solution Pg 168	SMS Solution	Expected volume of SMS need to send per month. Though it need to charged on actuals but need some estimated no of compute rough cost.	Approximately 1 crore per annum
294	Vol 2	2.3 (5-b)	Analytics and forecasting page 167	Forecasting Application	How much data volume is required for forecasting ? What is the frequency of refreshing the model?	To be finalised by SI in consultation with DGS
295	Vol 2	2.3 (5-b)	169, b. Enabling capabilities	Identity Management	Is the requirement for an Identity and Access Management system? This will be a separate solution and will integrate with the application	Bidder to specify solution as per the RFP requirements
296	Vol 2	2.3 (5-b)	Email Solution Pg 168	Email Solution	There is no requirement of SMTP gateway/server	As per solution proposed by Bidder in lines with RFP requirement
297	Vol 2	2.3 (5-c)	Page no. 171	System Interfaces	Please specify if there is any preferred Integration Methodology to be adhered to ? Can it Point-to-Pont, API, Batch mode or DGC requires Real-Time SoA based interface	API and Batch mode is preferred

298	Vol 2	2.3 (6)	Page no. 171, Section 6 External Systems	External Systems	Apart from ePariksha, LRIT, SBI, eGovernance and Payment Gateway any other external systems are in scope for integration?	Please Refer to Corrigendum - Section 1
299	Vol 2	2.3 (6)	Page no. 171, Section 6 External Systems	External Systems	Please provide the expected number of interfaces with external systems	Please Refer to Corrigendum - Section 1
300	Vol 2	2.3 (6)	Page 171	6. External Systems	Which Payment Gateway is currently used? Does DGS want to use the existing or bidder can propose a new payment gateway?	Bill Desk is currently used. Bidder can propose new payment gateway.
301	Vol 2	2.3 (7)	2.3-7	7. Server infrastructure with Data Centre and Disaster recovery site	Do you have any requirement for Caged Datacenter Environment?	Bidder to specify solution as per the RFP requirements
302	Vol 2	2.3 (7)	2.3-7	7. Server infrastructure with Data Centre and Disaster recovery site	Do you need any sitting space for Engineers in DC & DR locations	Based on the solution proposed by SI
303	Vol 2	General	Digitization	Scanning and digitization services as per DGS requirements	1) Apart from old records for digitization , What will be the volume of documents to be scanned per month.	The scope of scanning and digitization is only for the existing physical documents. The SI should propose a solution where all documents are taken in soft copy of scanned copy formats in the new application implementation.
304	Vol 2	General	MDM , Page 167	Mobile Device management	1) Does MDM solution needs to be On premises hosted or can be cloud solution. 2) There is requirement of building app store Please provide details (count/type) of mobile applications which need to made available on app store.	Based on the solution proposed by SI
305	Vol 2	General	Mobile Application Page 27	Mobile application requirement	1) Please clarify on the Mobile OS Requirement for mobile application development.. 2) Please mention the list of preferred mobile devices on which testing will be conducted. 3) Do SI Provider need to procure some Mobile devices as well? 4) Who will be working on UI/UX part of Mobile application and portal front end interface? Is it going to be SI responsibility? 5) Managing end to end operations lifecycle of Mobility (Mobile users Handheld Devices) is responsibility of SI ? Do we assume that all Incidents/service request related to mobility will come SI's Helpdesk for resolution ? Is there any SLA defined for same ? do the Level 2/Level 3 support for Mobile application related incident will be managed by Individual who developed this application ? Pls explain with RACI matrix	1. Android and IOS 2. To be finalised with DGS by SI 3. For Testing purpose, mobile device is in SI scope. 4. In SI scope of work 5. Managing end to end operations lifecycle of Mobility (Mobile users Handheld Devices) is responsibility of SI - In SI scope of work. 6. Tickets for Application and Mobility will come to Centralised Helpdesk. SLA as per Application will be applicable to Mobility.
306	Vol 2	General	Data Migration - page 36	Data migration Plan	1) What is the source of data migration 2) what is the volume of data need to be migrated 3) What is level of data sanity in source 4) How many legacy systems need to be migrated.	(1) Portal & Applications - Documents to be migrated - 1 TB (approx.) Data to be migrated - 80 GB (approx.) (2) FSICIS Data to be migrated - 1 GB (approx.)
307	Vol 2	General	Data Center page 35	CDC / Data center readiness	1. Any preferred location of DC and DR site?	No preferred locations. Please refer to RFP conditions for the same.

308	Vol 2	General	-	DC and DR Setup	a. Can we use Cloud to save on costs? B. If yes, can we use our own public cloud?	On premises. Cloud Ready
309	Vol 2	General		General	Apart from Service integration, does it require any workflow or process orchestration to automate existing business processes?	Based on the solution proposed by SI
310	Vol 2	General	RFP		Assuming UT, IT and UAT, Acceptance Testing will be happening at one location. How Rollout activity will take care ?	While UT, IT and UAT, Acceptance Testing activities may be conducted at the central location. The Rollout & Deployment Plan for all locations must be submitted by SI for DGS approval based on which the rollout will take place.
311	Vol 2	General	General	Users	Can you specify the no of users using the internal applications such as HR, Purchase and Billing, Budget preparation, Legal etc. module wise no of users to be specified and also concurrent users	No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
312	Vol 2	General	Change Management		Do we need to factor the effort of upgrades/migration/refresh of those custom/standard applications which are not listed in this RFP but during Transition / Operations we come across or identify ?	Yes should be factored in by SI
313	Vol 2	General	Scanning Services Page 87	Scanning services	Does all the documents to be scanned are available at one location. If no , do we have location wise split?	The split of documents to be scanned location wise is as follows: Mumbai - 70% Kolkata - 10% Chennai - 10% others (kochi, kandla, noida, marmagoa, haldia, vizag, jamnagar, mangalore, paradeep, portblair, toticorin) - 10%
314	Vol 2	General		General	Does DG shipping has any commercial product stack from SOA or integration ?	No
315	Vol 2	General		General Queries	How many users are expected to use the solution? Would all 11,000 employees use it?	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
316	Vol 2	General	Volume 3	General	Is there a Clients In House team which will be part of the Support team ? If yes, Please share Head count and Skill details	No. Client only in supervisory role.
317	Vol 2	General	Volume 3	General	Is there a Need for Bidder to set up a Helpdesk (L0 and L1) to accept and log tickets ? Or help desk will be taken care by client, please clarify	Helpdesk in scope of SI
318	Vol 2	General	General		Is there any hardware integration like printer, scanner, etc. is required for mobile app?	RFP condition prevails
319	Vol 2	General	General	Customization requirements	kindly specify the no of custom components to be developed- Reports, forms, workflows, alerts etc.	Details will be shared with the successful bidder

320	Vol 2	General	General	Training schedule	Kindly specify the no of key users to be trained for each module. Also training locations to be specified.	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
321	Vol 2	General	General		Non functional Requirements / standards for mobile app.	As per egov standards for mobility
322	Vol 2	General	RFP		Number of Subject Matter Experts, Number of Licences required and Number of user training is not mention. User training location not specified.	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 300 and External Users to be trained - 1600
323	Vol 2	General			Please confirm Is there any requirement to supply bandwidth under the scope of this tender? If yes, it is recommended to exclude bandwidth from the scope as TCS can't sell the same.	Bandwidth / Connectivity provision is in SI scope of work. Bidder is required to gather the information as part of Assessment for Bid.
324	Vol 2	General	Volume 3	General	Please provide the list of applications which would integrate with other applications?	Please Refer to Corrigendum - Section 1
325	Vol 2	General	General (User type Ref in page 93-97 & 300)	<User Count & Concurrent users - various user type -wise>	Please provide the total count & concurrent user count expected for various internal & external user types. Also please provide projections for next 6 years.	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users) 10% growth is expected for external users YoY
326	Vol 2	General	Page no. 10	Locations	Please specify if the implementation will be from a single, central location or will it be across locations.	Query is not clear
327	Vol 2	General	-	Envisaged developments	Please specify the estimated number of Reports, MIS, Dashboards that the Bidder needs to factor in.	Approximate 800 MIS Reports
328	Vol 2	General		General Queries	Please state the list of offices in scope with detailed address with pin code, user count per location	Please refer to the DGS website
329	Vol 2	General	Users		Pls provided Total no of 1. Total Userbase 2. Concurrent user based current & Forecasted for all In scope tracks 3. Current Data Volume & Forecasted Data Volume (Storage) 4. Concurrent users for VPN access 5. Users for Email Solution	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users) 10% growth is expected for external users YoY
330	Vol 2	General	Volume 3	General	Provide the No. of application users of all modules/Department?	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)

331	Vol 2	General	Volume 3	General	Provide the no. of users to be trained for each location? Core User training will be at Corporate Office please confirm ?	1. Training is proposed to be conducted at DG HQ at Mumbai 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Batch sizes to be decided in consultation with DGS 4. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc.
332	Vol 2	General	Users Pages 122	External and DGS users	Required for Portal , DMS , Analytics , MIS reporting , Mobile users. what will be sizing parameters ? Total no of internal and external users? Total no of users during peak hours?	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users) 10% growth is expected for external users YoY No peak load. Distributed load.
333	Vol 2	General		General Queries	The EMS/Service Desk/Asset Management tools provided should be in the name of DGS (perpetual license) or can be in the name of the bidder, provided on a yearly subscription basis (Subscription license)?	Should be in the name of DGS (perpetual license)
334	Vol 2	General	Volume 3	General	The Support Team will be configured to do Business As Usual Support. All Enhancements and Developments will be carried out through a pre defined Change Request procedure. Please confirm our understanding is correct?	RFP condition prevails
335	Vol 2	General			There is no clause for transfer of ownership for H/W & S/W to customer. It is recommended that ownership of H/W, S/W and equipments shall be transferred to customer upon delivery.	Transfer of asset will be at the end of Contract Period and the licenses will be in the name of DGS
336	Vol 2	General	Volume 3	General	what is the current mechanism of interface between ERP and other application ?	Query not clear
337	Vol 2	General	Volume 3	General	What is the current user base application wise/Department /Location wise?	No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users)
338	Vol 2	General	Volume 3	General	What is the Expected % User Growth rate QoQ ?	10% increase in external user base is expected YoY
339	Vol 2	General	General Queries		What is the expected overall implementation and Support duration/timeline for this project?	Please Refer to Corrigendum - Section 2.1
340	Vol 2	General	Volume 3	General	What level of Support is expected during 5 Years of AMS for application/ERP i.e. 24X7, 16X7, 8X5 - Please confirm	9X6
341	Vol 2	General	General Queries		Will Offsite team be able to access the LIVE environment? Or the access will be limited to the Staging, UAT and Training Environments only? (This will be important from Data Migration activity and effort perspective)	To be finalised by SI in consultation with DGS

342	Vol 3	2	Vol III 2 Page 7	2 SCOPE OF THE PROJECT	Bidder shall not be required to perform obligations which are expressly identified by it as out of scope.	RFP condition prevails
343	Vol 3	4.2	Page no: 284 Section no: 4.2	Maximum concurrent sessions 3,000,000	Kindly provide total no. of concurrent internal and external users	1. No. of external users - 4.5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected concurrency - 10% of Total number of internal users) 10% growth is expected for external users YoY
344	Vol 3	4.2	Page no: 338 Section no: 4.2	Photo from Aadhar database	Our understanding is, services required to be integrate with Aadhar database will be provide by dept. Is our understanding correct?	Integration with Aadhar database is in scope of SI. Please refer to Vol 2 -> Section 1.3.2.1
345	Vol 3	4.2	Page no: 284 Section no: 4.2	Maximum concurrent sessions 3,000,000	What is the number of concurrent session during peak hours?	Load is distributed. No peak load.
346	Vol 3	13.2	Page no. 198, Section 13.2 Invoicing and Settlement	Payment shall be made within 45 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties are imposed on the Bidder as per the penalty criteria specified in the SLA.	Payment shall be made within 45 30 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties are imposed on the Bidder as per the penalty criteria specified in the SLA. (Claim for penalties shall be raised separately)	RFP condition prevails
347	Vol 3	13.3	Volume III, Sect 13.3 c) , Pg 22	In the event of any increase or decrease of the rate of taxes, duties or levies, changes in currency exchange rates etc. due to any statutory notification/s during the Term of the Contract the consequential effect shall be to the account of the Bidder. However, in case of any increase or decrease in the rate of service tax or imposition of new or fresh tax or levy on the invoice raised to DGS after submission of the proposal, the consequential effect after determination of the nature of the new tax or levy by DGS shall be to the account of DGS on submission of proof by MSP.	In case of any increase or decrease in the rate of any tax or imposition of new or fresh tax , the impact will be borne by DGS	RFP condition prevails

348	Vol 3	13.3	Vol III 13.3 Page 20	13.3 Tax	<p>Pricing terms needs to be exclusive of taxes. DGS needs to be responsible for all taxes including any new taxes. All fees payable to the Bidder are exclusive of any GST, sales, use, value added tax, service taxes or taxes of a similar nature including any changes to the existing taxes or introduction of new taxes and where such taxes are applicable, DGS shall be responsible to pay or reimburse the Bidder the amount of such taxes. The Contractor shall submit invoices to DGS on a monthly basis (or more or less frequently as may be mutually agreed) detailing the amounts payable by DGS hereunder. DGS shall remit payment to the Contractor within thirty (30) days following its receipt of each such invoice. In the event that DGS disputes any invoiced amounts, DGS shall notify the Contractor with the reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. Any such dispute shall not relieve DGS from paying when due any undisputed portion of the invoice. For any undisputed amounts not paid when due, without prejudice to the other rights available, the Bidder shall impose late payment charges at the rate of one and one half percent (1.50%) per month until the delayed payment is paid in full. Without prejudice to the other rights available, the Bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by DGS and any such withholding by the Contractor shall not be treated as breach by it of the provisions of this Agreement.</p>	RFP condition prevails
349	Vol 3	14	Vol III 14	14 TERMINATION	<p>Bidder also should have similar rights of termination. Further, in case of termination, for reasons whatsoever, DGS shall be liable for payment of services performed and deliverables delivered till the effective date of termination and reasonable termination compensation towards unrecovered investments.</p>	RFP condition prevails
350	Vol 3	14.2	Volume III, Sect 14.2 d) II , Pg 24	reimbursable expenses Bidder incurs through termination. If DGS terminates without cause, DGS also agrees to pay any applicable adjustment expenses	<p>Termination without cause is not acceptable</p>	RFP condition prevails
351	Vol 3	15	Volume III, Sect 15 II , Pg 24	LIMITATION OF LIABILITY	<p>It is should not be more than 10% of the TCV</p>	RFP condition prevails

352	Vol 3	15	Page no. 201, Section 15 INDEMNIFICATION & LIMITATION OF LIABILITY	To be added	Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Wipro for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to fees received by the Implementer under this agreement during the 3 months preceding such claim".	RFP condition prevails
353	Vol 3	15.1	Vol III 15.1 Page 23	15 INDEMNIFICATION & LIMITATION OF LIABILITY	Additional standard indemnity exclusions be included.	RFP condition prevails
354	Vol 3	15.1	Vol III 15.1 Page 23	15 INDEMNIFICATION & LIMITATION OF LIABILITY	Indemnity provisions be made mutual.	RFP condition prevails
355	Vol 3	15.3	Vol III 15.3 Page 25	15 INDEMNIFICATION & LIMITATION OF LIABILITY	Liability cap be limited to the fees received by the successful bidder under the Agreement in the 12 months period immediately preceding the date such liability arose.	RFP condition prevails
356	Vol 3	16	Vol III 16 Page 26	16 FORCE MAJEURE	Force Majeure events be not segregated into Non-Political Events, Political Events and other Events.	RFP condition prevails

357	Vol 3	16.4	Page no. 206, Section 16.4 Allocation of costs arising out of Force Majeure	To be added	<p>If the Supplier incurs additional costs in complying with the Purchaser's directions, the amount thereof shall be certified by the Purchaser and added to the Contract Price. If the Contract is terminated due to force majeure the Supplier shall be paid the value of the work done.</p> <p>The Supplier shall also be entitled to receive:</p> <p>a) The amounts payable in respect of any preliminary items so far as the work or service comprised therein has been carried out and delivered and a proper proportion of any such item in which the work or service comprised has only been partially carried out and delivered.</p> <p>b) The cost of the Services or for use in connection with the Services, which have been delivered to the Supplier or of which the Supplier is legally liable to accept delivery, such services shall become the property of and be at the risk of the Purchaser when paid for by the Purchaser and the Supplier shall place the same at the Purchaser's disposal.</p> <p>c) The amount of any other expenditure, which in the circumstances was reasonably incurred by the Supplier in the expectation of completing the Services.</p> <p>d) The reasonable cost of repatriation of the Supplier's staff and workmen employed wholly in connection with the Works at the date of such termination.</p>	RFP condition prevails
358	Vol 3	17	Vol III 17 Page 30	17 CONFIDENTIALITY	Confidentiality obligations needs to be apply during the term of the Agreement and three (3) years thereafter.	RFP condition prevails
359	Vol 3	18	Vol III 18 Page 31	18 AUDIT, ACCESS AND REPORTING	The Bidder shall not be required to share any internal commercial information or data including any profit margins or mark ups.	RFP condition prevails

360	Vol 3	19	Vol III 19 Page 37	19 INTELLECTUAL PROPERTY RIGHTS	IPR provisions needs to be subject to third party IPR and Pre existing IPR of the Bidder. In no case Bidder will be required to share source code and other details of its pre-existing work. Bidder suggested provision is provided below. The Bidder agrees that all deliverables created or developed by the Bidder specifically for DGS, together with any associated copyright and other intellectual property rights, shall be the sole and exclusive property of DGS provided all the payments due to the Bidder for the deliverables rendered under this Contract have already been paid by DGS to the Bidder. DGS acknowledges that in performing services under this Contract, the Bidder may use Bidder's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by the Bidder prior to or independent of the services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the services hereunder, ("the Bidder's Pre-Existing IP"). Notwithstanding anything to the contrary contained in this Contract, the Bidder shall continue to retain all the ownership, the rights title and interests to all the Bidder Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting the Bidder from using the Bidder Pre-Existing IP in any manner. To the extent that any the Bidder Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under this Contract, the Bidder hereby grants to DGS a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through	RFP condition prevails
361	Vol 3	20	Vol III 20 Page 33	20 WARRANTY	The warranty period needs to be specifically set out.	RFP condition prevails
362	Vol 3	21	212,21 LIQUIDATED DAMAGES	subject to a limit of 10% of the estimated Contract value	Considering the TCV, 10% is quite high. We request to capped it at 5%.	RFP condition prevails
363	Vol 3	21	212, 21	21 LIQUIDATED DAMAGES DGS shall be entitled at its option to recover from the Bidder as agreed, liquidated damages, a sum of 0.5% of the Gross Quarterly Payout for each completed week or part thereof subject to a limit of 10% of the estimated Contract value.	It is requested to kindly modify it as below: DGS shall be entitled at its option to recover from the Bidder as agreed, liquidated damages, a sum of 0.5% of the Gross Quarterly Payout for each completed week or part thereof subject to a limit of 5% of the estimated Contract value.	RFP condition prevails
364	Vol 3	21	Vol III 21 Page 34	21 LIQUIDATED DAMAGES	Liquidated damages shall be applicable only if the failure is for reasons solely attributable to the Bidder and not otherwise. Liquidated damages shall not exceed 5% Gross Quarterly Payout. Deduction of liquidated damages needs to be only to the extent it is undisputed.	RFP condition prevails

365	Vol 3	21	Page no. 212, Section 21 Liquidated Damages	Time is the essence of the Agreement and the delivery dates are binding on the Bidder. In the event of delay or any gross negligence, for causes attributable to the Bidder, in meeting the phase- II Go-live date (Eleven months from the effective date of contract or as proposed by the Bidder), DGS shall be entitled at its option to recover from the Bidder as agreed, liquidated damages, a sum of 0.5% of the Gross Quarterly Payout for each completed week or part thereof subject to a limit of 10% of the estimated Contract value.	Time is the essence of the Agreement and the delivery dates are binding on the Bidder. In the event of delay or any gross negligence, for causes attributable to the Bidder, in meeting the phase- II Go-live date (Eleven months from the effective date of contract or as proposed by the Bidder), DGS shall be entitled at its option to recover from the Bidder as agreed, liquidated damages, a sum of 0.5% of the Gross Quarterly Payout for each completed week value of deliverables in delay or part thereof subject to a limit of 10% 5% of the estimated Contract implementation value.	RFP condition prevails
366	Vol 3	22	Vol III 22 Page 34	22 INSURANCE COVER	Bidder already has adequate insurance in place. Insurance provisions be discussed at the time of contract negotiation with the successful bidder.	RFP condition prevails
367	Vol 3	23	Vol III 23 Page 34	23 ESCROW AGREEMENT	Escrow agent needs to be independent and mutually appointed. Escrow fees shall be to the account of DGS. Submission on third party items in the escrow account shall be subject to agreement of relevant third party.	RFP condition prevails
368	Vol 3	24.3	215,24.3 Sub-contractors	Bidder shall not subcontract any work without DGS's prior written consent. However the Bidder shall provide the list of all the other services planned to be sub contracted, within 15 days of signing the Agreement	We request to define minimum granted scope where SI can take support from some good service provider(s) like - HelpDesk, Training, Data Digitization etc.	RFP condition prevails
369	Vol 3	Addition Request	Change in Taxes	To be added	Any variation in applicable taxes, whether resulting into increase in rate of taxes or levy of new taxes or reduction in rate of taxes or abolition of existing taxes, shall be borne by the Customer.	RFP condition prevails
370	Vol 3	Addition Request	Savings Clause	To be added	Contractor's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Contractor's non-performance is caused by Employer's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement	RFP condition prevails
371	Vol 3	Addition Request	Payment to invoices	To be added	Customer shall pay invoices within thirty (30) days from the date of receipt of invoices, except for those portions of any invoice that the Customer disputes in good faith. Delayed payments shall incur interest at the rate of 1.5% per month. If whole or any part of the fees and other payments remain outstanding for 90 days after the same have become due, Wipro shall at its sole discretion, be entitled to discontinue the provision of services.	RFP condition prevails

372	Vol 3	Addition Request	Deemed Acceptance	To be added	Deliverables will be deemed to be fully and finally accepted by Customer in the event Customer has not submitted such Deliverable Review Statement to Implementation Partner before the expiration of the 15-day review period, or when Customer uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").	RFP condition prevails
373	Vol 3	Addition Request	Change Request	To be added	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Implementation Partner will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. Absent a signed Change Order, Implementation Partner shall not be bound to perform any additional services. The parties agree to negotiate in good faith all Change Order proposals.	RFP condition prevails
374	Vol 3	Addition Request	Effects of Termination	To be added	In the event of termination, Customer shall pay SI/Implementation partner for services render including work in progress and Product delivered till the effective date of the termination	RFP condition prevails
375	Vol 3	FRS - IN 1.8	Page no. 367, Claim Advances	IN 1.8	Are these claims part of the Payroll and CTC or will these be claimed and processed separately from the Payroll cycle	Will be processed separately from the Payroll Cycle
376	Vol 3	FRS - IN 2.1, 2.2	Page no. 368, Administration	IN 2.1, 2.2	Please clarify if 2.1 relates to purchases < 1 Lakh as the description differs from the symbol. Similarly, please clarify if 2.2 relates to purchases > 1 Lakh as the description differs from the symbol	Please Refer to Corrigendum - Section 1
377	Vol 3	Min Tech Specs	Page no. 274, S. no. 102	Should be able to receive and process SNMP traps from infrastructure components such as router, switch, servers etc.	Could you please elaborate how it is connected with system integration?	Query not clear
378	Vol 3	NDA	Page 71	NDA	NDA document is incomplete.	RFP condition prevails
379	Vol 3	SLA	Page 75	SLA	Bidder shall not be responsible for SLA failure resulting from failure of DGS and/or its service provider's to perform their obligations.	RFP condition prevails
380	Vol 3	SLA	Volume 3 Page No. 251 of PDF	Service Level Agreement	Please confirm if client is OK if Vendor Proposes Onsite - Offshore Delivery Model for Implementation & Support?	RFP condition prevails
381	Vol 3	SLA	Volume 3 Page No. 251 of PDF	Service Level Agreement	Whether client can provide the connectivity to its applications if Vendor proposes to support 5 Years from its Offshore Development Center (Key Team members onsite and remaining offshore?	Based on the solution proposed by SI. Cost to be borne by SI
382	Vol 3	SLA - 1.3.1	Page no. 254, Section 1.3.1 SLA applicable during Implementation Phase	To be added	Subject to maximum of 5% of the value of the deliverables in delay	RFP condition prevails

383	Vol 3	SLA - 1.3.2	Page no. 254, 1.3.2 SLA application Post-implementation Phase	To be added	The total SLA penalty shall be capped to 5% of Monthly Value. For the purpose of this clause, monthly value shall be annual value of the respective year, for the respective category divided by twelve. However, it is agreed that no Penalty shall be levied for initial period of 3 Months	RFP condition prevails
384	Vol 3	SLA - 1.3.2 (2)	Vol. 3, Page 77, Section 1.3.2, Point 2	Bidder to ensure uptime of the following network components Internal LAN at DC, Internet Links at central system, Link between DC and DR and central network infrastructure	We assume that bidder will only coordinate with respective ISPs for internet link uptime. Any downtime caused due failure of internet links should be liable on respective ISPs. Kindly clarify.	Any downtime caused due to failure of internet links will be liable on respective ISPs provided documentary evidence is provided for the same by the SI through system generated report.
385	Vol 3	SLA - 1.4	Volume 3 Section 1.4 Page No. 257 of PDF	Severity definition chart	SLA's Mentioned are for application or for all, Can Vendor Propose its Own's Application Support SLA Structure Based on Industry Experience and best Practices?	RFP condition prevails
386	Vol 3	SLA - 1.4	257, 1.4 Severity definition chart	Resolution, Medium and Low - 12 hours, one week	We understand that it's 12 working hours and 5 working days	5 working days may be considered