RESPONSE TO THE PRE-BID QUERIES FOR THE RFP FOR SELECTION OF SYSTEM INTEGRATOR FOR EGOVERNANCE SOLUTION AND IT TRANSFORMATION OF DIRECTORATE GENERAL OF SHIPPING, GOVT OF INDIA

Tender Number: DGS/E-Gov./NP(1)/2015-Vol-I

Dated: 27/10/2017

Kindly refer to the responses to the Pre-Bid Queries in the table given below:

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
1	I	2 Background Information Pg. 11	III. DGS reserves the right to extend the contract by 2 years on the same terms & conditions.	The terms & conditions along with the price shall be discussed and finalized mutually before the end of the 6 year contract period	RFP condition prevails
2	I	3.3.3 Firm Prices Pg. 16	II. The Commercial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out.	Request to kindly accept commercial bids exclusive of all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out.	RFP condition prevails
3	i	Pg. 16	III. The taxes quoted in the offer should be as per the prevailing tax rates. **Any subsequent increase in the tax rates or introduction of new tax will be paid by DGS.** Similarly any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidder organization should be passed on to DGS.	Request to kindly allow Bidders to submit commercial bids exclusive of all taxes.	RFP condition prevails
4	III	Pg. 219	(c) **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		RFP condition prevails

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			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 SI.		
5	I	3.3.4 Bid Prices Pg. 16	III. If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/SLA, and other requirements of Tender, the Bidder shall revise the required specifications and/or quantities as proposed by the Bidder in his bid in order to meet the said objectives/targets. This is applicable for upward revisions only with the consent of DGS; downward revisions will not be allowed for the bidder. All such provisions shall be made by the Bidder within the lump sum contract price, at no extra cost to DGS and without any impact to DGS whatsoever.	Kindly note, for any additional requirement/upward revisions in the quantities during the project period, the same shall be supplied by SI at the prevailing rates provided by the OEMs. Kindly modify the clause accordingly	RFP condition prevails
6	I	7.4 Contract Finalization and Award Pg. 40	iii. DGS may at any time, by a written order given to the Bidder, make changes within the quantities, specifications, services or scope of the Contract as specified. The change in the quantity shall be up to +/- 25% of the quantity mentioned in the RFP.	Kindly modify the change in the quantity up to +/- 10% of the quantity mentioned in the RFP	RFP condition prevails

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7	I	7.4 Contract Finalization and Award Pg. 40	iv. In case of increase in Quantities/ Licenses / Specifications or Service requirements or in case of additional requirement, the bidder agrees to carry out / provision for such additional requirement at the rate and terms and conditions as provided in the Contract. 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.	Kindly note, for any additional requirement/upward revisions in the quantities during the project period, the same shall be supplied by SI at the prevailing rates provided by the OEMs. However, before signing of the contract, the pricing shall be as per the final quantities ordered by DGS. Kindly modify the clause accordingly	RFP condition prevails
8	I	7.7 Failure to Agree with the Terms and Conditions of the RFP Pg. 40	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,	Kindly allow the Bidders to submit suggestions in the Draft Legal Agreement and Terms & Conditions which shall be mutually agreed and help in smooth and effective implementation of the project	RFP condition prevails
9	I	8.3 Commercial Rejection Criteria Pg. 42	Financial Bids that are less than 50% of the average bid price will be disqualified. The average bid price is computed by adding all Financial Bid values of ALL the technically qualified bidders and dividing the same by the number of technically qualified bidders.	Request to kindly remove this clause	RFP condition prevails
10	I	9.6 Taxes	The bidder shall pay for all taxes in connection with this Agreement, SLAs, scope of work and any other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties	Request to kindly allow Bidders to submit commercial bids exclusive of all taxes.	RFP condition prevails

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11	II	12. Other key requirements: Pg. 121	P. Any additional components, sub-components, assemblies, sub-assemblies that would be required to meet the desired performance requirements will have to be provisioned by Bidder at no additional cost to the Purchaser and without any project delays	Kindly note, for any additional requirement/upward revisions in the quantities order during the project period, the same shall be supplied by SI at the prevailing rates provided by the OEMs. Kindly modify the clause accordingly	RFP condition prevails
12	II	1.3.3 Design, installation, commissioning, and maintaining entire IT infrastructure Pg. 134	4. The ownership of IT infrastructure shall get transferred to DGS after "Acceptance and Go Live"	Since all the licenses/equipment are purchased in the name of DGS, the ownership will lie with the department right from the time of purchase and its delivery. Hence please modify the clause	Refer to Corrigendum
13	II	1.3.3.3 Network infrastructure– Design, install/configure, implement and maintain Pg. 141	1. 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	Kindly note, as per the Govt. rules, SI cannot re-sell bandwidth. SI shall enter into tripartite agreement with service provider for provisioning of bandwidth. The SLAs pertaining to bandwidth shall be attributed to the service provider.	Payment for bandwidth would be directly made by DGS or its nominated agencies / partners to the connectivity service provider as per the tripartite agreement to be signed by the parties involved after award of contract to the successful bidder
14	II	1.3.7 Operations and maintenance of entire solution at DGS Pg. 158	28. Supply consumables required for day-to-day operations of the Data Repository at all locations of DGS where this project has been deployed. These consumables include, but not limited to, storage medias, CD/DVDs, data cables etc. During the warranty/operations/ management period, bidder shall not charge any additional cost to DGS for replacement of these consumables. Supply of Printer cartridges and paper will be the responsibility of DGS.	Bidders are supposed to provide consumables. However, it is difficult to quantify the same and hence adding up its cost becomes a trouble. Request to kindly remove supply of consumables like storage medias, CD/DVDs, data cables, Printer cartridges paper, etc., from the scope of the Bidder/SI	RFP Condition prevails

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15	III	9 APPROVALS AND REQUIRED CONSENTS Pg. 212	9.1 The Parties shall cooperate to procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Required Consents") necessary for the Bidder to provide the Services. The costs of such Approvals shall be borne by the Party normally responsible for such costs according to local custom and practice in the locations where the Services are to be provided.	Kindly remove this clause from SI scope	RFP Condition prevails
16	III	13.2 Invoicing and Settlement Pg. 217	(b) The Bidder alone shall invoice all payments after receiving due approval from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in Schedule VI of this Agreement. The Bidder shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the charge relating to such Service is (i) authorized or (ii) incurred, whichever is later	Request to kindly remove the clause "The Bidder shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the charge relating to such Service is (i) authorized or (ii) incurred, whichever is later"	RFP condition prevails
17	III	15 INDEMNIFICATION & LIMITATION OF LIABILITY Pg. 223	The liability of Bidder for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed two (2) times average annual fees payable under this Agreement. The liability cap given under this Clause	Request to kindly cap the overall Liability of SI under this project to 10% of the total contract value	Refer to corrigendum

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			15.3 shall not be applicable to the indemnification obligations set out in Clause 15.1 and breach of Clause 12.4 and 17.		
18	III	19 INTELLECTUAL PROPERTY RIGHTS Pg. 231	To the extent bidder uses any of pre-existing work of the bidder (or its subcontractors, agents, representatives) in provision of services/ Deliverables under this Agreement, the bidder hereby transfers (for itself and on behalf of its subcontractors, etc.) all rights, title and interest (including all intellectual property rights) for the customization / development that happens on such pre-existing work to DGS. Bidder shall provide to DGS (to the satisfaction of DGS) all documentation including, without limitation, source code, object code, SRS, FRS, operational documents etc. for the customization / development that happens on such pre-existing work.	The IPR pertaining to pre-existing work shall remain with SI. However, SI shall provide DGS the required licenses to use the same	Refer to corrigendum
19	III	22 INSURANCE COVER 22.1 Obligation to maintain insurance Pg. 233	In connection with the provision of the Services, the Bidder must have and maintain (a) for the Agreement Period, valid and enforceable insurance coverage for (i) public liability; (ii) either professional indemnity or errors and omissions; (iii) product liability; (iv) workers compensation as required by law; and	Kindly note SI shall insure the equipment supplied by SI till the delivery of the same to DGS. SI cannot provide insurance for the entire hardware deployed at various locations for the entire duration of the contract. Workers compensation shall be per the SI's company policy. Kindly modify the clause.	RFP Condition prevails

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20		ANNEXURE – F – ROLES AND RESPONSIBILITIES OF THE PARTIES - Roles and Responsibilities of Bidder Pg. 267	g) Insure the entire hardware against the infrastructure deployed at various locations for the entire duration of the contract against vandalism, theft, and fire and lightening.		RFP Condition prevails
21	III	Pg. 254	2 TRANSFER OF ASSETS	Since all the licenses/equipment are purchased in the name of DGS, the ownership will lie with the department right from the time of purchase and its delivery. Hence please modify the clause	Clause does not mandates transfer of infrastructure provided by third party cloud service provider.
22	III	5 EMPLOYEES Pg. 256	5.2 Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Bidder to DGS or its nominated agency, or a Replacement Bidder ("Transfer Regulation") applies to any or all of the employees of the Bidder, then the Parties shall comply with their respective obligations under such Transfer Regulations	Request to kindly remove these clauses	RFP Condition prevails
23			5.2 Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Bidder to DGS or its nominated agency, or a Replacement Bidder ("Transfer Regulation") applies to any or all of the employees of the Bidder, then the Parties shall comply with their respective obligations under such Transfer Regulations		RFP Condition prevails

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24	III	7 RIGHTS OF ACCESS TO PREMISES Pg. 257	7.1 At any time during the exit management period, where Assets are located at the Bidder's premises, the Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) DGS or its nominated agency and/or any Replacement Bidder in order to make an inventory of the Assets. 7.2 The Bidder shall also give DGS or its nominated agency, or any Replacement Bidder right of reasonable access to the Implementation Partner's premises and shall procure DGS or its nominated agency and any Replacement Bidder rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to DGS or its nominated agency, or a Replacement Bidder.	Kindly note, as per the Bidder's organization policy, this is not acceptable. Hence, request to kindly remove this clause	RFP condition prevails
25	III	Pg. 277	1.7 SLA measurement and monitoring	Request to kindly cap the overall Penalty of SI under this project to 10% of the total contract value	Refer the Corrigendum
26	II	Network infrastructure with IT Pg. 119	D. Networking infrastructure including connectivity of HQ with DC and DR, providing internet connectivity and MPLS to all office locations and new networking infrastructure and its maintenance	Kindly clarify SI has to do the structured LAN cabling in the end location.	Laying LAN cabling within DGS offices is not in the scope of bidder.

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27	II	Scanning and Digitization Pg. 120	11. The bidder shall set up the necessary infrastructure at required DGS locations the execution of the project. Parallel scanning of documents should happen at required DGS locations.	Request to change the requirement of setting up of data digitization at each end location to centralized location. This helps in quick turnaround time and ease of manageability	RFP condition prevails
28	II	Other key requirements: Pg. 120	E. All the software licenses that the Bidder proposes should be perpetual software licenses. The software licenses should not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements if required.	Request to remove the clause "Purchaser should have the flexibility to use the software licenses for other requirements if required." As usage of additional licenses leads to over use of software licenses.	RFP condition prevails
29	II	1.3.4 IT facility management services across all DGS locations Pg. 148	1. Overall management and maintenance of desktops, laptop, peripherals, printers, scanners which are currently available with DGS.	Kindly provide the following details of the existing components 1) Make and Model 2) Warranty/AMC status If the existing components are beyond OEM support period SI will not be able to provide support for these components 3) What is the OS on the existing desktops / workstations where remote management is required. 4) For hardware with unknown procurement date and age, it is difficult to provide support and hence difficult to engage in agreement for this. Request to kindly remove all existing hardware/end location infra from support scope if it is more than 1 year old as the overall projected period is going to be 6 years and hence combined age will be crossing 5 years for existing systems.	Procurement as per the RFP shall be under the scope of the bidder
30	II	1.3.4 IT facility management services across all	1. The bidder shall be responsible for procurement, supply and installation of entire IT	Please confirm the solution should be hosted in Cloud hosted by CSP. If so there	Refer to Corrigendum

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		DGS locations Pg. 133	infrastructure required for setting up and operations of the envisaged solution. The IT infrastructure includes data centre, disaster recover, networking infrastructure, internet connectivity, client side computing devices including desktops, laptops, printers, scanners, related system software, other software and any other related IT infra required for running and operating the envisaged solution. The IT infrastructure procurement will be planned considering the below factors:	are no procurement of DC,DR, network I infrastructure for DC & DR	
31	II	1.3.4 IT facility management services across all DGS locations Pg. 134	10. Scope shall include providing internet connectivity at all DGS locations and MPLS link interconnecting all the locations recommended in this tender.	Request to remove the bandwidth provisioning from bidder's scope. As per TRAI regulations the bidder cannot resell the bandwidth. SI can co-ordinate with the selected ISP for network availability	Payment for bandwidth would be directly made by DGS or its nominated agencies / partners to the connectivity service provider as per the tripartite agreement to be signed by the parties involved after award of contract to the successful bidder.
32	II	1.3.3.1 Data centre and Disaster Recovery centre Pg. 137	ix. The redundant internet connectivity (same bandwidth in the case of primary connectivity) would also need to be provided by the bidder	Request to remove the bandwidth provisioning from bidder's scope. As per TRAI regulations the bidder cannot resell the bandwidth. SI can co-ordinate with the selected ISP for network availability	Refer to corrigendum
33	II	Overall cloud requirements: Pg. 137	i. CSP should be empanelled under MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"	Request to relax the requirement of empanelled under MeitY's . This enables other CSP's participation	RFP condition prevails
34	II	Overall cloud requirements: Pg. 137	General	Kindly clarify the cloud type - Public or Private.	"Virtual Private Cloud" as per Meity empanelment RFP conditions

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35	II	1.3.4 IT facility management services across all DGS locations Pg. 148	C. Installing/Configuring/Trouble shooting of Operating Systems (OS), Office automation Products (MS-office, MS Project etc.), add-ons, Required Drivers, Network communications software etc.	Kindly clarify the MS-office , MS Project and add-on licensed software would be provided by Department	MS office shall be provided by the bidder. Refer to corrigendum
36	II	Help desk services Pg. 148	5. Help desk services	Kindly confirm the following 1) Space, power, desktops, and furniture's would be provided by Department 2) IVRS required?	1. Yes, basic infrastructure like space, power, desktops, Furniture would be provided by department. 2. Use of IVRS is required
37	II	Migration Pg. 151	Migration	Kindly provide the following details. 1) What is the size of data to be migrated 2) What all forms the data are available for migration (Database, excel etc...) 3) What is the version and make of the database from where the records needs to be migrated	1. (1) Portal & Applications - Data to be migrated - 80 GB (approx.) (2) FSICIS Data to be migrated - 1 GB (approx.) 2. Database 3. Oracle 11
38	II	Migration Pg. 153	Change management and capacity building	How many users needs to be trained. What would be the batch size for each session	1. Internal Users to be trained - 100 and External Users to be trained - 1600 2. Batch sizes to be decided in consultation with DGS
39	II	Scanning and digitization services as per DGS requirements Pg. 161	Scanning and digitization services as per DGS requirements	Kindly let us know the following details 1) Quantity of A0 size pages 2) Quantity of A1 size pages 3) Quantity of A2 size pages 4) Quantity of A3 size pages 5) Quantity of A4 & Legal Size pages	1. Documents to be scanned : a. A0 -> 9,64,000 b. A1-> 20,000 c. A2-> 20,000 d. A4-> 90,00,000
40	III	SLA application Post–implementation Phase Pg. 277	SLA application Post–implementation Phase	Request to remove 3. Hardware Uptime. As the Solution is hosted in the cloud the CSP will be maintaining the VM level uptime.	RFP condition prevails

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41	III	SLA application Post–implementation Phase Pg. 277	SLA application Post–implementation Phase	Request to remove 2. Network Uptime from SI's scope. SI can coordinate with the ISP for the network connectivity availability	RFP condition prevails
42	Annexure - 2	Technical Specifications Pg. 365	Technical Specifications (Firewall , IPS Services, Intranet Router, Internet Router, Core switch	Kindly remove the specifications for - Firewall, IPS Services, Intranet Router, Internet Router, Core switch components as the solution is hosted in the cloud service. The specification would be valid only for on premise solution	Refer to Corrigendum
43	Annexure -3	Indicative Bill Of Material Pg. 412	1.1 Central System	Kindly provide the purpose of Edge Server	Refer to Corrigendum
44	Annexure -3	Indicative Bill Of Material Pg. 412	1.1 Central System	What is the purpose of storage manager server? Cloud provider uses their Storage solution and manages them as a service. Request to remove the server from BOM	Refer to Corrigendum
45	I	General Pg. 66	Concurrent users	Kindly provide total internal and external users accessing the application. Also what is the concurrency expected for Internal and external	1. No. of external users - 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)

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46	I	Section 3.3.3 Pg. 16	Firm Prices I. Prices quoted must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only. II. The Commercial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. III. The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by DGS. Similarly any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidder organization should be passed on to DGS. IV. A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid may be rejected.	**Remarks:** Prices should be exclusive of tax. Please modify the clause as : Firm Prices I. Prices quoted must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only. II. The Commercial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should **exclude** all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. III. The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by DGS. Similarly any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidder organization should be passed on to DGS. IV. A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid may be rejected.	RFP condition prevails

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47	I	Annexure 10.1.1. Pg. 55	8. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and DGS. 9. We hereby declare that in case the contract is awarded to us, we will submit Performance	We agree for conditional (subject to deviations) acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and DGS. 9. We hereby declare that in case the contract is awarded to us, we will submit Performance	RFP condition prevails
48	I	Section 10.2.2 Pg. 73	CERTIFICATE OF CONFORMITY/ NO DEVIATION	We are grateful to the department for providing this opportunity which has tremendous depth in overall scope. As such it is also imperative that there are many contours of functional, operational and legal aspects which needs to be taken care of and collective spectrum is also HUGE. Hence, we request you to kindly consider in earnest and relax the stringent requirement of absolute NO DEVIATION while we strongly agree that The Certification of Conformity should take care of abiding completely too techno-functional specifications. There should be provisions for the bidder to have a window of discussion on aspects which is unearthed at the time of response preparation process and in principle asks for a broad based open discussion and mutual agreement. This is the single most important piece to enable the SI to focus	RFP condition prevails

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				and achieve the broad based delivery goals without the pressures of undue Financial, Legal and Scope worries.	
49	III	Section 13.2 Pg. 217	(b) The Bidder alone shall invoice all payments after receiving due approval from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in Schedule VI of this Agreement. The Bidder shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the charge relating to such Service is (i) authorized or (ii) incurred, whichever is later.	(b) The Bidder alone shall invoice all payments after receiving due approval from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in Schedule VI of this Agreement. **Request to remove the clause:** The Bidder shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the charge relating to such Service is (i) authorized or (ii) incurred, whichever is later.	RFP condition prevails
50	III	Section 15 INDEMNIFICATION & LIMITATION OF LIABILITY Pg. 221	15.1 Subject to Clause 15.2 below, Bidder (the "Indemnifying Party") undertakes to indemnify DGS (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third	**Please modify the clause as:** Subject to Clause 15.2 below, Bidder (the "Indemnifying Party") undertakes to indemnify DGS (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's **gross** negligence or wilful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such	RFP condition prevails

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			party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by	claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by	
51	III	Section 15 INDEMNIFICATION & LIMITATION OF LIABILITY Pg. 223	15.3 The liability of Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed two (2) times average annual fees payable under this Agreement calculated over a reasonable period of months before the cause of action arose with respect to the work involved under the applicable Schedule/Annexure. The liability cap given under this Clause 15.3 shall not be applicable to the indemnification obligations set out in Clause 15.1 and breach of Clause 12.4 and 17.	**Please modify the clause as :** 15.3 The liability of Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed average annual fees payable under this Agreement calculated over a reasonable period of months before the cause of action arose with respect to the work involved under the applicable Schedule/Annexure. The liability cap given under this Clause 15.3 shall not be applicable to the indemnification obligations set out in Clause 15.1 and breach of Clause and 17.	Refer to Corrigendum
52	III	Section 15 INDEMNIFICATION & LIMITATION OF LIABILITY Pg. 223	15.4 In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set- forth in	**Please modify the clause as:** 15.4 In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set- forth in	RFP condition prevails

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			Clause 15.1) even if it has been advised of their possible existence.	Clause 15.1) even if it has been advised of their possible existence.	
53	III	Section 17 Pg. 229	17 CONFIDENTIALITY	17 CONFIDENTIALITY **Suggestion:** Confidentiality should be mutual.	RFP condition prevails
54	III	Section 21 Pg. 233	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 implementation phase timelines, 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 Pay-out for each completed week or part thereof subject to a limit of 10% of the Total Contract value.	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 implementation phase timelines, 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 Pay-out for each completed week or part thereof subject to a limit of 5% of the Total Contract value.	RFP condition prevails
55	I	2.1 Basic Information Pg. 11	III. DGS reserves the right to extend the contract by 2 years on the same terms & conditions.	Kindly modify the clause to be read as - III. DGS reserves the right to extend the contract by 2 years on the mutually agreed terms & conditions at the time of such an extension.	RFP condition prevails
56	I	7.4 Contract Finalization and Award Pg. 39,40	II. DGS may at any time, by a written order given to the Bidder, make changes within the quantities, specifications, services or scope of the Contract as specified. The change in the quantity shall be up to +/- 25% of the quantity mentioned in the RFP.	Request DGS to reduce the range to 10% for quantity variation.	RFP condition prevails
57	I	7.4 Contract Finalization and Award Pg. 40	III. The written advice to any change shall be issued by DGS to the bidder up to 4 (four) weeks prior to the due date of commencement of services.	Incase of any such change has commercial impact, then DSG should allow for bidder to either revise the prices or pass on to DSG as change request.	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
58	I	7.4 Contract Finalization and Award Pg. 40	IV. In case of increase in Quantities/ Licenses / Specifications or Service requirements or in case of additional requirement, the bidder agrees to carry out / provision for such additional requirement at the rate and terms and conditions as provided in the Contract. 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 is one side clause. This must be deleted.	RFP condition prevails
59	I	9.3 Payment schedule Pg. 50	1. Acceptance of Project charter, Scanning & Digitization procedure & specification report and Data migration report - 20% of Y 2. Software requirement Specification document, Data centre establishment report, Network infrastructure establishment report, Client side computing establishment report and Scanning & Digitization readiness report - 10% of Y 3. Acceptance of UAT – "Client side computing set up completion report" and DC DR completion for Go Live - 5% of Y 4. Acceptance of Go Live – "Client side computing set up completion report" and Network infrastructure set-up completion for Go Live report along with Acceptance of Software Deployment report - 5% of Y 5. Certification of successful completion of parallel run – Go Live -	Kindly change payment milestones % as below for better project cash flow: 1. Acceptance of Project charter, Scanning & Digitization procedure & specification report and Data migration report - 15% of Y 2. Software requirement Specification document, Data centre establishment report, Network infrastructure establishment report, Client side computing establishment report and Scanning & Digitization readiness report - 15% of Y 3. Acceptance of UAT – "Client side computing set up completion report" and DC DR completion for Go Live - 20% of Y 4. Acceptance of Go Live – "Client side computing set up completion report" and Network infrastructure set-up completion for Go Live report along with Acceptance of Software Deployment report - 15% of Y 5. Certification of successful completion of parallel run – Go Live - 5% of Y	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
			20% of Y 6. Quarterly payment for next 5 years - 2% of Y	6. Quarterly payment for next 5 years - 1.5% of Y	
60	I	9.3 Payment schedule Pg. 50	1. Acceptance of Project charter, Scanning & Digitization procedure & specification report and Data migration report - 20% of Y , against submission of additional PBG of equivalent amount valid for 30 days beyond Go-Live date	Request to remove the pre-condition of submission of 20% additional PBG for the payment of the said milestone. Bidder will only submit PBG @ 10% of TCV. 20% payment at Project Charter instead can be spread out alternatively over 3 months period where ABG is NOT necessary. Otherwise, this introduces cash flow problems.	If the bidder does not opt for 20% payment against advance PBG, then the payment shall be equally distributed across the remaining milestones (UAT & Go-Live) of phase I as per the payment schedule
61	I	9.5 Invoicing and settlement Pg. 53	III. 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 45 working days of the receipt of invoice along with supporting documents.	All Invoicing must be settled within 30 days from the date of invoice. Any delay will attract penal interest @ 1.5% per month or part thereof.	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
62	II	Section No : 1.3.7 Operations and maintenance of entire solution at DGS Pg. 159	Component / Application / System: Workflow Design Prescribed Standard :WFMC / BPM Standard	Bidder has its own process flow design which caters to the complex work flow requirements of the Government organization and has several installations for the same. Hence we propose to kindly relax or make it optional for the mentioned criteria	RFP condition prevails
63	I	General Pg. 66	General	Please specify the total number of users who are going to access the solution with their concurrency.	1. No. of external users - 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)
64	II	Section No : 1.2 Scope overview Pg. 104	Proposed System	We understand that there will be a single portal with the front end and back end interface. But, from the security and accessibility point of view we suggest that there should be two separate portal for internal and external stakeholders. The portal for the external stakeholders would be lite with bare minimum features which will be integrated with internal portal for data synchronization. Please confirm.	Yes your understanding is correct. The envisaged system will have 2 sets of users 1. External users (Seafarer, Training) who will access the Portal using Internet. 2. Internal users (Department users, DGS officials etc.) who will access the Portal primarily via Intranet. These users will be required to access the system from remote locations (e.g. home, out of office location) via secured media. Bidder to propose the same. The overall system should be an integrated system with seamless information flow across various modules – external or internal users – and should meet all the RFP conditions and SLA requirements.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
65	I	Section No 6.5 Technical Evaluation Pg.34	Compliance to Functional Requirement specifications as Listed in Annexure of the Tender; Max Marks : 50	Since the functional requirements mentioned in the RFP are specific to DG Shipping and we assume that customization would be required to cater the requirements. We propose either to relax this criteria or to be applicable for the standard features only and not for the DGS specific applications.	RFP condition prevails
66	I	Section No 9.2 Deliverable Schedule Pg.45	General	We understand that bidder has to deploy the solution in 9 months and GO LIVE will be in 12th month. Considering the volume and number of applications we suggest to kindly extend the GOLIVE of the solution by 18th Month from the date of signing of the contract.	RFP condition prevails
67	General	General	General	What would be the total number of users from external stakeholders who are going to access the solution?	Number of external users will be 5 lakh
68	General	General	General	What would be the total number of users from internal stakeholders who are going to access the solution?	500 users will be accessing THE solution during working hours
69	II	Section No - 1.3.2.5 User training Pg.130	Bidder is expected to train end users so as to enable them to test and use the system in totality. Details about trainings have been covered in the "Migration, transitioning support and change management " component later	Please provide the following Details with respect to training: 1)Total number of users to be trained 2)Batch Size 3)Training Location	1. Internal Users to be trained - 100 and External Users to be trained - 1600 2. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc. 3.Training will happen at 4 zonal location which will be decided in consultation with DGS.
70	II	Section No -2.3 Core components in the solution, 25. External System Pg.181	There will be provision to integrate with any external interfaces as required by DGS later. • Immigration • Tab based examination • e-Office	We suggest that any requirement of integration apart from the integration with the mentioned third party application will incur additional efforts and costs. Please confirm.	Understanding is correct

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
71	II	Section No -2.3 Core components in the solution, 25. External System Pg.181	SBI (To be decided)	As the requirement for the integration with SBI is To be decided, please clarify whether bidder needs to estimate efforts for its integration or not.	No
72	II	Section No -1.3.5 Migration, transitioning support and change management, Change Management and Capacity Building Pg.151	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.	Please define parameters on sign off Failure for attendee.	These parameters will be finalised during implementation phase in consultation with DGS
73	II	Section-H. Mobile Application / Integration with Mobile Devices Pg.85	The Mobile app will provide access to simple features such as decided by DGS. In addition to External users, the Mobile application will be accessed by internal users.	Please provide the overall scope for Mobile application with the following details: 1) List of applications to be provided in the mobile App 2) Application wise Features. 3) Users and their Concurrency.	1. The following services are proposed on the Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination 2. Please refer annexure 1 of RFP 3. The following are the users and concurrency details 1. No. of external users - 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)
74	III	Annexure 1/ 7.0 Mobile Applications Pg.174	Application should ensure Compatibility with all platforms such as Windows, Google Android, & Apple iOS etc.	Please confirm that DGS will be responsible to provide the Store for uploading of the App and Bidder is not responsible for its hosting. Please confirm.	Bidder will have to manage the hosting of application on Android and iOS application store

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
75	II	Section-9. Analytics and Forecasting Pg.87	DGS is interested in using statistical analysis to derive deeper insights into the data. For the effective monitoring and expenditure planning, it is imperative to forecast the revenue collection/expenditure taking into account historic trends across locations/functions/cargo at micro level.	We understand that DGS requires statistical analysis. Please confirm that the forecasting needs to analyse from statistical methods. If yes, please explain the statistical methods to be developed in system in details.	As of now, basic statistical analysis, forecasting is required. Bidder may provide better/higher configuration/ methodology under proposed solution to meet the RFP requirement
76	III	Pg. 140	HRMS	The requirements for the HRMS module are at very high level in the RFP. Do we understand that the entire process flow along with workflow needs to be implemented for DG Shipping? Please confirm.	HRMS module referring to scope of work mentioned in RFP is expected to be part of solution.
77	II	Pg. 84	E-Forms	We understand that the e-Forms requirement will be in synchronization to functional requirements mentioned in the Volume 3 of RFP. Kindly provide the clarification if the eForms are other than functional requirements.	There are no additional requirements other than specified functional requirements in RFP.
78	III	Pg. 145	Quarterly Report of RTI work	Do we need to implement the entire process of RTI where DGS will receive RTI which will be in warded into the solution, will route to the concerned officer for response - publish the relevant response and if possible appeals can also be raised. So kindly clarify whether the entire process of the RTI needs to be implemented or not.	RTI is under scope of bidder.
79	III	Pg. 144	Court Case- by Seafarer	Please clarify whether the entire workflow and process for the Court Case Management System has to be implemented or just the proposed solution will have the data capturing capability.	Court case management is under scope of bidder.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
80	III	Pg. 143	New purchase < 1 lakh and New purchase >1 lakh	The module mentioned in the requirement are rules for the procurement process. Hence we understand that the entire process of procurement has to be implemented along with the workflow and not just data capturing screens. Please clarify the scope.	Complete implementation of procurement process is not required.
81	III	Pg. 162	Leveraged Document management software should figure in the Leader/Challenger Quadrant of Gartner Magic Quadrant or Leader/Strong Performer in Forrester's Wave or Classified as leaders as per latest IDC MarketScape in the last one year as on day of submission of bid	As said earlier, we have exhaustive Document Management System which caters to all the requirements mentioned DMS for Government Organizations and we have references for the same. Hence we request for the relaxation on the same.	Refer to corrigendum
82	III	Pg. 162	The solution should support single metadata store for modules such as Document Management, Web Content Management, Records Management and Digital Asset Management.	Do we need to implement the full-fledged Digital Asset Management or just an integration with the existing system? Please confirm.	Refer to corrigendum
83	III	Pg. 86	ITIL based Helpdesk	Please allow to implement our own solution which will cater and compliant to the requirement mentioned in the RFP and has several installations. Please confirm.	RFP condition prevails
84	III	Pg. 158	Should support offline support and caching of forms	Please specify in detail the requirement for the offline support and caching of forms. Which all applications needs to have offline capability.	The available details have been provided. Bidder is expected to make necessary assumptions to meet the requirement of the RFP
85	I	2.1 Basic Information(ii) Pg. 11	The tenure of the contract of the successful bidder shall be for a term of six (6) years months ("the Term")	Please correct the clause as years.	Refer to corrigendum
86	Annexure	General	Network Infrastructure- Bandwidth/ connectivity	Please provide the address of offices where connectivity has to be provided.	List of offices and their addresses are present on the DGS website

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87	I	6.5 Technical Bid Evaluation; Section C Pg. 34	Bidder with maximum numbers of active clients in proposed Data Center be awarded full marks and the others shall be awarded marks on relative (pro-rata) basis.	As this comes under 'Cloud Service Provider capabilities', please modify the criteria as follows: "Cloud Service Provider should have at least 2 active clients will be awarded full marks and the others shall be awarded marks on relative (pro-rata) basis". (2 active clients - 150 marks 1 active clients - 75 marks 0 active clients- 0 marks)	Refer to Corrigendum
88	I	6.5 Technical Bid Evaluation; Section C Pg. 34-35	C1-C6	Please categorize the criteria, as it belong to CSP or the bidder respectively.	Refer to Corrigendum
89	I	6.5 Technical Bid Evaluation; Section C Pg. 34-35	C5. No. of CDCP certified: Evidence to be provided - Certificate from HR head of bidder along with the list of certified staff members	Request you to change the clause 'HR head of bidder' to 'Cloud Service Provider'.	Refer to Corrigendum
90	I	6.5 Technical Bid Evaluation; Section C4 Pg. 35	Multiple Data Centres: Bidder with maximum numbers of data centres in different seismic zones will be awarded full marks and the others shall be awarded marks on relative (pro-rata) basis.	Please provide clarity regarding the multiple data centres.	"Multiple Data Centres" refers to the number of data centres present in different seismic zones of India
91	I	General		Please allow us to incorporate all assumptions made while making this proposal and other facts which we would like to discuss with the department and mutually conclude later at the time of contract signing. These are not technical deviations as such. All tech requirements will be met as closely as in RFP.	As per RFP
92	I	9.3 Payment schedule/SMS Gateway Usage Pg. 51	Quarterly payments on usage basis, after deducting all applicable penalties. Total Pay-out will not exceed 100% of total quoted cost (X9)	Request you to amend the total playout based on the per SMS rate and payment made on actuals.	Refer to Corrigendum

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
93	Annexure	General		Please confirm if the department is enlisted in the TRAI white list	This will be confirmed by DGS later
94	I	6.5 Technical Bid Evaluation Pg.32	#A 2.8 Data Centre Specialist Engineer with experience in Cloud Computing technologies (IAAS/ PAAS / SAAS) Award of marks will be as follows: • Experience in large scale Data Centre design and implementation. o >= 8years – 15 Marks o 5 to 8 years – 10 Marks o < 3 years – 0 Marks • Experience of managing projects where third party cloud data centre was integral part of the project scope of work o >=3 Projects – 15 Marks o 1 to 2 Projects – Marks o 0 Projects- 0 Marks	Please modify the experience details as below: Award of marks will be as follows: • Experience in large scale on premise Data Centre design and implementation. o >= 6 years – 15 Marks o 1 to 5 years – 10 Marks o 0 years – 0 Marks • Experience of managing projects where third party cloud data centre was integral part of the project scope of work o >=2 Projects – 15 Marks o 1 Projects – Marks o 0 Projects- 0 Marks	RFP condition prevails
95	I	4.3 Earnest Money Deposit (EMD) Pg.18	XI. The EMD may be forfeited: a. If a bidder withdraws its bid during the period of bid validity. b. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.	In the recognition that there are many ambiguous statements scattered through RFP, it is requested to remove the Forfeiture clause on EMD on non-acceptance of all T&Cs of RFP. While we ensure that neither project start date nor deliverables will get impacted by this.	RFP condition prevails
96	I	72/4.3(V),10.2 Pre-qualification Bid Forms Pg.17	10.2.1 Tech 15: Bank Guarantee for Earnest Money Deposit This guarantee will remain in force up to and including the date upto (it shall be valid upto one eighty (180) days after the date of expiry of the period of tender validity),	EMD validity should be 90 days if the department is looking to start work on this on an immediate basis as otherwise benefit of TCO advantage is lost unnecessarily. Request to keep validity at max 90 (+90)days instead 180 +180 days.	RFP condition prevails
97	I	Section 9.5 Invoicing and settlement Pg.72		Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties are imposed on	RFP condition prevails

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				the Bidder as per the penalty criteria specified in the SLA. (Claim for penalties shall be raised separately)	
98	I	9.3 Payment schedule Pg.110	9.3 Payment schedule	Conditional payment of the initial 20% - can the ABG be avoided? (If we choose not to pay the ABG, how will this 10% be given?)	If the bidder does not opt for 20% payment against advance PBG, then the payment shall be equally distributed across the remaining milestones (UAT & Go-Live) of phase I as per the payment schedule
99	I	Section A1: Core Application cum Software Cost Pg.78		Commercial format should be in sync with envisaged scope of RFP vis-a-vis Infrastructure Items(Hardware) and Software Capex part, where Capex means pure procurement, whereas DC/DR Management as a service (as per commercial format requirement) is in contrary to up-front procurement. Kindly remove the DC/DR related milestones, since DC-DR is in opex model.	Refer to Corrigendum
100	I	9.3 Payment schedule Pg.50	Payment schedule	Clear mapping of timelines in payment schedule is requested to guard from interpretation differences.	RFP condition prevails
101	I	10.3 Comp 1: Summary of Commercial Proposal Pg.77	Commercial format	The commercial here only has a single measure and that is Man months whereas there are so many other heads during entire implementation of software including customization, testing, logistics, any other overheads etc. Hence request to kindly remove man month criteria and simply put a consolidated line item of Application Implementation Cost. Second line item should be Application License cost.	RFP condition prevails

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102	I	Page 10 - 2.1: Basic Information	II. The tenure of the contract of the successful bidder shall be for a term of six (6) years months ("the Term") III. DGS reserves the right to extend the contract by 2 years on the same terms & conditions.	As per RFP project timelines, scope of work and commercial format, we believe that DGS is looking for 5 years of engagement. However as per section 2.1 it sounds that the engagement will be for 6 years with 2 years of optional extension. We request DGS to confirm the actual contract period to be considered for this RFP.	The tenure of the contract of the successful bidder shall be for a term of six (6) years. DGS reserves the right to extend the contract by 2 years on the same terms & conditions.
103	I	Page 18 - 4.9 Sub-Contracting	4.9 Sub-Contracting	We request DGS to consider Training under 4.9 Sub-Contracting as well.	Refer Corrigendum
104	I	Page 18 - 4.9 Sub-Contracting	4.9 Sub-Contracting	Is sub-contractor out of the consortium conditions? By that we mean that if we submit the bid with 3 partners can we have additional vendor who act as sub-contractor or the limit of 3 partners in a legal consortium includes sub-contracting entities?	Understanding is correct.
105	I	Page 41 - 9.1 Project Timelines	Phase 1 - Full scale deployment of system across all locations and system stabilization with parallel run	Developing interfaces is expected to happen after full deployment. This should be part of solution design and development. Any reason for interfaces to be done after solution deployment?	It is expected that bidder shall develop the required interface during development phase.
106	I	Page 41 - 9.1 Project Timelines	Phase 1 - Full scale deployment of system across all locations and system stabilization with parallel run 1.3 ASI Business and system requirements study including interfaces T + 2 months D3	We request DGS to mention expected number of days for submission & reserved for approval	The bidder is expected to complete the deliverable as per the RFP timelines.
107	I	Page 42 - 9.1 Project Timelines	1.4 ASI Solution design including configuration requirements, interface design, etc. T + 3 months D4	We request DGS to mention expected number of days for submission & reserved for approval	The bidder is expected to complete the deliverable as per the RFP timelines.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
108	I	Page 43 - 9.1 Project Timelines	Project Timelines	Are we to adhere to these timelines or do we take them as guidelines and propose our timelines based on our experience?	Bidder is expected to adhere to the RFP timelines
109	I	Page 44 - 9.2 Deliverables schedule	Deliverables/Acceptance criteria	The deliverables which also happen to be acceptance criteria for the project milestone- who will be signing off these deliverables from DGS?	These details will be finalised during implementation phase.
110	I	page 47 - 9.2 Deliverables schedule Page 50 - Other Payments	9.2 Deliverables schedule (page 47) D12 Client-side computing set-up completion for UAT report should cover the following: - Devices delivery & installation report - Bill of Material (BOM) of all devices - Challan of Hardware received from the OEM/ Suppliers T + 7 months D13 Client-side computing set-up completion for Go-live report should cover the following: T + 9 months - Devices delivery & installation report - Bill of Material (BOM) of all devices - Challan of Hardware received from the OEM/ Suppliers Other Payments (page51) Phase I Client side hardware delivery 60% of A2 Total Pay-out will not exceed 100% of total quoted cost (A2) D12	60% of payment under "9.3 Payment schedule" says on "Client side hardware delivery" and linked with D12, however D12 says "Client-side computing set-up completion for UAT report ". Seems bidder will not get any payment on how delivery and only once system is ready for UAT. Since it's an upfront cost, We request to split the hardware payment as - 80% on hardware delivery and acknowledgment from DGS based on Bill of Material (BOM) of all devices & Challan of Hardware received from the OEM/ Suppliers 10% on UAT completion 10% on Go Live Further, We request kindly consider s/w as well under same considerations, and not to hold any upfront cost during support period.	Refer to Corrigendum

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111	I	Page 49 - 9.3 Payment schedule	20% of Y , against submission of additional PBG of equivalent amount valid for 30 days beyond Go-Live date	As per 7.5 Performance Bank Guarantee, SI will submit PBG of the total bid value which will be valid till 6 months post the Contract Period. We request DGS kindly remove additional PBG clause from Payment schedule.	If the bidder does not opt for 20% payment against advance PBG, then the payment shall be equally distributed across the remaining milestones (UAT & Go-Live) of phase I as per the payment schedule
112	I	Page 50 - 9.3 Payment schedule	Payment Schedule	Phase 1 payment is linked to D14. While all conditions are manageable, submitting actual data migration scripts within 1 month of project kick off may not be possible. Can this be removed?	Refer to Corrigendum
113	I	Page 50 - 9.3 Payment schedule	Payment Schedule	Just like D14, within D20 as well, preparing stand. Operating manuals (can you clarify what that is) may not be possible within 1 month	Refer to Corrigendum
114	I	Page 52 - 9.5 Invoicing and settlement	III. 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 45 working days of the receipt of invoice along with supporting documents.	We request DGS to consider it 30 day,	RFP condition prevails
115	I	Page 77 - 10.3 Comp 1: Summary of Commercial Proposal	1. Software and related cost A1 + A9.1.1 X, Consider, Y=X+X4+X5+X6+X7	Software cost is also an upfront cost to bidder like hardware. We request DGS to consider payment of X (1. Software and related cost) with "9.3 Payment schedule, Payment Schedule for client side hardware and related computing"	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
116	II	Page 7 - Proposed System	The stakeholders, both external and internal (as listed below) will interact will the portal through a front-end and a back-end interface respectively.	As per the rfp we understand the mobile application will be a responsive mobile site that will be rendered on mobile devices across smartphone and tablet browsers and not a downloadable mobile application from app store .please confirm	The proposed solution will have responsive mobile site which should run IOS and Android platform. Mobile app is a different requirement and following services are proposed on this Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination
117	II	Page 12 - A. Communication channels and interface	Development of mobile application to provide selected services to the user	If the expectation is for a downloadable mobile application to be developed please confirm if the app need to be developed as native application or as hybrid application .If Hybrid Please share any preference of the Hybrid framework, please confirm if any mobile application development framework platforms like Konya/IBM mobile first/Oracle MAF etc. needs to be leveraged to arrive at the expected vision of the application or we could look at open source frameworks	Mobile app should be developed as native applications for IOS and Android
118	II	Page 12 - A. Communication channels and interface	Development of mobile application to provide selected services to the user	We understand the need for mobile application would be for internal and external users. Will this be a single app with role based login or separate app for external users and internal users	This proposed solution will be used by external users only
119	II	Page 12 - A. Communication channels and interface	Complete Section	From a downloadable mobile app, please share some broad requirement expected across internal and external stakeholders across seafarer, shipping companies, training institutes, government agencies, DGS employees, ship manager, shipping agents, Port authority, Seamen and other external stakeholders	The following services for external users are proposed on this Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination
120	II	Page 12 - A. Communication	Development of mobile application to provide selected services to the user	We understand there is need for offline requirement for DGS mobile app new	The mobile application will be used by only external users.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
		channels and interface		features. Is this applicable for all the users (internal and external)?	
121	II	Page 12 - A. Communication channels and interface	Development of mobile application to provide selected services to the user	Please confirm if mobile app needs to support only English and Hindi language?	Mobile app should be able to support English as well as Hindi language.
122	II	Page 12 - A. Communication channels and interface	Managing SMS and Email interfaces to enable push-pull services and alerts through these medium	Is there any expectation for in app notification apart from the SMS and email notification like push notification over smartphone	RFP specifies minimum requirements, bidder may provide better/higher functionality under proposed solution to meet the RFP requirement
123	II	Page 12 - A. Communication channels and interface	Software development, roll out and maintenance	Does the mobile application need to support all users across internal operation like provident fund and legal function etc. Please elaborate on possible features expected for each of the users	The following services for external users are proposed on this Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination
124	II	Page 12 - A. Communication channels and interface	Software development, roll out and maintenance	Does the mobile application need to support all users across internal operation like vigilance, court cases, ISPS audits, examination etc. Please elaborate on possible features expected for each of the users	The following services for external users are proposed on this Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination
125	II	Page 12 - A. Communication channels and interface	Software development, roll out and maintenance	Is gratuity required in mobile app.	No
126	II	Page 12 - A. Communication channels and interface	Software development, roll out and maintenance	Does the mobile application need to support all users alike MSV's etc. or will it over mobile .please elaborate on possible features expected for each of the users	No
127	II	Page 12 - A. Communication channels and interface	Software development, roll out and maintenance	Does the app need to support MTI faculty and students	The following services are proposed on this Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
128	II	Page 12 - A. Communication channels and interface	Software development, roll out and maintenance	HRMS are we expecting downloadable mobile app to address all employees centric features like leave, time secluding etc. to be done over the app?	No
129	II	Page 12 - A. Communication channels and interface	Workflow management	Are there any workflows that need to be developed over the downloadable mobile app?	RFP specifies minimum requirements, bidder may provide better/higher functionality under proposed solution to meet the RFP requirement
130	II	Page 12 - A. Communication channels and interface	Software development, roll out and maintenance	Does the mobile application also need to be integrated with Aadhaar? Will the authentication be Aadhaar based for mobile app as well?	The available details have been provided. Bidder is expected to make necessary assumptions to meet the requirement of the RFP.
131	II	Page 12 - A. Communication channels and interface	Software development, roll out and maintenance	Will payment be done over mobile app as well?	No
132	II	Page 17- 34,35,36 Vol 2 - Page 68 To 72	Other key support modules, DMS 6.0 Document Management System	Please specify number of registered users who will access the ECM system.	The available details have been provided. Bidder is expected to make necessary assumptions to meet the requirement of the RFP.
133	II	Page 17- 34,35,36 Vol 2 - Page 68 To 72, 87	Other key support modules, DMS 10. DMS solution	What are the other external applications/systems integrated and mapped for data from them?	As per RFP, Please refer section 2.3 of Vol II
134	II	Page 18 - 9. Operations and maintenance of entire solution at DGS	9. Operations and maintenance of entire solution at DGS	Please confirm IT (Applications) support & help desk working timing/days during support period.	IT support and help desk is expected operational 24X6 and should follow DGS working hours.
135	II	Page 19	11. Scanning and digitization services as per DGS requirements 1.3.9 Scanning and digitization services	What is the number of images/documents that is expected to be scanned per day?	Bidder is expected to follow the Project timelines as per RFP

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
136	II	Page 19	11. Scanning and digitization services as per DGS requirements 1.3.9 Scanning and digitization services	How many users/locations that will be using scanning?	Locations will be decided in consultation with DGS. 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% Data entry language Is English
137	II	Page 19	11. Scanning and digitization services as per DGS requirements 1.3.9 Scanning and digitization services	What is the number of images/documents that is expected to be scanned per day?	Bidder is expected to follow the Project timelines as per RFP
138	II	Page 19	11. Scanning and digitization services as per DGS requirements 1.3.9 Scanning and digitization services	How many users/locations that will be using scanning?	Locations will be decided in consultation with DGS. 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% Data entry language Is English
139	II	Page 19	11. Scanning and digitization services as per DGS requirements 1.3.9 Scanning and digitization services	What are the Modes of ingestion of Documents in DMS For e.g.:- Physical Scan, Email Scan, SoftScan etc	The available details have been provided. Bidder is expected to make necessary assumptions to meet the requirement of the RFP.
140	II	Page 19	11. Scanning and digitization services as per DGS requirements 1.3.9 Scanning and digitization services	What is the total number of Documents/Forms Type need to be scanned?	Bidder is expected to follow the Project timelines as per RFP

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
141	II	Page 24 - 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	Please confirm development & support model (onsite/offshore/mix).	This will be mixed development/Support model.
142	II	Page 24 - 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	In case of onsite/mix development support model what all facilities/infrastructure/no of seats/location will be provided by the DGS	This will be mixed development/Support model. Basic infrastructure like seats/ location will be provided at onsite location whenever required.
143	II	Page 27 - Clause 14	The system design must be such as to require the minimal installation, if at all, at the user's end, besides the Internet Browser. The proposed system should be able to support all latest common browsers (like Internet Explorer, Mozilla, Chrome, Safari etc.) and should work on popular operating systems on computers and other portable devices including mobile phones, tablets and other handheld devices proposed within the solution.	What app is expected in handheld? What handheld devices are expected to be used in handheld devices?	Laptops running on different operating systems can be considered as handheld device.
144	II	Page 27 - Clause 14	The system design must be such as to require the minimal installation, if at all, at the user's end, besides the Internet Browser. The proposed system should be able to support all latest common browsers (like Internet Explorer, Mozilla, Chrome, Safari etc.)	We assume the smartphone and tablet application will need to support only iOS and Android and not windows smartphones/tablets for internal users. Please confirm. Also please insights on what devices will internal users access these application	Understanding is correct. Internal users may use their mobile phones, laptops, tablets to access the solution.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
			and should work on popular operating systems on computers and other portable devices including mobile phones, tablets and other handheld devices proposed within the solution.		
145	II	Page 29 - 1.3.2.5 User training	1.3.2.5 User training	Request to provide required details: -Total No of expected batches -Max users per batch -all locations where training requires to conduct -What all training related infra (projector, desktop, connection etc.) and facilities food/lodging/boarding/travel etc.) will be provided by the DGS -Training documents expectation (ecopy, hard copy, online CBT modules for self-training etc)	1. Total number of batches, maximum users per batch, and locations for training will be decided in consultation with DGS. 2. DGS will only provide required infrastructure to conduct trainings (Projector, desktop, connection) 3. Training material will be provided by bidder.
146	II	Page 34	1.3.3.1 Data centre and Disaster Recovery centre	As mentioned in the Disaster recovery requirement, The Disaster Recovery Site should be in India and at a different seismic zone from Data Centre Site. Should DRDC be with different providers or can be same DC provider	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
147	II	Page 47 - 1.3.4 IT facility management services across all DGS locations Vol 2 - Page 47 - 5. Help desk services	Help desk facility shall be provided through a dedicated phone number. Landline/ Mobile number will be provided by bidder in DGS's name. This number will be published and users can call this number for their issues. The cost of this has to be included in commercial bid and no additional cost shall be borne by DGS	Would it be a toll free or standard number?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
148	II	Page 47 - 1.3.4 IT facility management services across all DGS locations Vol 2 - Page 47 - 5. Help desk services	1.3.4 IT facility management services across all DGS locations 5. Help desk services	Is there any preference of the help desk location?	To be finalized by SI in consultation with DGS
149	II	Page 50 - 1.3.5 Migration, transitioning support and change management	1. Migration	What is the data volume? Are we bringing in transactional data? How many years' worth of data are we considering?	(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.)
150	II	Page 64	2.1.1 Generic functions available to users	Does all these features be part of the downloadable mobile app across the users	The following services are proposed on this Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination
151	II	Page 68 To 72	6.0 Document Management System	How many number of documents will be handled per day?	The available details has been provided, The bidder is expected to make necessary assumptions to meet the requirements of the RFP
152	II	Page 68 To 72	6.0 Document Management System	What is the Percentage of growth in content every year?	Growth is expected at 10 % annual rate.
153	II	Page 68 To 72	6.0 Document Management System	Any other specific security criteria to reach?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
154	II	Page 68 To 72	6.0 Document Management System	Is customer open/looking for Cloud based DMS hosting option?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
155	II	Page 68 To 72	6.0 Document Management System	Is there any kind of reporting needed? Are the reports to be available in ECM interfaces?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
156	II	Page 68 To 72	6.0 Document Management System	What are the geographical regions where the DMS system implementation will be distributed?	DMS will be deployed across all locations of DGS
157	II	Page 68 To 72,87	10. DMS solution	What are the other external applications/systems to integrate and map data from them (like a CRM, SAP or other custom web application etc.)?	As per RFP
158	II	Page 68 To 72	6.0 Document Management System	Is the existing content classified based on certain rules?	Basic classification of content is available.
159	II	Page 68 To 72	6.0 Document Management System	What kind of method for Document/Forms identification can be used? For e.g.:- Barcode Recognition, Text/Word Matching, Fingerprinting or Manual Recognition?	RFP specifies minimum requirements, bidder may provide better/higher configuration/methodology under proposed solution to meet the RFP requirement
160	II	Page 68 To 72	6.0 Document Management System	Are there any non-standard format of Documents which needs to be scanned?	No
161	II	Page 68 To 72	6.0 Document Management System	Do you want the system auto recognize data using OCR/ICR/OMR technology and auto populate data to fields?	Not currently
162	II	Page 68 To 72	6.0 Document Management System	Is content archival expected on external media? Does client has existing servers where content can be archived?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement. Department do not have existing servers for archival
163	II	Page 68 To 72	6.0 Document Management System	What is the volume of content to be migrated?	Portal & Applications - Documents to be migrated - 1 TB (approx.)
164	II	Page 68 To 72	6.0 Document Management System	Please specify different sources of content from where content need to be picked up for migration.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement. Department do not have existing servers for archival

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
165	II	Page 82	4. Method of access	Is Intranet portal should be restricted to DGS/private network or can be available on internet?	Intranet portal should be accessible with help of VPN and two factor authentication is required when accessed from far off locations.
166	II	Page 83	C. E-Forms	As mentioned in the document, redesign the current site, is this site provides all the functionalities mentioned in the document? Is there any data migration involved as part of the new system implantation? Please provide Data migration requirements (from existing system) if any	This will be new development.
167	II	Page 83	G. General Application and Portal Requirements	Are you ok with open source or license software? Do you any constraints on the budget on this?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
168	II	Page 83	G. General Application and Portal Requirements	Are there any personalization requirements in this portal? I.e. user specific content and processes	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
169	II	Page 85	H. Mobile Application / Integration with Mobile Devices	We understand there is a need of providing Mam solution. Please confirm if there exist also need to support Device security functionality of mobile devices referring to mobile device management	MAM not in scope of work. Refer to corrigendum
170	II	Page 86	H. Mobile Application / Integration with Mobile Devices	Certain functions of the portal application will be available through an App- version of the Portal. Can you please elaborate on the detailed use case that should be available on mobile app on smartphone and tablets	The following services are proposed on this Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination
171	II	Page 86	H. Mobile Application / Integration with Mobile Devices	The technical specification also lacked information on the requirement expected from mobile device management. Please share the detail requirement expected out of the mobile device management and mobile application management	MDM not in scope of work. Refer to corrigendum

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
172	II	Page 86	H. Mobile Application / Integration with Mobile Devices	Please share for any preference for MDM solution	No
173	II	Page 86	H. Mobile Application / Integration with Mobile Devices	Is DGS open for cloud based MDM solution?	Not in scope of work. Refer to corrigendum
174	II	Page 86	H. Mobile Application / Integration with Mobile Devices	Please specify if MDM platform would be integrated with DGS back end systems like email exchange, active directory etc.	Refer to corrigendum
175	II	Page 86	H. Mobile Application / Integration with Mobile Devices	Please specify if Disaster Recovery, Failover or High availability required. Please elaborate	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
176	II	Page 86	H. Mobile Application / Integration with Mobile Devices	Please confirm what devices of employees/internal users will be managed by MDM(smartphone and tablets)	MDM not in scope of work. Refer to corrigendum
177	II	Page 87	H. Mobile Application / Integration with Mobile Devices	Is there any analytics requirement or dashboard that need to be developed on mobile app?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
178	III	Page 12	(i) no representation or warranty by it contained herein or in any other document furnished by it to DGS in relation to the Required Consents contains or shall contain any untrue or misleading statement of material fact or omits or shall omit to state a material fact necessary to make such representation or warranty not misleading; and	Will warranty be a 24*7 window?	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
179	III	Page 13 - 7. Obligations of DGS	The MSA does not address DGS's obligation to provide dependencies.	Suggest the following clause- Customer acknowledges that Services shall be subject to the agreed Dependencies to be provided by Customer in a timely and agreed manner. Customer shall keep TECHM and its personnel indemnified against any third party claims resulting out of or in relation to such Dependencies. Dependencies means any data, software, systems including but not limited to any information or products to be provided by Customer which is necessary for TECHM to perform its Services under this Agreement and may be specified under the relevant Statement of Work	RFP condition prevails
180	III	Page 25 - 15.3 Liability	in no event in the aggregate exceed two (2) times average annual fees payable under this Agreement calculated over a reasonable period of months before the cause of action arose with respect to the work involved under the applicable Schedule/Annexure	Propose the liability to be linked to the statement of work under which the claim arises. We propose the liability to be the fee paid to TechM in the preceding12 months under the relevant statement of work.	Refer to Corrigendum
181	III	Page 31 - 17. Confidentiality	Unilateral Confidentiality clause	Suggest the confidentiality obligations to be mutual since TechM will be sharing its confidential data with DGS.	RFP condition prevails
182	III	Page 35 -21 - Liquidated Damages	A sum of 0.5% of the Gross Quarterly Pay-out for each completed week or part thereof subject to a limit of 10% of the Total Contract value.	We suggest the damages to be linked to value of the affected services. We request DGS to consider LDs to be applicable at 0.5% of the value for the affected deliverables/services capped at 5% of the value of the affected services/deliverables instead of Gross Quarterly Pay-out.	RFP condition prevails
183	III	Page 73 - 7.0 Mobile Application	Should support authentication using digital signature/OTP/biometric login	Native biometric features. Are we looking at biometric fingerprint based authentication or device based authentication?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
184	III	Page 79 - 1.7.2 SLA application Post–implementation Phase	#1, #2, #3, #4 & #6	% of penalty on quarterly billing (2% & 3%) is very high. We request DGS to consider it .5% & 1%	RFP condition prevails
185	III	Page 84 - 1.11 Non Adherence to SLA	1.11.3 The cap of 10% as mentioned above will not be applicable in both cases 1.7.1 and 1.7.2.	We request DGS to consider 1.7.2 under quarterly 10% of cap.	RFP condition prevails
186	General	Generic	N.A.	Are you ok with open source or license software? Do you any constraints on the budget on this?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
187	General	Generic - Additional clause suggested by bidder	Non solicitation obligations are not addressed.	"The Customer agrees (i) during the term of this Agreement and for a period of one (1) year following its termination or expiration, not to solicit or hire for employment any officer, employee, agent of TechM; and (ii) not to employ any employee of TechM within 3 months of such employee ceasing to be so employed by TechM. This clause in no way limits or prevents the Customer from making an offer of employment to any person who has responded to a job advertisement without individual solicitation by the Customer."	RFP condition prevails
188	General	Generic	Qualification	The RFP refers at multiple points 'IT projects' while describing the PQ and technical evaluation. Does IT refer to a project involving any technology or does 'IT Project' mean a project involving the same technology that we are proposing to DGC for their project?	IT Project mean a project involving the same technology that we are proposing to DGC for their project

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
189	General	Generic	Geographical scope	Is the scope only the DGS HQ or does the solution need to be made available at other DGS locations? If there are multiple locations can you please confirm the details? Does the project need to execute from all the locations or will it be managed and executed from one central location? Is there a preference for rollout - as in the sequence of go-live?	Solution should be available at all DGS locations. List of DGS offices and their addresses are available on DGS website
190	I	Page No. 17 and Section 4.5 Authentication of Bids	The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.	As Board Resolution is a valid legal document, request to kindly revise as below: The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal or Board Resolution indicating the signatory.	RFP condition prevails
191	I	Page No. 17 and Section 4.6 Bidder Authorization	III. The authorization shall be indicated by written power-of-attorney accompanying the bid.	As Board Resolution is a valid legal document, request to revise as below: The authorization shall be indicated by written power-of-attorney or Board Resolution accompanying the bid.	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
192	I	Page No. 25 and Section 6.4 Pre-Qualification Criteria, Point PQ5	PQ5 Technical Capability Supporting Document Copy of work order and Completion Certificate from the client; OR Copy of work order and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); In case of: · Single Bid – Bidder Consortium Bid – Any member	Request to kindly revise as below: Supporting Document Copy of work order/ agreement and Completion Certificate/ Go-Live Newsletter / Go-Live email from the client; OR Copy of work order / agreement and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order / agreement and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); In case of: · Single Bid – Bidder Consortium Bid – Any member	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
193	I	Page No. 27 and Section 6.5 Technical Bid Evaluation, Point A.1.1	A.1.1 System Integration Experience Evidence to be submitted Copy of work order and Completion Certificate from the client; OR Copy of work order and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); Note: For International projects, the bidder has to provide copy of purchase order along with a case study of the project.	Request to kindly revise as below: Evidence to be submitted Copy of work order / agreement and Completion Certificate/ Go-Live Newsletter / Go-Live email from the client; OR Copy of work order / agreement and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order / agreement and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); Note: For International projects, the bidder has to provide copy of purchase order along with a case study of the project.	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
194	I	Page No. 28 and Section 6.5 Technical Bid Evaluation, Point A.1.2 Prior Experience of bidder	A.1.2 Prior Experience of bidder Evidence to be submitted Copy of work order and Completion Certificate from the client; OR Copy of work order and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); Note: For International projects, the bidder has to provide copy of purchase order along with a case study of the project.	Request to kindly revise as below: Copy of work order / agreement and Completion Certificate / Go-Live Newsletter / Go-Live email from the client; OR Copy of work order / agreement and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order / agreement and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); Note: For International projects, the bidder has to provide copy of purchase order along with a case study of the project.	RFP condition prevails
195	I	Page No. 32 and Section 6.5 Technical Bid Evaluation, A 2.8 Data Centre Specialist	A 2.8 Data Centre Specialist • Cloud Certification from any leading Cloud OEMs o Certified– 5 Marks o Not certified – 0 Marks	Request to kindly revise as below: Cloud Certification for any leading Cloud OEMs / Relevant experience on any leading Cloud OEMs	RFP condition prevails
196	I	Page No. 33 and Section 6.5 Technical Bid Evaluation, C. Cloud Service Provider Capabilities	C.1 Credentials of Cloud Service Provider Evidence to be submitted The bidder is required to self-certify on their company letter head by Authorized Signatory regarding active clients in proposed Data Center	Request to kindly revise as below: Evidence to be submitted The cloud service provider is required to self-certify on their company letter head by Authorized Signatory regarding active clients in proposed Data Center. The lead bidder needs to submit this in their technical proposal.	Refer to Corrigendum

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
197	I	Page No. 34 and Section 6.5 Technical Bid Evaluation, C. Cloud Service Provider Capabilities	C.4 Multiple Data Centres: Evidence to be submitted The bidder is required to self-certify on their company letter head by Authorized Signatory regarding numbers of data centres in different seismic zones	Request to kindly revise as below: Evidence to be submitted The cloud service provider is required to self-certify on their company letter head by Authorized Signatory regarding numbers of data centres in different seismic zones. The lead bidder needs to submit this in their technical proposal.	Refer to Corrigendum
198	I	Page No. 34 and Section 6.5 Technical Bid Evaluation, C. Cloud Service Provider Capabilities	C.5 Number of Certified Data Center Professionals (CDCP certified) Evidence to be submitted Certificate from HR head of bidder along with the list of certified staff members	Request to kindly revise as below: Evidence to be submitted Certificate from HR head of cloud service provider along with the list of certified staff members. The lead bidder needs to submit this in their technical proposal.	Refer to Corrigendum
199	I	Page No. 34 and Section 6.5 Technical Bid Evaluation, C. Cloud Service Provider Capabilities	C.6 Evidence to be submitted Copy of work order and Completion Certificate from the client; OR Copy of work order and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); Note: For International projects, the bidder has to provide copy of purchase order along with a case study of the project.	Request to kindly revise as below: Evidence to be submitted Copy of work order / agreement and Completion Certificate / Go-Live Newsletter / Go-Live email from the client; OR Copy of work order / agreement and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order / agreement and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); Note: For International projects, the bidder has to provide copy of purchase order along with a case study of the project.	Refer to Corrigendum

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
200	I	Page No. 34 and Section 6.5 Technical Bid Evaluation, 10.1.4 Tech 4: Profile of Resource	12. Certification I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes myself, my qualifications, and my experience. Date: Place: Signature of the employee / Authorized Signatory	Our understanding is that either signature of employee or signature of Authorized signatory is permitted here. If authorized signatory signs, then statement of Certificate shall be revised as " I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes resource, his qualifications, and experience." Request to kindly confirm the above.	RFP condition prevails
201	I	Page No. 82 and Section 10.3 A3: Network Infrastructure	Network Infrastructure : Bandwidth / Connectivity	Please let us know required link type like MPLS, P2P etc. from DGS HQ to DC and DR locations.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
202	I	Page No. 82 and Section 10.3 A3: Network Infrastructure	Network Infrastructure : Bandwidth / Connectivity	There is no details provided for Internet links required at DC & DR location, please provide the internet link required at DC & DR location with bandwidth details	The available details have been provided, The bidder is expected to make necessary assumptions to meet the requirements of the RFP
203	II	Page No. 35 and Section 1.3.3.1 Data centre and Disaster Recovery centre	iv. The connectivity between both sites should ensure the replication works seamless with minimal data loss.	Please let us know if any specific bandwidth requirement for DC - DR replication or we can propose as per solution. Please clarify.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
204	II	Page No. 35 and Section 1.3.3.1 Data centre and Disaster Recovery centre	A. The indicative representation for the replication technique infrastructure and its connectivity is presented below.	We can see Database and SAN Storage level replication shown in Diagram. Let us know the most preferred replication type (Database or SAN Storage)	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
205	II	Page No. 35 and Section 1.3.3.1 Data centre and Disaster Recovery centre	A. The indicative representation for the replication technique infrastructure and its connectivity is presented below.	Can we leverage replication available with CSP, if any?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
206	II	Page No. 35 and Section 1.3.3.1 Data centre and Disaster Recovery centre	i. The applications infrastructure provisioned in DRC shall be capable to handle minimum 50% load at any point in time	We understand that DR will take only Production load of DC as 50% and not testing, UAT, Staging and Development. Please confirm.	Understanding is correct.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
207	II	Page No. 63 and Section 1.3.9.4 Backup	Backup: The backup shall be taken on a hard disk drive and shall be stored in a secured place for data retrieval during emergency.	We understand that Disk to Disk and Disk to Tape Backup is required. Please confirm the understanding. Alos provide details on secured place for offsite backup.	This backup is for the Digitization & Scanning activity.
208	Annexure 3	Page No. 125 and Section 1 Indicative Bill of Material, 1.1 Central System	Cloud DC DR Bill of material	No Network devices like Router and Network Switches are mentioned in DC and DR. We understand that Router and Network Switches will be provided by CSP, please confirm.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
209	Annexure 3	Page No. 126 and Section 1 Indicative Bill of Material, 1.3 DGS MMD offices	Workstation 210 Nos	For DGS MMD office it's mentioned 210 Workstations, please let us know the bifurcation of Workstations required location wise, similarly provide bifurcation for other devices location wise like Printers, Laptops, etc.	To be finalized by SI in consultation with DGS
210	Annexure 3	Page No. 126 and Section 1 Indicative Bill of Material, 1.4 DGS Other offices	Workstation 55 appx	For DGS other office it's mentioned 55 appx Workstations, please let us know the bifurcation of Workstations required location wise, similarly provide bifurcation for other devices location wise like Printers, Laptops, etc.	To be finalized by SI in consultation with DGS
211	Annexure 2	Page No. 78 and Section 1.DESKTOP	Compliance for Desktop, Laptop,, UPS, Printer,	We understand that compliance of these items are for the other locations and not for DC & DR as DC & DR will be hosted on cloud. Please confirm.	Understanding is correct.
212	Annexure 2	Page No. 107 and Section 13.OPTICAL FIBER CABLE	13.OPTICAL FIBER CABLE	Please confirm FC cable where will be deployed as DC-DR is on cloud so CSP will take care of all connectivity and other locations don't have SAN storage and San switches. Please clarify	Understanding is correct.
213	Annexure 2	Page No. 80 and Section3.MANAGED ACCESS SWITCH	3.MANAGED ACCESS SWITCH	Please confirm where this managed access switch will be deployed as DC-DR is on cloud so CSP will take care of all connectivity and other locations don't have managed switches as per BOM provided in RFP. Please clarify	CSP will be responsible for interconnectivity between DC & DR.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
214	Annexure 2	Page No. 107 and Page No. 111 and Section 14.INTRANET ROUTER, 15. INTERNET ROUTER	14. INTRANET ROUTER, 15. INTERNET ROUTER,	Please confirm where this router will be used as other locations it's only mentioned Router in BOM and for DC & DR router service will be taken care by CSP. Please clarify.	Refer to Corrigendum
215	Annexure 2	Page No. 112 and Section 16.CORE SWITCH	16.CORE SWITCH	Please confirm where this core switch will be used as other locations it's only mentioned "LAN Unmanaged switches" in BOM and for DC & DR, switch service will be taken care by CSP. Please clarify.	Refer to corrigendum
216	General	General	General	Please Provide detailed location address, which would be helpful to check network Internet/WAN link feasibility from ISP.	List of offices and their addresses are present on the DGS website
217	General	General	General	Let us know the Storage IOPs and Disk type preferred by DGS, as this is not mentioned in RFP.	Based on the bidders proposed solution, IOPs and Disk type should be selected for optimal performance and should meet RFP condition and SLA requirements
218	General	General	General	SI will be needing VPN connectivity with required access on Infra post solution deployment to manage the same as per O&M from remote locations. This will be provided by CSP as required. Please confirm.	The available details have been provided, The bidder is expected to make necessary assumptions to meet the requirements of the RFP
219	General	General	General	Is there any VPN users, who will access the application? Pls. clarify.	DGS internal users from far off locations will use VPN connectivity.
220	General	General	General	We understand that bidder needs to leverage existing set of Email/SMS , NTP server, Patch, etc.	Query not clear
221	I	General	General	Kindly let us know total number of users and concurrent users	1. No. of external users - 5 lakh (Expected concurrency - 0.10% of the Total number of external users) 2. No. of internal users - 500 (Expected

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
					concurrency - 10% of Total number of internal users)
222	General	General	General	Firewall not mentioned in RFP BOM for DGS Head Office, MMD Offices & Other office Locations. We understand that DGS is using existing Firewall. Please Confirm.	Understanding is correct
223	General	General	General	In RFP only One Quantity mentioned for few VMs. As a best practice, can we propose the same in HA mode? Please confirm.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
224	General	General	General	We understand that DGS will provide Rack space, power, cooling, etc. to install infra components at DGS locations other than DC and DR.	Understanding is correct.
225	I	Volume I, Page No. 33 and Section 6.5 Technical Bid Evaluation, Point B.3	MAF provided by OEM stating specifications as listed in Annexure of that product being proposed the Tender meets the requirement criteria as mentioned in the RFP including changes issued & Technical specification compliance sheet	Do SI also need to provide MAF for open source technology proposed if any?	Yes, as per RFP
226	Annexure 2	Page No. 73 and Section 7.0 Mobile Application	5. Incorporate analytics into mobile app, to track and identify users experience and actions.	What type of Analytics are needed in the mobile app?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirements
227	Annexure 2	Page No. 73 and Section 7.0 Mobile Application	12. Should be able to capture and track all events at device and console.	This will add a lot of memory and network usage. Not to mention it will introduce delay in the application. Kindly specify the key events that should be tracked and captured in the application.	Based on the bidders proposed solution which should meet optimal performance and RFP requirements
228	Annexure 2	ANNEXURE Page No. 73 and Section 7.0 Mobile Application	14. Should have facility to download and upload files, including eForms	Which types of files should be allowed to be uploaded /downloaded using mobile application?	PDF, word and Image files
229	General	General	General	Which languages should be supported by the mobile app?	Language support : English and Hindi

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
230	General	General	General	How many concurrent users are expected to use the mobile application?	1. No. of external users - 5 lakh (Expected concurrency - 0.10% of the Total number of external users)
231	Annexure 1	Page No. 4 and Section 0. Common Process, Point A5 Fees & Payment	System shall have provision for payment through an electronic payment gateway with multiple modes of payment including credit card, debit card and net banking. Applicant will be redirected to the payment gateway on successful submission of application and the respective fee to be paid will be built into the system	Will the mobile application also enable user to make a payment? Has a payment gateway identified? Does it have mobile interfaces?	Payment gateway shall not have mobile interface. Bill Desk is currently used by DGS
232	Annexure 1	Page No. 4 and Section 0. Common Process, Point A1.5	The system should have a provision to upload relevant documents (including scanned copies) as per checklist required for concerned stakeholder for registration to the portal	Which types of documents should be allowed by the system? Will the mobile application be used for uploading documents?	PDF, word and Image files. In some cases mobile application will be used for uploading documents
233	II	Page No. 94 and Section 3. Acceptance and certification requirements	iv. Performance Performance is another key requirement for the project and the agency shall review the performance of the deployed solution against certain key parameters defined in SLA. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system etc., Disaster Recovery drill etc. The performance review also includes verification of scalability provisioned in the solution for catering to the project requirements.	Can you please specify expected Maximum concurrent users allowed to portal application as external users and internal users along with admin users numbers	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
234	II	Page No. 10 and Section 1.2 Scope overview, Proposed Back-End Interface	Proposed Back-End Interface: The back-end interface would allow the various internal stakeholders (all DGS departments and allied offices) to interact with the database through their own profiles. These profiles will be accessed by authorized personnel through a User ID and password and would allow them to view all applications submitted to them for approval and subsequent action. Besides the function of giving approvals, the interface would allow the departments to generate MIS reports, verify details for seafarers and ships and view all notifications etc. Although the interface would be customised for each stakeholder, an illustrative sample of the interface is	Can you please approximately mentioned number of reports required be developed for proposed back end system?	Approximately 800 MIS Reports
235	II	Page No. 25 and Section 1.3.2.2 Requirement gathering	2. Bidder shall consider these documents as a base, translate these into logical system requirements and develop a Systems requirements specifications (SRS) document. Here the bidder is expected to expand on the individual workflows within specific workflows and capture functional logic and check points involved in each workflow.	Can you please approximately mentioned number of workflows required be developed for proposed system?	Please refer Annexure 1

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
236	I	6.5 Technical Bid Evaluation, Page 33.	B.1 Technical Presentation Marks will be awarded as below:	As per the understanding of requirements from RFP, , Workflow/Business Process Management Engine and the Underlying Document Management System are the key & critical components on which the eGovernance Application of DG Shipping would be built on. Right selection of solution component for these would reduce the risk of project failure drastically and hence would be a critical component in technical evaluation. Hence Request to provide atleast 100 Marks for Bidders who uses world class COTS product which have presence in respective Gartner MQ or Forrester Wave reports.	RFP condition prevails
237	I	9.3 Payment schedule, Page 50.	Other Payments	The License Fees for Products would be charged by OEM's on delivery. Request to consider License Cost Payments, if any, similar to hardware delivery.	RFP condition prevails
238	II	6. Change management, training, migration and transition, Page 119.	D. 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	a) Please provide approximate volume of electronic data to be migrated & locations? b) Will the department provide the documents along with corresponding Meta-data information to be uploaded to DMS?	(1) Portal & Applications - Data to be migrated - 80 GB (approx.) (2) FSICIS Data to be migrated - 1 GB (approx.) (3) Department will provide metadata information.
239	II	7. Design, development, integration and maintenance of mobile application, Page 119.	Design, development, integration and maintenance of mobile application	Is there a requirement of Mobility Platform to be delivered as part of over-all solution	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
240	II	11. Scanning and digitization services as per DGS requirements, Page 120	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.	Please confirm that DG Shipping will be providing required infrastructure like table, chair, power supply, power back-up etc. for setting up the scanning centre.	DGS will provide these facilities
241	II	12. Other key requirements, Page 120	E. All the software licenses that the Bidder proposes should be perpetual software licenses. The software licenses should not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements if required.	a) Our interpretation of " The software licenses should not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements if required" is that DG Shipping will be accessing the application from anywhere via web/mobile and the licenses software provided can be used for adding new modules in future. Please confirm our understanding. b) Please confirm all such COTS product should be supported by Manufacturer Authorization from respective product vendors and any Open Source Product proposed should be of Enterprise version supported with a MAF from respective vendor.	a) Understanding is correct b) RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
242	II	12. Other key requirements, Page 120	F. The Bidder shall be responsible for providing the perpetual licenses so as to maintain the IPR and source code (customized / extension) with DGS	Our understanding is that the IPR & Source Code of any customization done for DG shipping will be maintained with DG Shipping. IPR & Source Code of of COTS will remain with respective OEM's. Please confirm	Understanding is correct
243	II	1.3.2.3 Solution design, Page 127	Open source tools may be used wherever bidder feels necessary	Please confirm that DG Shipping will be requiring Enterprise Supported version of Open Source tools.	Understanding is correct

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
244	II	1.3.6 Implementation and adherence to IT policies as defined by DGS , Page 159	29. Bidder will ensure that the entire DGS setup is certified and is in compliance with the applicable standards. The Industry Standards which bidder is required to comply with are given below	DMS Standards are not mentioned. Please confirm if DMS also should comply with industry standards like CMIS, ODMA, WebDAV open source standards etc.	Standards will be followed as per Govt. guidelines.
245	II	1.3.9 Scanning and digitization services as per DGS requirements, Page 163	14. The DMS proposed should be able to integrate with the electronic work flow (e-File) system that is proposed as part of this tender.	Our understanding of e-File is the electronic replication of Physical File with Green Note sheets in the Left Hand Side and Corresponded sheet in Right Hand Side and is in compliance with "Manual of Procedures" set forth by DARPG. Please confirm	The requirement refers to Application workflow as per the RFP
246	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	The available details have been provided, The bidder is expected to make necessary assumptions to meet the requirements of the RFP
247	General		General	Please provide details regarding total number of Internal / External users who will accessing the application concurrently.	1. No. of external users - 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)
248	II		Workflow management	Please share brief specification of workflow Solution	Kindly refer to the SOP's, flowcharts available on the DGS website
249	II	2.3 Core components in the solution, Page no. 80	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)?	Mobile app should be compatible with IOS and Android systems.
250	II	2.3 Core components in the solution, Page no. 85	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	Request you to please provide the clarity about the no of internal users who would be using mobile apps/application through mobile.	Only 5 lakh external users will be using the mobile application.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
			the system when they are back online.		
251	II	2.3 Core components in the solution, Page no. 85	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 colour images b. G4 compression for B&W, JPEG for colour 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 specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
252	II	2.3 Core components in the solution, Page no. 85	Should support Records Management	As per mentioned in the RFP document, the system should have the capability of Electronic Record management. So with this our understanding is that DGS requires the integrated Records Management System. Please confirm our understanding. A) If yes, please confirm if the Record Management System should comply with standards like DoD 5015.2-STD or VERS?	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
253	II	2.3 Core components in the solution,	b. Enabling capabilities Workflow management	As per the RFP, Multiple modules needs to be built using a workflow management tool in an integrated environment with different applications. Please include the functional specification of Workflow Framework also like Portal & Document Management System which is already available in RFP.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
254	Annexure - 2	Technical Specifications 11. Firewall Services Page-104	Suggested addition	Minimum Specs should be Concurrent Connections-40 Million, New Sessions/Sec-4, 00,000, Threat Protection Throughput - 14 Gbps, NGFW Throughput - 13 Gbps, Minimum - 30x10Gig SFP+ Slots available from day one.	As per the bidders proposed solution which should meet optimal performance, all the RFP conditions and SLA requirements as per the RFP
255	Annexure - 2	Technical Specifications 12. IPS Services Page-106	Suggested Addition	Minimum Specs should be: IPS Throughput - 25 Gbps calculated on real world/enterprise mix traffic	As per the bidders proposed solution which should meet optimal performance, all the RFP conditions and SLA requirements as per the RFP
256	I	Page 46/47 - Section 9.2	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)	Is it recommended to use an Application Lifecycle Management solution - in order to ensure that all the mentioned Software Development Lifecycle assets (Test Plan, defects, Performance tests, etc.) are created, managed and governed effectively, in a single place? This ALM solution would also provide real time reporting across the SDLC for all these entities.	RFP specifies minimum requirements, bidder may provide better/higher solution under proposed solution to meet the RFP requirement

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
257	II	Page 121 - Section 1.2, Point 12 - 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.	Is it recommended that all these tool be from the same OEM? So that there is minimal integration required and that the integration would be Out of the box, and hence completely supported by the same OEM?	RFP specifies minimum requirements, bidder may provide better/higher solution under proposed solution to meet the RFP requirement
258	II	Page 121 - Section 1.2, Point 12 - 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.	Does automating testing here refer to Functional Automation testing, for regression testing or other types of software testing? If yes, are there any clear recommendations/specifications for the functional test automation tool?	RFP specifies minimum requirements, bidder may provide better/higher solution under proposed solution to meet the RFP requirement
259	II	Page 129 - Section 1.3.2.4 - Point #4	Solution shall be able to handle the peak workloads. Bidder is expected to conduct the sizing of the application.	Does this refer to Performance benchmarking/ Performance testing of the application? What are the peak workloads for the application/s to be tested - such as the maximum number of simultaneous users or maximum transactions per second?	1. DGS standard working hours will be considered as peak hours. 2. concurrency : - 0.10% of the Total number of external users - 10% of Total number of internal users
260	II	Page 129 - Section 1.3.2.4 - Point # 10	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	Is it recommended that the tools required (say for Volume testing or vulnerability testing) to perform the types of testing mentioned here, be from the same OEM? So that there is minimal integration required and that the integration would be Out of the box, and hence completely supported by the same OEM? This would enable relatively hassle-free and efficient usage of these different tools. In turn enabling timely and high quality application delivery.	As per bidder's proposed solution.

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261	II	Page 129 - Section 1.3.2.4 - Point # 11	Testing cases executed, testing logs, bugs fixed, testing results, etc. will be maintained by bidder and shall be made available to DGS on request if required.	Is it recommended to use an Application Lifecycle Management solution - in order to ensure that everything (including FRS, SRS, Test cases (automated and manual), Bugs, source code integration is/are maintained, managed and governed via a single solution?	RFP specifies minimum requirements, bidder may provide better/higher solution under proposed solution to meet the RFP requirement
262	II	Page 194 - Section 2.3 - Point # 3 (7i) - Acceptance and certification requirements	One of the key inputs for this testing shall be the traceability matrix to be developed by the bidder for the solution.	Is it recommended to use a single Application Lifecycle Management solution - with built-in traceability across Requirements (FRS/SRS), Source code, Test cases (including automation scripts) and defects?	RFP specifies minimum requirements, bidder may provide better/higher solution under proposed solution to meet the RFP requirement
263	Annexure - 2	Page 386 # 167	The proposed Asset Management solution must be able to collect WBEM information.	Need more details on WBEM. What exactly WBEM means??? Is it Web Based Enterprise Management? If yes, then this feature is specific to a vendor hence request you to remove this point as this is not a core asset management feature	Refer to Corrigendum
264	Annexure - 2	Page 388 # 180	It should allow host enabled recording which allows the end user to initiate a recording session.	It's a different feature than remote control and specific to a vendor - request you to remove this point to enable other OEM to be a part of the bid to make the scenario competitive.	Refer to Corrigendum
265	Annexure - 2	Page 388 # 181	It should have the ability to convert the recorded sessions in AVI/WMA format so it can be replayed using commonly available Windows media player.	It's a different feature than remote control and specific to a vendor - request you to remove this point to enable other OEM to be a part of the bid to make the scenario competitive.	Refer to Corrigendum
266	Annexure - 2	Page 388 # 184	It should support remote Reboot & Chat functions between nodes.	It's a different feature than remote session management and specific to a vendor - request you to remove this point to enable other OEM to be a part of the bid to make the scenario competitive.	Refer to Corrigendum

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
267	Annexure - 2	Page-103 Annexure-2 Technical Specifications 11. Firewall Services, Point 5	Proposed Firewall should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	FortiGate has ASIC based Architecture which utilizes specialized Network Processor and Content Processor along with Multicore CPU to provide better Next Generation Firewall Performance. Please change the clause as "Proposed Firewall should be open/ASIC architecture based on multi-core cpu's to protect & scale against dynamic latest security threats."	Refer to corrigendum
268	Annexure - 2	Page-103 Annexure-2 Technical Specifications 11. Firewall Services, Point 11	Firewall should support creating access-rules with IPv4 & IPv6 objects simultaneously	Creating IPv4 and IPv6 objects and Firewall Policy is supported separately which makes also makes it easy to troubleshoot. Also creating IPv4 and IPv6 policy simultaneously doesn't add any security benefit. Please change the clause to "**Firewall should support creating access-rules with IPv4 and IPv6 objects**"	Refer to corrigendum
269	Annexure - 2	Page-104 Annexure-2 Technical Specifications 11. Firewall Services, Point 17	Should support Remotely Triggered Black Hole for Border Gateway protocol security	This is a proprietary feature of an OEM and debars other leading Firewall OEMs to participate. Kindly remove this point.	Refer to corrigendum
270	Annexure - 2	Page-104 Annexure-2 Technical Specifications 11. Firewall Services	Suggested addition	The firewall solution should be in Leader quadrant of latest Gartner report for Enterprise Network Firewalls.	RFP condition prevails
271	Annexure - 2	Page-104 Annexure-2 Technical Specifications 11. Firewall Services	Suggested addition	Sizing parameters are not shared for Firewall in technical specs for Firewall Services. Please share parameters like required Firewall Throughput, Concurrent Connections, Connections per second, Threat Protection Throughput, etc. for correct sizing.	As per the bidders proposed solution which should meet optimal performance, all the RFP conditions and SLA requirements as per the RFP

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
272	Annexure - 2	Page-106 Annexure-2 Technical Specifications 11. IPS Services, Point 6	The IPS should be capable of detecting and blocking zero-day attacks without requiring an update.	Zero-day attacks/threat prevention is possible with Sandbox solution which is suggested to be bought as a separate appliance. It is recommended to mention the sizing for sandbox appliance. Please change this clause to "The IPS should be capable of detecting and blocking zero-day attacks without requiring an update. This should be achieved via separate hardware sandbox appliance which should have minimum 20 no of VMs and VM Sandbox scanning capacity of 400 Files/hour from day one".	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement.
273	Annexure - 2	Page-106 Annexure-2 Technical Specifications 12. IPS Services, Point 11	The IPS should detect intrusion attempts like unauthorized access attempts, pre-attack probes, suspicious activity, DoS, DDoS, vulnerability exploitation, brute force, hybrids, and zero-day attacks.	Zero-day attacks/threat prevention is possible with Sandbox solution which is suggested to be bought as a separate appliance. It is recommended to mention the sizing for sandbox appliance. Please change this clause to "The IPS should detect intrusion attempts like unauthorized access attempts, pre-attack probes, suspicious activity, DoS, DDoS, vulnerability exploitation, brute force, hybrids, and zero-day attacks. Zero-day attacks should be prevented via separate hardware sandbox appliance which should have minimum 20 no of VMs and VM Sandbox scanning capacity of 400 Files/hour from day one".	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
274	Annexure - 2	Page-106 Annexure-2 Technical Specifications 12. IPS Services	Suggested addition	Ransomwares have recently impacted a lot of organisations including Govt, it is strongly recommended to add Sandboxing solution which is able to integrate with 11. Firewall Services and 12. IPS Services. The sandboxing solution should also be recommended and tested by third party vendors like NSS. Please add clause as "A separate hardware sandbox appliance should be part of solution which is able to integrate with both proposed Firewall and IPS products and able to provide protection from ransomwares and zero-day threats. The Sandbox solution effectiveness should be validated and recommended by NSS Labs as per latest Breach Detection System Reports. The Sandbox appliance should have minimum 20 no of VMs and VM Sandbox scanning capacity of 400 Files/hour from day one". "	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement.
275	Annexure - 2	Page-106 12. IPS Services	Suggested addition	Sizing parameters are not shared for IPS in technical specs for IPS Services. Please share parameters like IPS Throughput required, etc. for correct sizing for IPS.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement.
276	I	Pre-Qualification Criteria, Page No. 25, Point #2 "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 2017 as evidenced by the audited accounts of the company.	1. We request you to kindly amend the clause and keep the average Turnover of INR 100 Crores for the last three financial years so that maximum bidders can participate in the tender.	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
277	I	Pre-Qualification Criteria, Page No. 26, Point #5 "Technical Capability"	The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least two IT/Its projects of amount not less than the Rs. 10 Crores each which includes Application Development, Software Support, training, support manpower & maintenance involving services to any state / central government organization in India during the last seven financial years.	1. We request you to kindly amend the clause mentioned as below: ""The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least One IT/ITeS project of amount not less than the Rs. 10 Crores OR Two IT/ITeS projects of amount not less than the Rs. 5 Crores each which includes Application Development / Deployment, Software Support, training, support manpower & maintenance involving services to any state / central government organization in India during the last seven financial years" Above criteria will help maximum bidders to participate in the tender.	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
278	I	Technical Bid Evaluation, Page No. 28, Point#A1.1	System Integration Experience 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. The implementation must include application development/ customization and any 2 of the following: · Third Party Data centre setup and operations · Network Setup and Management · Training & Capacity Building · Digitization · Providing Technical Man-power Support · Operation and maintenance services 50 marks per project will be allotted. The bidder can submit a maximum of 4 projects. Maximum 200 marks will be awarded. Additionally marks will be awarded as follows for the above considered projects: · In case the above said experience is for an Indian Government / Indian PSU client – 15 Additional Marks per project. The bidder can submit a maximum of 4 projects. Maximum 60 marks will be awarded. · 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.	1. To increase the participation from reputed organization we request you to kindly amend this criteria mentioned as below: "Additionally marks will be awarded as follows for the above considered projects: · In case the above said experience is for an Indian Government / Indian PSU client – 15 Additional Marks per project. The bidder can submit a maximum of 4 projects. Maximum 60 marks will be awarded. · In case the value of the above cited experience is > 1 Crore each – 10 Additional Marks per project. The bidder can submit a maximum of 4 projects. Maximum 40 marks will be awarded."	RFP condition prevails

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279	I	Technical Bid Evaluation, Page No. 29, Point#A1.2	Prior experience of bidder / any consortium member in implementing IT solution in Shipping / Transport domain as System Integrator* in last 7 years. 75 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	1. Rather than fixing the domain "Shipping / Transport" we request you to keep the clause mentioned as below: "Prior experience of bidder / any consortium member in implementing IT solution in State Government / Central Government / PSUs domain as System Integrator* in last 7 years. 75 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"	RFP condition prevails
280	I	Technical Bid Evaluation, Page No. 34, Point#C	Cloud Service Provider Capabilities	1. Do we need to provide the cloud service or we can take it from third party providers?	Kindly refer to RFP
281.	I	Technical Bid Evaluation, Page No. 34, Point#C.1	Credentials of Cloud Service Provider: Bidder with maximum numbers of active clients in proposed Data Center be awarded full marks and the others shall be awarded marks on relative (pro-rata) basis.	1. Whose will provide these credentials? Bidders or Cloud Service Provider's? Kindly clarify the term and what is expected from bidder under this section.	Refer to corrigendum
282	I	Technical Bid Evaluation, Page No. 34, Point#C.2	Tier Classification of the proposed Data Center, where cloud hosting is to be served from Tier III / Tier IV : 200 Marks < Tier III : 0 Marks	1. We assume that these certification will be required from the proposed cloud service provider. Bidder do not required to have their own cloud infra. Please confirm	Refer to corrigendum

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
283	II	Scope overview, Page No. 104	Scope overview	1. Kindly share the Types of users and their roles & Responsibility in the proposed System / Solution. 2. Kindly share the complete workflow right from beginning / Initiation of the application to final approval / result stage for each of the service mentioned in the scope / tender document. 3. Kindly share the proposed architecture of the entire solution so that it will be easy for us to estimate the efforts and type of solution is required.	1. For users roles & responsibility refer to be document. 2. Kindly refer to the SOP's, flowcharts available on the website 3. Please refer Vol 2 of the RFP
284	II	Scope overview, Page No. 111, Section: Proposed Back-End Interface	The following provides a pictorial representation of envisaged scope of work and related components for the bidder. These have been explained in later sections	1. We assume that all the third party integration API of "Payment Gateway", "UDAI", "epariksha", "LRIT", "Others" will be provided by the department to vendor. Please confirm	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.
285	II	Scope overview, Page No. 113, Section: A "Communication channels and interface"	Redesign, redevelopment and maintaining content on DGS website open to public	1. Kindly share the URL and Technology Stack of the Existing Website. 2. We assume that department will have a latest and Bug Free Source Code of the current website. Please confirm	This is a new development.
286	II	Scope overview, Page No. 113, Section: A "Communication channels and interface"	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	1. We assume that e-Governance Portal will work Independently and there will be no integration required with the website. Please confirm 2. If above is not the case then kindly let us know about up to what extent the integration is required and who will provide the web-services for the integration.	RFP specifies minimum requirements, bidder may provide better/higher solution under proposed solution to meet the RFP requirement

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
287	II	Scope overview, Page No. 113, Section: A "Communication channels and interface"	Development of mobile application to provide selected services to the user	1. Kindly share the number of platforms on which mobile application need to be developed. 2. Kindly share the complete scope of the mobile application. What features & Functionality are required to develop in the mobile application. 3. Who will use the mobile application? List the types of users.	1. Supported platforms: IOS, Android 2. The following services are proposed on the Mobile App: 1. INDOS Application 2. Profile 3. CDC 4. Examination 3. only external users - 5 lakh
288	II	Scope overview, Page No. 113-118, Section: B "Software development, roll out and maintenance"	1. Seafarer management, 2. Ship related processes, 3. Internal operations, 4. Gratuity, 5. Provident Fund, 6. Legal function, 7. Ship Registration, 8. Inspection of MSV's, 9. MTI, 10. INDOS, 11. I-card and certificates, 12. Court cases, 13. Exemptions, 14. CDC, 15. ISPS audits, 16. Purchase & Maintenance, 17. ISM Audits, 18. Examination, 19. Vigilance, 20. RTI, 21. Inspections, 22. Certifications, 23. MTOs, 24. Shipping Company, 25. Rule change & ratification, 26. HRM, 27. RPS, 28. Budget Preparation, 29. RO Sails, 30. SPFO, 31. SWFS, 32. Grievance Management System, 33. Charter Permissions, 34. DMS	1. Kindly share the Workflow and functionalities in detail for each of the module mentioned here right from the initiation to end of the application flow. 2. Kindly share the modules which required third party integration along with the third party name (whom with Integration is required). 3. Kindly share the sample format (if any) which will be in use for each module. 4. Kindly share the complete feature and functionality required in DMS. 5. Does the proposed DMS will be integrated with the proposed solution? Or it will work independently.	1. Kindly refer to the SOP's, flowcharts available on the website 2. Please refer Annexure 1 of the RFP 3.Information will be provided during the implementation phase. 4. DMS solution will be integrated with proposed solution

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
289	II	Scope overview, Page No. 113-118, Section: B, Point#5 "Network infrastructure with IT"	Bidder is expected to design and determine requirements for various ICT infrastructure components as required for functioning of the solution, procure, install and commission and further maintenance ICT infrastructure which includes: A. Software licenses and required support for any bespoke applications / custom changes B. Cloud based Data centre and disaster recovery centre for hosting the solution C. Client-side infrastructure including desktops, Laptops, printers, scanners, etc. D. Networking infrastructure including connectivity of HQ with DC and DR, providing internet connectivity and MPLS to all office locations and new networking infrastructure and its maintenance E. Any other components required for functioning of solution	1. Kindly share the total number of users and concurrent users with Growth Ratio YoY so that it will help us to size the cloud infrastructure. 2. Kindly share the configuration (processor, RAM, Storage Capacity) for the Desktops and Laptops. Also share the configuration of the Printers and Scanners. 3. We assume that proposed application will be deployed on third party cloud service provider and department will not have any objection in that. Please confirm	1. Total number of users: 1. No. of external users - 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) 3. 10 % YoY growth in number of users 2. Please refer to Annexure 2 for configuration details of Laptop and Desktop. 3. Sub-contracting is allowed for Cloud services. Bidder can use external service provider as per MEITY guidelines.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
290	II	Scope overview, Page No. 113-118, Section: B, Point#6 "Change management, training, migration and transition"	Bidder is expected to manage all activities related to change management, training, and migration of data and transitioning to new system. This includes: A. Change Management and Capacity Building strategy for effective use of the system B. Carrying out training of various internal and external users of the system C. Creation of user manuals / tutorials for using the system D. 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 E. And other as mentioned subsequently	1. Kindly share the list of locations where training is required. 2. Kindly share the number of people who required training. 3. We assume that department will provide the required infrastructure for the training in mentioned locations(s). Please confirm 4. Kindly share the quantum of data (Physical and Digital) which need to be migrated into the proposed solution. 5. From where we can get the physical data? We assume that it will be made available from the single location only. 6. We assume that data cleansing process is not required and all physical data are in good condition.	1. Training will happen at 4 zonal location which will be decided in consultation with DGS. 2. Internal Users to be trained - 100 and External Users to be trained - 1600 3. Training related infra and facilities will be provided by DGS. SI has to provide the trainer, training material etc. 4. 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.) 5.Physical data is scattered across different locations of DGS. 6. Data cleansing is required. Condition of documents available: 50% (Good) 40% (Moderate) 10% (Bad)
291	II	Scope overview, Page No. 113-118, Section: B, Point#11 "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. The bidder shall set up the necessary infrastructure at required DGS locations for the execution of the project. Parallel scanning of documents should happen at required DGS locations.	1. What type of data is required to scan? 2. What will be the quantum of the data? 3. What will be the Page Format (i.e. A4, A3, and Legal) for scanning the data? 4. From which location(s) we can get the files / papers for scanning? List of the location(s).	1. Documents, forms, ship plans etc. available at DGS are required to be scanned. 2. Approx. 1 crore documents will be scanned. 3. A0, A1, A2, A4/ Legal will be required to be scanned. 4. Locations will be decided with consultation with DGS.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
292		General	Digital Signature	1. We assume that integration of Digital Signature will not be the part of scope. 2. If above is not the case then we assume that all hardware and API will be provided by department for Digital Signature. Please confirm 3. If bidder need to procure the Digital Signature in that case kindly share the number of users for whom the Digital Signature is required along with the number of Years.	1 & 2. Integration with proposed solution is required. 3. DGS will procure the digital signature
293		General	Security Audit	1. Do you want to audit the proposed solution from the Cert-In Empanelled vendors? 2. If yes then kindly share the frequency of the audit and number of audit is required. 3. Who will bare the cost for the security audit?	Kindly refer to RFP
294		General	Resource Deployment	1. We assume that during the execution and maintenance phase, no onsite resource deployment is required. Please confirm 2. If yes then kindly share the list of personnel required onsite along with their qualification and location(s).	Kindly refer to RFP
295	II	Page 133, Section 1.3.3	Data Centre: This will be cloud based primary site for hosting the central system supporting the entire solution. This will include live production, testing and development environments	Which cloud is proposed/provided by DGS? The cloud solution provided by DGS should comply with the solution	Kindly refer to RFP
296	II	Page 183 Section 4	Sub Section A and B	What are the total number of internal and external users accessing the portal? Sizing of the tools in the environment depends on the number of user and the concurrent hits to the server	1. No. of external users - 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)

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
297	II	Page 188, Section 11	CMS Solution	Should the CMS be an enterprise class CMS supported by the OEM?	RFP specifies minimum requirements, bidder may provide better/higher solution under proposed solution to meet the RFP requirement
298	II	Page No: 9 Section: (Proposed Front-End Interface)	The front-end interface would allow the various external stakeholders (seafarers, shipping companies, MTI's etc.) to interact with the database through their own profiles.	Approx. How many users will use front-end interface?	No. of external users (front-end interface) - 5 lakh
299	II	Page No: 10 Section: (Proposed Back-End Interface)	The back-end interface would allow the various internal stakeholders (all DGS departments and allied offices) to interact with the database through their own profiles.	Approx. how many users will use back-end interface?	No. of internal users(Back-end interface) - 500
300	II	Page No: 11 Section: (Diagram)	Diagram	The diagram seems to be distorted. Could you please provide the proper diagram?	Refer to Corrigendum
301	II	Page No: 82	Core capabilities	Does the payroll function required integration with bank?	Payroll processing will not be done on new egovernance system because the payroll is managed by P&A software.
302	II	Page No: 83	E-Forms	How many E-Forms to be converted from physical forms?	To be finalized by SI in consultation with DGS
303	II	Page No: 83	Alerts and notifications	SMS Gateway and Email Gateway will be provided by DGS	SMS gateway and Email gateway is under scope of bidder's work.
304	II	Page No: 84	G. General Application and Portal Requirements	Could you please elaborate more about this requirement "Should provide multi-channel output capabilities"	Information should be seamlessly delivered to multiple platforms.
305	II	Page No: 85	Mobile Application / Integration with Mobile Devices	Mobile Apps should be available on Android & iOS Only? Please confirm?	Mobile app should be able to support Android & iOS.

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306	I	page no 33 6.5,C,C.3	Tier Certification of Operational Sustainability Bronze : 100 Silver : 150 Gold :200	Need to Relax this Clause to Tier Certification of Design	RFP condition prevails
307	II	page no 33 point 9	This will be a fully functional cloud based disaster recovery centre which will be used in case of disaster.	kindly Clarify What is the percentage of DR Expected out of DC	Please refer RFP Vol II section 1.3.3.1
308	II	page no 33 point 10	Scope shall include providing internet connectivity at all DGS locations and MPLS link interconnecting all the locations recommended in this tender. Also, 2 factor authentication mechanism should be in place for users connecting from outside the DGS network.	Kindly Confirm how many users are going to connect to DGS network.	No. of internal users - 500
309	II	page no 34 Data centre and Disaster Recovery centre point 1 B	Availability i.e. all component shall provide adequate redundancy with no single point of failure to ensure high availability.	Kindly Clarify whether High availability required at both DC and DR or any one of them.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
310	II	page no 34 Data centre and Disaster Recovery centre point 7	Replication technique	Kindly clarify which type of replication technique is expected whether asynchronous or synchronous?	Based on the bidders proposed solution which should meet optimal performance, the RFP conditions and SLA requirements
311	II	page no 36 Overall cloud requirements:	The Data Center should be certified for the latest version of ISO 27001:2013 and provide service assurance and effectiveness of Management compliant with SSAE 16 / ISAE 3402 standards	Kindly relax this clause or modify as "The Data Center should be certified for the latest version of ISO 27001:2013 and Should conform service assurance and effective management to standard industrial practise.	RFP condition prevails

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
312	II	Page no 37 Cloud service requirements:	Purchase ng organization n should be permitted to bring and upload additional properly licensed non-operating system software for operation in cloud as required for the Purchasing organization solution for use within the Services by installing it directly on a VM.	Kindly confirm which software, quantity ,version and edition required from bidder side to be directly install on VM	RFP specifies minimum requirements, bidder may provide better/higher solution under proposed solution to meet the RFP requirement
313	II	Page no 37 point xxii Cloud service requirements:	CPU, RAM, Disk, Storage, etc. Of virtual machine should scale automatically whenever there is spike in load to deliver application availability even during spike in load	Kindly mention the Peak Hours for which bandwidth is to be decide?	Standard DGS working hours will be considered as peak hours.
314	II			Kindly the mention tentative load during peak hours	This is a new development. The available details have been provided, The bidder is expected to make necessary assumptions to meet the requirements of the RFP
315	II	Section 12, D, Page 19 (120)	Other key requirements: The system software licenses shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to DGS for the entire period of contract	Kindly confirm if the bidder shall not propose any freeware software/community edition of the software. (as any such underlying freeware/community-edition may be a severe security risk)	Understanding is correct
316	II	Section 12, D, Page 19 (120)	Other key requirements: The system software licenses shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to DGS for the entire period of contract	Kindly confirm if the OEM Software support shall not restrict the number of support cases/incidents.	RFP specifies minimum requirements, bidder may provide better/higher configuration under proposed solution to meet the RFP requirement
317	II	Section 12, H, Page 19 (120)	Other key requirements: All the licenses and support should be in the name of DGS	Please confirm whether the software licenses and support would include infrastructure software (OS, Middleware, DB) as well as end application software	Understanding is correct

Page **75** of **78**

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
				(ERP, DMS, etc.) and the same shall be in the name of DGS.	
318	II	Section 1.3.3.1, Page 35 (135)	Data centre and Disaster Recovery centre	Kindly confirm if the proposed Server Operating System for all VMs to be provided by the CSP shall be Common Criteria EAL4+ certified as security shall be an important aspect.	As per Meity requirements
319	II	Section 1.3.6, 1, Page 55 (156)	Compliance with Open standards: The proposed system would be designed based on open standards and in line with overall system requirements, in order to provide for good interoperability with multiple platforms and avoid any technology or technology provider lock-in. The system should adhere to the all open standards guidelines and other guidelines relevant to the project as issued by GoI	Kindly confirm if the bidder should adhere to the policy of Government of India on adoption of open source software issued by DeitY vide F. No. 1(3)/2014-EG II available on MeitY website at "meity.gov.in/writereaddata/files/policy_on_adoption_of_oss.pdf"	As per government guidelines
320	II	Section 12, C, Page 19 (120)	Other key requirements: Bidder should ensure that all the software, hardware, peripherals, accessories, sub- components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, patch cords (copper / fibre), cables, software, licenses, development / testing kits, tools, etc. should also be provisioned according to the requirements of the solution.	Kindly confirm that important software components e.g. Operating system, RDBMS etc. even if bundled with a solution have to be supported by the respective OEM. (as any such underlying freeware/community-edition may be a severe security risk)	Understanding is correct.

Sr. No.	Volume	RFP Document Reference (s) (Page Number and Section Number)	Content of the RFP requiring clarification	Points of Clarification	Clarification
321	II	Section 1.3.2.7, 6, Page 30 (131)	Full scale deployment and Go-live, Post deployment and stabilization, Post- stabilization support and operations, Incremental updates to solution: 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.	Please confirm if an API management solution should be provided as part of the overall solution and whether it is required to protect backend API servers with strict traffic control on incoming and outgoing traffic, provide access control features to determine exactly who is using the API, how it is used, and how much is being used, centrally set up and manage policy and application plans for all APIs on one platform, provide API authentication and security and Monitor and set alerts on traffic flow.	Based on the bidders proposed solution which should meet optimal performance, all RFP conditions and SLA requirements
322	II	Section 2.2.1, 3, Page 75/76 (176/177)	Architectural principles: Bidder shall propose Service Oriented Architecture (SOA) based architecture while designing the solution. SOA defines integration architectures based on the concept of a service becomes relevant especially when there are multiple applications in an enterprise and point-to-point integration between them involves complexity. When multiple applications are involved services shall be able to communicate with each other which shall be achieved by implementation of SOA through web services where the services are exposed for other applications.	We understand that by adoption of Service Oriented Architecture (SOA), you essentially mean that the integration of various applications and modules need to be done using an Enterprise Service Bus (ESB). Kindly confirm whether our understanding is correct.	Based on the bidders proposed solution which should meet optimal performance, all RFP conditions and SLA requirements

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323	I	Section 6.5, B, Page 32 (33)	Technical Solution	Increasingly it is being seen as a trend in Govt. tenders to give some extra weightage for solutions that are open-source products based (for example Maharashtra ULB tender, Maharashtra DBT tender, Govt. of Maharashtra kept 10% of the total Technical marks only for an open source based solution). Are you considering this? Would the Technical evaluation be modified to give some extra weightage to open source centric solution?	RFP condition prevails