

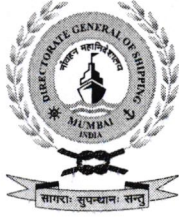
	Government eProcurement System	eProcurement System Government of India			
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		Date : 14-Feb-2022 02:35 PM			
		 Print			
Organisation Chain :		Directorate General of Shipping			
Tender ID :		2021_DGS_664200_1			
Tender Ref No :		11-20011/1/2020-COMP			
Tender Title :		RFP FOR SELECTION OF SYSTEM INTEGRATOR FOR EGOVERNANCE SOLUTION AND IT TRANSFORMATION OF DIRECTORATE GENERAL OF SHIPPING, GOVT OF INDIA			
Corrigendum Type :		Technical Bid			
Corrigendum Document Details					
Corr.No.	Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
1	Corrigendum No. 2 to Tender Notice No. 11-20011/1/2020-COMP	Corrigendum No. 2 to Tender Notice No. 11-20011/1/2020-COMP and Response to queries raised by the probable bidders	14-Feb-2022 02:35 PM	Letter-Corrigendum-Res-14-02-22.pdf 	1939.63



भारत सरकार / GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
MINISTRY OF PORTS, SHIPPING AND WATERWAYS

नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

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आज़ादी का
अमृत महोत्सव

F.No.11-20011/1/2020-COMP

Date-14.02.2022

CORRIGENDUM No.2 to TENDER NOTICE No. 11-20011/1/2020-COMP

Subject:- Request for Proposal (RFP) for Selection of System Integrator for e-Governance solution and transformation of Directorate General of Shipping, Govt. of India -reg.

Kind attention is invited to the Tender Notice No. 11-20011/1/2020- COMP dated 21.12.2021 and Corrigendum No. 1 dated 01.02.2022 on the above subject and the Pre-Bid online meeting held on 10.01.2022.

2. The queries raised by the bidders have been examined and their responses are issued herewith. This Corrigendum-2 will be treated as part and parcel of the RFP.
3. This issues with the approval of Director General of Shipping and Additional Secretary to the Govt. of India.

Yours faithfully,

[Signature]
14/ Feb. 2022

(Deependra Singh Bisen)
Asstt. Director General of Shipping (e-Gov.)

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Revised/New Content of RFP:

S. No.	Page No.	RFP Reference	Original Content of RFP	Revised/New Content of RFP
1.	49	6.5 Technical Bid Evaluation	All Resources proposed by the Bidder should be Full Time Employee with the Bidder organisation for a minimum of 1 year	All Key Resources proposed by the Bidder should be on payroll of the Lead Bidder or any of the consortium members.
2.	141	RFP Vol-2 Section 1.4.2.5 Scope and Guideline for Mobile App development	It is the responsibility of bidder to maintain the mobile application versions on play store / apple store / window's store / etc.	Clause amended as follows: RFP Vol-2 Section 1.4.2.5, Scope and Guideline for Mobile App development, Pt. 31, Removed Windows store It is the responsibility of bidder to maintain the mobile application versions on play store / apple store / window's store / etc
3.	186	RFP Vol-2 Section 2.2.5 D. Mobile Application / Integration with Mobile devices	Please Note: The SI needs to develop the necessary app/interface as per directions and requirements of the DGS. SI has to select the proper architecture / platform for application. The selected application architecture / platform will support all Smart phone platforms. DGS is looking forward for Mini App Store from where DGS staff & end users can easily download the apps.	Clause amended as follows: RFP Vol-2 Section 2.2.5, D. Mobile Application / Integration with Mobile Devices, Pt. iii Removed Mini App Store Please Note: The SI needs to develop the necessary app/interface as per directions and requirements of the DGS. SI has to select the proper architecture / platform for application. The selected application architecture / platform will support all Smart phone platforms. DGS is looking forward for Mini App Store from where DGS staff & end users can easily download the apps.

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S. No.	Page No.	RFP Reference	Original Content of RFP	Revised/New Content of RFP
4.	231	RFP Vol-3 Section 6.1 Representations and warranties of the Bidder	(m) no sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of DGS in connection therewith. For this purpose DGS will sign integrity pact separately with Bidder enclosed with this agreement.	Clause amended as follows: RFP Vol-3 Section 6.1, Representations and warranties of the Bidder, Pt. m Integrity pact format provided in Annexure of Corrigendum 2
5.		RFP Vol-3 Section 23 Escrow Agreement	23.7 The Escrow Agreement shall provide for its automatic termination upon the earlier of five (5) years after the expiration or termination of this Contract, or release of all Source Code to DGS and DGS's subsequent confirmation of compliance with the terms of the Escrow Agreement. B shall pay the escrow costs, as well as all costs associated with causing its subcontractors and other third parties to abide by the Escrow Agreement.	Clause amended as follows: RFP Vol-3 Section 23, Escrow Agreement. Pt. 23.7 The Escrow Agreement shall provide for its automatic termination upon the earlier of five (5) years after the expiration or termination of this Contract, or release of all Source Code to DGS and DGS's subsequent confirmation of compliance with the terms of the Escrow Agreement. Implementation Agency shall pay the escrow costs, as well as all costs associated with causing its subcontractors and other third parties to abide by the Escrow Agreement.
6.	53	RFP Vol-3 Section 23 Escrow Agreement	Within ninety (90) days after the DGS' s acceptance of the Solution, the Parties shall enter into a software escrow agreement ("Escrow Agreement") with a reputable, independent, third party that provides software escrow services among its	Clause amended as follows: RFP Vol-3 Section 23, Escrow Agreement Within ninety (90) days after the DGS' s acceptance of the Solution, the Parties shall

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			principal business offerings ("Escrow Agent"). The Escrow Agreement shall provide for the regular deposit into escrow of all source code (including without limitation all make files, configurationally files, data tables upon which execution is Code, and (b) a list of all non- deposited third-party software used in conjunction with the Source Code to provide the full functionality of the deposited materials. In the event of the termination or expiration of the initial Escrow Agreement or any successor agreement, with minimal delay the Parties shall enter into a substantially equivalent agreement with a successor provider of software escrow services (who shall then be known as the "Escrow Agent"	enter into a software escrow agreement ("Escrow Agreement") with a reputable, independent, third party that provides software escrow services among its principal business offerings ("Escrow Agent"). (a) The Escrow Agreement shall provide for the regular deposit into escrow of all source code (including without limitation all make files, configurationally files, data tables upon which execution is Code, and (b) a list of all non- deposited third-party software used in conjunction with the Source Code to provide the full functionality of the deposited materials. In the event of the termination or expiration of the initial Escrow Agreement or any successor agreement, with minimal delay the Parties shall enter into a substantially equivalent agreement with a successor provider of software escrow services (who shall then be known as the "Escrow Agent"
7.	384	Annexure 2 Technical Requirement Specifications 1.2 Enterprise Management System	All appropriate field on the system screen should be populated and contextual information is displayed where necessary (e.g., payment information will display on the payment screen).	Clause amended as follows: Annexure 2 section 1.2 Enterprise Management System, Pt 18 All appropriate field on the system screen should be populated and contextual information is displayed in the event browser (e.g., Key and necessary event information like node information, Severity, business service,

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S. No.	Page No.	RFP Reference	Original Content of RFP	Revised/New Content of RFP
				category and Message Text will display in the event browser)
8.	395	Annexure 2 Technical Requirement Specifications 1.2 Enterprise Management System	Ability to monitor/control/log connections of various devices including USB and other storage devices	Annexure 2 section 1.2 Enterprise Management System, Pt 6 Removed Ability to monitor/control/log connections of various devices including USB and other storage devices
9.	395	Annexure 2 Technical Requirement Specifications 1.2 Enterprise Management System	Ability to automatically detect and integrate with compatible anti-virus scanners. Anti-Virus scanners can be used to enforce that all removable storage devices are virus-free before access should be granted as part of the authorization process.	Annexure 2 section 1.2 Enterprise Management System, Pt 7 Removed Ability to automatically detect and integrate with compatible anti-virus scanners. Anti-Virus scanners can be used to enforce that all removable storage devices are virus-free before access should be granted as part of the authorization process.

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Annexure:

Sample Form - Integrity Pact

This pre-contract agreement (hereinafter called the “Integrity Pact” or “Pact”) is made on <<day>> of <<month, year>>, between, on one hand, the President of India acting through <designation and department> DGS or its Nominated agencies/ Partners (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s <<bidder’s legal entity >> represented by <<name and designation>> (hereinafter called the “MSP/ Bidder/Seller”, which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS DGS proposes to engage the Managed Service Provider (MSP) for implementation and operations management of the Project and MSP is willing to offer/has offered the services and

WHEREAS the MSP is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and DGS or its nominated agencies/ partners is a Ministry/Department of the Government of India performing its functions on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

Enabling DGS or its nominated agencies/ partners to obtain the desired services at a competitive price in conformity with the defined specification by avoiding the high cost and the distortionary impact of corruption on public procurement, and

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Enabling DGS or its nominated agencies/ partners to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and DGS or its nominated agencies/ partners will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of DGS or its nominated agencies/ partners

- 1.1. DGS or its nominated agencies/ partners undertakes that no official of DGS or its nominated agencies/ partners, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the MSP, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2. The DGS or its nominated agencies/ partners will, during the pre-contract stage, treat all the MSPs alike, and will provide to all MSPs the same information and will not provide any such information to any particular MSP which could afford an advantage to that particular MSP in comparison to other MSPs.
- 1.3. All the officials of DGS or its nominated agencies/ partners will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach
- 1.4. In case any such preceding misconduct on the part of such official(s) is reported by the DGS or its nominated agencies/ partners to the DGS or its nominated agencies/ partners with full and verifiable facts and the same is prima facie found to be correct by DGS or its nominated agencies/ partners, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by DGS or its nominated agencies/ partners and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by DGS or its nominated agencies/ partners the proceedings under the contract would not be stalled.

2. Commitments of MSP

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Corrigendum No.2

- 2.1. The MSP commits itself to take all the measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -
- 2.1.1. The MSP will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour or any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the DGS or its nominated agencies/ partners, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.1.2. The MSP further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the DGS or its nominated agencies/ partners or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or dis-favour to any person in relation to the contract or any other contract with the Government.
- 2.1.3. MSP shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 2.1.4. The MSP further confirms and declares to the DGS or its nominated agencies/ partners that the MSP has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to DGS or its nominated agencies/ partners or any of its functionaries, whether officially or unofficially to the award of the contract to the DGS or its nominated agencies/ partners, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 2.1.5. The MSP, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the DGS or its nominated agencies/ partners or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.1.6. The MSP will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation contracting and implementation of the contract.
- 2.1.7. The MSP will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.1.8. The MSP shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the DGS or its nominated agencies/ partners as part of the business relationship, regarding plans, technical proposals and business

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details, including information contained in any electronic data carrier. The MSP also undertakes to exercise due and adequate care lest any such information is divulged.

2.1.9. The MSP commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

2.1.10. The MSP shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

2.1.11. If the MSP who is involved in the bid process or any employee of such MSP or any person acting on behalf of such MSP, either directly or indirectly, is a relative of any of the officers of the DGS or its nominated agencies/ partners, or alternatively, if any relative of an officer of DGS or its nominated agencies/ partners who is involved in the bid process has financial interest/stake in the MSP's firm, the same shall be disclosed by the MSP at the time of filing of tender.

2.1.12. The MSP shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the DGS or its nominated agencies/ partners.

For the purposes of clauses 2.1.11 & 2.1.12, the listed words shall have the ascribed meanings as follows:

- "Employee of such MSP or any person acting on behalf of such MSP" means only those persons acting on behalf of such Bidder who are involved in the bid process / Project.
- "officers/employee of the DGS or its nominated agencies/ partners", means only those persons who are involved in the bid process / Project.

"Financial interest/stake in the DGS or its nominated agencies/ partners' firm" excludes investment in securities of listed companies".

Response to the Pre-Bid Queries for the Tender Notice No. 11-20011/1/2020-COMP - RFP for selection of System Integrator for e-Governance solution and transformation of Directorate General of Shipping, Govt. of India

Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Vol.	Section	Page No.	Clause			
1	Telecommunications Consultants India Ltd. (TCIL)	1	1.1 RFP Datasheet	9	7	Last date, time (deadline) and venue for receipt of proposals in response to RFP notice	The date may please be extended at least 2 weeks from date of release of pre bid queries response.	Please refer Corrigendum 1
2	Telecommunications Consultants India Ltd. (TCIL)	1	6.4 Pre-Qualification Criteria	30	PQ4	The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 5 certification	<p>May please allow the participation of CMMi Level 3 companies also. This will help to increase the participation and competition.</p> <p>Only Limited companies has the CMMi level 5 certification.</p> <p>Updated Clause: The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 3 certification</p>	Tender condition prevails
3	Hughes Systique Corporation (HSC)	1	6.4 Pre-Qualification Criteria	30	PQ5		<p>2. In the Pre Qualification Criteria, PQ5 - Technical Capability, it is mentioned that experience in implementation of Application Development, Software Support, training, support manpower & maintenance involving services should be only with state government/central Government only.</p> <p>While in the Technical Bid Evaluation point A2, it is mentioned that the experience can be in India or abroad.</p> <p>There is a mismatch in both these points. Dear sir, I would like to mention that Hughes Systique Corporation (HSC) is an India based global organisation with extremely rich IT experience in the maritime domain having executed multiple projects with one of the largest cruise lines in the world. Having said that, we would be grateful of you if the</p>	Tender condition prevails

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Vol.	Section	Page No.	Claus e			
							private sector experience in the maritime domain can be considered in the PQC as well.	
4	Micro Focus	Anne xure	1.2 Enterprise Managem ent System	384	18	All appropriate field on the system screen should be populated and contextual information is displayed where necessary (e.g., payment information will display on the payment screen).	<p>Displaying payment information on the system screen is not the ideal feature of EMS system.</p> <p>Requesting to please tweak this point as below:</p> <p>"All appropriate field on the system screen should be populated and contextual information is displayed in the event browser(e.g.,Key and necessary event information like node information, Severity, business service, category and Message Text will display in the event browser"</p>	Request for change is accepted. Please refer Corrigendum 2
5	Micro Focus	Anne xure	1.2 Enterprise Managem ent System	384	21	The system should be capable of displaying the previous interaction histories on email / SMS, and the same should be available to voice based users.	<p>This is not ideal feature of EMS system wherein displaying previous interaction histories on email/SMS and is available for the voice based users.</p> <p>Requesting customer to remove this point from the compliance point.</p>	Tender condition prevails
6	Micro Focus	Anne xure	1.2 Enterprise Managem ent System	384	22	The solution should have the native capability to deliver Business Intelligence (BI) reports; using an in-built industry-standard BI reporting tool.	<p>Requesting customer to tweak this point as below.</p> <p>The solution should have the native capability to deliver Business Intelligence (BI) reports; using an in-built or external industry-standard BI reporting tool.</p> <p>Reason: No EMS reporting tool comes with Inbuilt BI reporting tools and it has be factored externally to achieve BI kind reports.</p>	Tender condition prevails

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7	Micro Focus	Annexure	1.2 Enterprise Management System - Helpdesk	389	2	<p>System should support ITIL processes such as:</p> <ul style="list-style-type: none"> - Incident Management - Problem Management - Release and Deployment Management - Knowledge Management - Service Level Management - Availability Management - Capacity Management - IT Service Continuity Management - Event Management - Service Asset and Configuration Management 	<p>Requesting customer to tweak this point as below.</p> <p>System should support ITIL processes such as:</p> <ul style="list-style-type: none"> - Incident Management - Problem Management - Change Management - Release and Deployment Management - Knowledge Management - Service Level Management - Service Asset and Configuration Management - Service Catalog Management <p>Reason: Change management is one of the key processes to have a better control on the changes which is being part/routine of the day to day operations.</p> <p>Event Management, Availability Management, Capacity Management and IT Service Continuity Management is always the part of the event monitoring and management solution wherein you will have better control on the event consolidation, correlation, capacity trending and forecasting etc.</p>	Tender condition prevails

Response to the Pre-Bid Queries for the Tender Notice No. 11-20011/1/2020-COMP - RFP for selection of System Integrator for e-Governance solution and transformation of Directorate General of Shipping, Govt. of India

Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
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8	Micro Focus	Anne xure	1.2 Enterprise Managem ent System - Asset Managem ent	392	19	19. Ability to offer remote control capabilities for various Windows environment 20. Ability to support multiple connection protocols for remote control, including TCP/IP, HTTP, etc. 21. Ability to offer several levels of security for remote control ranging from defining users with specific rights and local confirmation 22. Allow administrators to centrally manage remote control users' and their access rights. 25. Ability to support remote reboot functions 27. Ability to allow multiple remote management sessions to be opened concurrently with easy switching between the sessions	Please clarify if the remote control/reboot/function is limited to Servers only or if it is expected for Servers and End Points (Desktops and Laptops) both?	Remote control capabilities expected for Servers, and network infrastructure (Routers, network switches, Firewall/ UTM etc.)
9	Micro Focus	Anne xure	1.2 Enterprise Managem ent System - Business Service Managem ent	395	6	Ability to monitor/control/log connections of various devices including USB and other storage devices	1. Please clarify if the connected devices like USB and Storage devices creates a event log or update the existing log file whenever these devices are connecting to the server(s)?2. If yes, can we monitor the specific event logs pertaining to these connected devices and log the event and alert?3. If no, then request customer to remove this point from compliance since such connected devices cannot monitor through EMS solution.	Request for change is accepted. Please refer Corrigendum 2

Response to the Pre-Bid Queries for the Tender Notice No. 11-20011/1/2020-COMP - RFP for selection of System Integrator for e-Governance solution and transformation of Directorate General of Shipping, Govt. of India

Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Vol.	Section	Page No.	Clauses			
10	Micro Focus	Annexure	1.2 Enterprise Management System - Business Service Management	395	7	Ability to automatically detect and integrate with compatible anti-virus scanners. Anti-Virus scanners can be used to enforce that all removable storage devices are virus-free before access should be granted as part of the authorization process.	Requesting customer to remove this point from EMS compliance since it is not a feature of EMS solution.	Request for change is accepted. Please refer Corrigendum 2
11	Micro Focus	Annexure	1.2 Enterprise Management System			Additional Clause	<p>EMS/NMS OEM must be an industry standard, enterprise grade solution and shall be in the present in Gartner's MQ reports for NPMD and ITSM for last three years (2018, 2019 & 2020).</p> <p>Reason: Solution having been analysed & recognized by leading analysts ensures that an industry standard solution is being proposed. This is important because as NMS/EMS/ITSM is the only solution that gives visibility into the project and is responsible for SLA measurements and audits, and therefore all the stakeholders must agree to the reports been generated from NMS/EMS/ITSM. This warrants an industry-standard solution.</p>	EMS solution should be an industry standard, enterprise grade solution.
12	Micro Focus	Annexure	1.2 Enterprise Management System			Additional Clause	<p>The proposed EMS solution should be built on modern container technologies, and have an options to deploy on classic mode non containerised as well as containerized mode.</p> <p>Reason: Container based solutions requires least efforts for implementation, customization and</p>	EMS solution should be an industry standard, enterprise grade solution.

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							maintainance due to pre integrated modules, dependencies like DB, load balancers are built-in and configured in advance. It is Cost effective since the required hardware and 3rd party components are bundled.	
13	Micro Focus	Annexure	1.2 Enterprise Management System			General Query - EMS Licensing - Volumetric	<p>Since there is requirement for EMS tool in RFP but volumetric has not been provided to factor the appropriate licenses for EMS tools. Request bank to provide the volumetric as per following to factor the appropriate EMS licenses:-</p> <p>(1) Number of Network Devices: (2) Number of ICMP Devices: (2) Number of Storage Devices: (3) Number of Physical and Virtual Hosts (Servers): (4) Number of Databases, Applications or Middlewares etc.: (5) Number of IT Helpdesk Analysts: (6) IT Helpdesk Analysts type: Concurrent or Named: (7) Number of End Points (Desktops/Laptops) for Asset Discovery:</p> <p>Reason: This will provide all the qualified EMS OEM's to participate equally technically and commercially</p>	Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS
14	Micro Focus	Annexure	1.2 Enterprise Management System			General Query - EMS Licensing - Hardware and Solution Design	<p>Please clarify if EMS solution is to be designed with High Availability at DC and DR level or High availability at DC level and DR site as standalone and should act as an redundant site of DC (DC and DR will sync at periodic interval) and take over if DC site goes down?</p>	EMS solution should be an industry standard, enterprise grade solution.

Response to the Pre-Bid Queries for the Tender Notice No. 11-20011/1/2020-COMP - RFP for selection of System Integrator for e-Governance solution and transformation of Directorate General of Shipping, Govt. of India

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15	Micro Focus	2	1.4.2.11	44	9	The winning bidder at the time of software development, may propose a design of the hardware configuration in line with contemporary principles and ensure that it comprises various servers including database, application, web servers etc. However, the decision of finalizing hardware / cloud will be with DGS and bidder to adhere to the decision.	Pls clarify if DGS is currently using any cloud services. If Yes, pls share details. If not, is DGS team planning to go for any Private or Public Cloud in future. Is EMS required for monitoring of On premises Infrastructure / Hardware or Cloud or both ?	Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS. EMS is required for monitoring both On-premise and Cloud Infrastructure
16	Micro Focus	Annexure	1.1 SIEM	378	58	The solution should be able to continue to collect logs during backup, defragmentation and other management scenarios.	What is the total size of the data to be backed up ?	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
17	Micro Focus	Annexure	1.1 SIEM	373	58	Solution/offering would be a cloud based SIEM service	This point contradicts with other points e.g. point 2. where solution requested is with appliance/software formfactor. Please clarify if only cloudbase service is required or both (cloud/on prem) can be proposed.	Bidder can proposed dedicated Cloud / On-prem SIEM offering
18	Micro Focus	Annexure	1.1 SIEM	375	58	The solution should perform regular (at least twice a year) health check and fine tuning of SIEM solution and should submit a report to customer	Regular health check needs to be performed by bidder. Is our understanding correct?	Yes, regular health checks to be performed by Bidder

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19	Micro Focus	Anne xure	1.1 SIEM	375	58	The solution should support hierarchical structures for distributed environments. The solution should have capability for correlation of events generated from multiple SIEM(s) at different location in single management console.	We think points should be "The solution should support hierarchical structures for distributed environments. The solution should have capability for correlation of events generated from multiple "event sources" at different location in single management console. Is our understanding correct?	Tender condition prevails
20	Micro Focus	Anne xure	1.1 SIEM	381	83	The solution should mention the response time for customized parsers writing for out of box unsupported device log types or in case of version upgrade(s) which lead to a new log type	It is very hard to define time lines as it depends upon the type/quality/number of fields of logs generated. Request to delete this point.	Tender condition prevails
21	Micro Focus	Anne xure	1.1 SIEM	382	89 - 94		By these points only cloud SIEM solution is asked, these points are inclined to a certain OEM. Pls remove it a make the specs open for on-prem software based SIEM solution	Bidder can proposed dedicated Cloud / On-prem SIEM offering
22	OASYS Cybernetics	1	6.4 Pre-Qualification Criteria	30	5	Three projects of amount not less than Rs. 8 crores Each of 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.	Can more projects of value less than Rs 8 Crores be included ?	Tender condition prevails

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23	OASYS Cybernetics	2	1.4.2.2 Requirement Gathering	28	6	6. Bidder will conduct workshops with relevant users of the systems wherever necessary, to obtain more details on the requirements of the project and have to get a sign-off the requirements. The bidder should identify the customization requirements for the implementation. Any changes required in the proposed processes will have to be explicitly discussed and agreed with DGS and relevant stakeholders.	Will the workshops be a part of training programs ?	Workshops won't be part of training program
24	OASYS Cybernetics	2	1.4.2.3 Solution Design	31	20	<ul style="list-style-type: none"> Incoming data should be filtered / cleaned after checking for missing values, logical flaws in data, incorrect values etc. 	Understand that a De-Duplication solution will be included for cleaning the data. Should the raw data be stored after cleaning ?	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
25	OASYS Cybernetics	2	1.4.2.5 Scope and Guideline for Mobile App Development	36	11	The role for a UI element should be available programmatically so that assistive technology can report this either through speech or Braille.	Need clarity on this .	Assistive Technologies like screen readers, are used by people who are blind to read textual information through synthesized speech or braille; text-to-speech software, which is used by some people with cognitive, language, and learning disabilities to convert text into synthetic speech

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26	OASYS Cybernetics	2	1.4.2.14 Migration	49	1.B	Data migration including entry and validation of all data (and porting) is the responsibility of the bidder.	What is the amount of data to be migrated in number of years ?	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
27	OASYS Cybernetics	2	1.4.2.14 Change Management	51	7	The Bidder shall provide such additional training as they deem necessary in order to ensure that the training imparted is comprehensive and complete.	Will this training be a continuous one ?	Please refer Annexure 3 section 1.2 Transitioning and change management
28	OASYS Cybernetics	2	1.4.2.15 Implementation and adherence to IT policies as defined by DGS	56	1.4.2.15	The bidder has to apply, obtain and maintain the STQC certification for the project. The cost incurred for obtaining and maintaining the certification shall be borne by the bidder. The bidder shall get the certificate as per timelines defined in volume I failing which the subsequent payments will be deferred till the certification is obtained.	What is the frequency of this certificate required ?	Please refer RFP Vol-2 section 1.4.2.9 Solution Testing
29	OASYS Cybernetics	3	13.2 Invoicing and Settlement	21	(c)	Payment shall be made within 90 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties are imposed on the Bidder as per the penalty criteria specified in the SLA	Need this to be 45 days.	Tender condition prevails

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30	ESDS Software Solutions	1	3.4.2 Consortium of Firms	18	VIII.	VIII. The lead bidder and consortium members shall clearly define the roles and responsibilities / scope of work in the Memorandum of Understanding (MoU) to be signed and submitted to DGS. The MoU shall be prepared on a stamp paper of requisite value and shall be submitted along with the Technical.	Please confirm if the 11.1.13 Tech 13: Format for Consortium Agreement, from the RFP, is sufficient as an MOU OR whether the Bidder must submit a separate MOU document.	Tender condition prevails
31	ESDS Software Solutions	1	4.8 Consortium Conditions	22	V.	V. However, all the members of the consortium must also, jointly and severally, be responsible for satisfactory execution and performance of the contract. An irrevocable affidavit shall be furnished on suitable non-judicial stamp paper duly notarized giving undertaking for jointly and severally owning responsibility towards contractual obligations throughout the contract period.	Please confirm whether the bidder is required to submit the affidavit mentioned in this clause during the tender submission.	Tender condition prevails
32	ESDS Software Solutions	2	1.4.2.2 Requirement Gathering	29	7.d	d. The bidder shall carry out the study of the existing systems for the exact requirement of interfacing/ integration and data migration from the existing legacy applications.	Kindly confirm location details where the existing system/application is hosted.	Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS

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33	ESDS Software Solutions					General	Kindly confirm is the new e-governance solution is going to host at existing location or at the bidders end.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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34	ESDS Software Solutions					General	If at bidders end, we assume that another RFP will be published for the Cloud.	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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35	ESDS Software Solutions	1	11.3 Comp 1	86		11.3 Comp 1: Summary of Commercial Proposal	Since the commercial BOQ excel is not provided on the tender portal. Hence We understand that bidders must submit commercial proposals in the format specified in 11.3 Comp 1: Summary of Commercial Proposal , and in accordance with the component breakup. Please confirm the same.	Tender condition prevails

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36	ESDS Software Solutions	1	6.4 Pre-Qualification Criteria	30	PQ5	<p>The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least one project of amount not less than Rs. 16 crores</p> <p>OR</p> <p>two projects of amount not less than Rs. 12 crores</p> <p>OR</p> <p>Three projects of amount not less than Rs. 8 crores</p> <p>Each of 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.</p>	<p>Requesting you to kindly amend the clause as :</p> <p>The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least one project of amount not less than Rs. 02 crores</p> <p>OR</p> <p>two projects of amount not less than Rs. 1.5 crores</p> <p>OR</p> <p>Three projects of amount not less than Rs. 80 lakhs</p> <p>Each of which includes Application Development, Software Support, training, support manpower & maintenance involving services to any state / central government/PSU organization in India during the last seven financial years.</p> <p>Copy of work order/LOI / MSA / PO and Completion Certificate from the client;</p> <p>OR</p> <p>Copy of work order/ LOI/ MSA / PO and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity);</p> <p>OR</p> <p>Copy of work order/LOI / MSA / PO and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity);</p>	Tender condition prevails

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							In case of: Single Bid – Bidder Consortium Bid – Any member	

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37	ESDS Software Solutions	1	A.1 System Integration Experience	34	A.1	System Integration ExperienceThe Bidder / Lead bidder in case of consortium, must have System Integrator experience of large successful Go-Live / completed project during the last 7 years (as on the last date of bid submission). The implementation must include application development / customization, Operations and maintenance services, Training & Capacity Building, Providing Technical Man-power Support37.5 marks per project will be allotted.The bidder can submit a maximum of 4 projects. Maximum 150 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 > 15 Crores each –10	Requesting you to kindly amend the clause as: System Integration ExperienceThe Bidder / Lead bidder in case of consortium, must have System Integrator experience of large successful Go-Live / completed project during the last 7 years (as on the last date of bid submission). The implementation must include application development / customization, Operations and maintenance services, Training & Capacity Building, Providing Technical Man-power Support37.5 marks per project will be allotted.The bidder can submit a maximum of 4 projects. Maximum 150 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 > 02 Crores each –10 Additional Marks per project. The bidder can submit a maximum of 4 projects. Maximum 40 marks will be awarded.The additional criteria shall be evaluated only for the submitted projects (maximum 4). Copy of work order/LOI / MSA / PO and Completion Certificate from the client; OR In case of the project under Non - Disclosure Agreement (NDA), Company Secretary of the bidder or certifying authority of bidder should provide the certificate of completion +	Tender condition prevails

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						Additional Marks per project. The bidder can submit a maximum of 4 projects. Maximum 40 marks will be awarded. The additional criteria shall be evaluated only for the submitted projects (maximum 4).	completion certificate from the client OR Copy of work order/LOI / MSA / PO and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order /LOI/ MSA / PO and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding entity); Please provide project details as per format "Tech 10"	

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38	ESDS Software Solutions	1	6.5 Technical Bid Evaluation	35	A.2	<p>The Bidder / any member of consortium must have experience of successful Go-Live / completed project (other than the projects given in Criteria A.1) for IT solution in Shipping / Maritime domain in India or abroad as System Integrator* in last 7 years (as on the last date of bid submission) 50 marks per project (Maximum 2 projects)</p> <p>*Here, System Integrator shall necessarily mean projects where scope of work includes Application Development / Customization Services and Maintenance Services</p>	<p>Requesting you to kindly amend the clause as :</p> <p>The Bidder / any member of consortium must have experience of successful Go-Live / completed project (other than the projects given in Criteria A.1) for IT solution in Shipping / Maritime/IT/ITES domain in India or abroad as System Integrator* in last 7 years (as on the last date of bid submission) 50 marks per project (Maximum 2 projects)</p> <p>*Here, System Integrator shall necessarily mean projects where scope of work includes Application Development / Customization/ Services/ Maintenance Services</p> <p>Copy of work order/LOI / MSA / PO and Completion Certificate from the client; OR In case of the project under Non - Disclosure Agreement (NDA), Company Secretary of the bidder or certifying authority of bidder should provide the certificate of completion + completion certificate from the client OR Copy of work order/LOI / MSA / PO and Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity); OR Copy of work order /LOI/ MSA / PO and Phase Completion Certificate (Certified by Client OR CS/independent auditor of the bidding</p>	Tender condition prevails

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							entity); Please provide project details as per format "Tech 10" Note: For International projects, the bidder has to provide copy of purchase order along with a case study of the project.	

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39	ESDS Software Solutions	1	6.5 Technical Bid Evaluation	37	B.3	<p>Subject Matter Expert</p> <ul style="list-style-type: none"> BE / BTech / MCA / MTech and MBA with at least 10 years of Total work experience. Award of marks will be as follows: <ul style="list-style-type: none"> Experience of implementing end to end Projects for scope as defined in the criteria A.2 <ul style="list-style-type: none"> o > 4 Projects – 20 Marks o 2 to 4 Projects – 10 marks o < 2 Projects – 0 Marks Number of Years of Experience working in Shipping Management companies in India or abroad <ul style="list-style-type: none"> o > 8 years – 20 Marks o 6 to 8 years – 10 Marks o 4 to 6 years – 5 Marks o < 4 years – 0 Marks 	<p>Requesting you to kindly amend the clause as:</p> <p>Subject Matter Expert</p> <ul style="list-style-type: none"> BE / BTech / MCA / MTech and MBA with at least 6 years of Total work experience. Award of marks will be as follows: <ul style="list-style-type: none"> Experience of implementing end to end Projects in IT/ITES <ul style="list-style-type: none"> o > 3 Projects – 20 Marks o 2 to 3 Projects – 10 marks o < 1 Projects – 0 Marks Number of Years of Experience working in Shipping Management/IT/ITES companies in India or abroad <ul style="list-style-type: none"> o > 6 years – 20 Marks o 4 to 6 years – 10 Marks o 2 to 4 years – 5 Marks o < 2 years – 0 Marks 	Tender condition prevails

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40	ESDS Software Solutions	1	6.5 Technical Bid Evaluation	38	B.5	<p>Change Management Specialist / Trainer (nos. 2)Any graduation degree from recognised university / institute with at least 8 years of experience and at least 2 years of total work experience in all of the following:a) Conducting large scale awareness, training, promotional programs.b) Expertise in development of course material for training on technical areaShould have worked on at least one of project cited in criteria A1 / A2 or similar projectsAward of marks will be as follows:•Experience: Total Number of years as a change management expert / trainer> 7 years – 10 Marks5 to 7 years – 7 marks2 – 5 Years – 5 marksCertificate:Providing training to government organisations: Certificate from client mentioning resource name for providing trainings.2.5 marks per client maximum of 5 marks.Each of the resource shall be awarded 15 marks subject to a maximum of 30 marks for 2 resources</p>	<p>Requesting you to kindly amend the clause as:Change Management Specialist / Trainer (nos. 2)Any graduation degree from recognised university / institute with at least 6 years of experience and at least 2 years of total work experience in all of the following:a) Conducting large scale awareness, training, promotional programs.b) Expertise in development of course material for training on technical area Should have worked on at least one of project cited in criteria A1 / A2 or similar projectsAward of marks will be as follows:•Experience: Total Number of years as a change management expert / trainer> 6 years – 10 Marks4 to 6 years – 7 marks2 – 4 Years – 5 marksCertificate:Providing training to government organisations: Certificate from client mentioning resource name for providing trainings.2.5 marks per client maximum of 5 marks.Each of the resource shall be awarded 15 marks subject to a maximum of 30 marks for 2 resources</p>	Tender condition prevails

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41	ESDS Software Solutions	1	6.5 Technical Bid Evaluation	40	B.7	<p>Solution Architect BE / BTech / MCA / MTech / MBA with 10 years' work experience Award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience as Solution Architect in large Turnkey projects each of them being of value more than 25 Cr. o > 5 Projects – 20 Marks o 3 to 5 Projects – 10 Marks o < 3 Projects - 0 Marks Additional 5 marks will be provided for a project with PSU / Government Bodies / Autonomous Organization (under any Indian Government law) in India to a maximum of 15 marks. • Certifications: TOGAF / Zachman Framework / any other relevant certification Documentary proof to be submitted. o Certified: 5 Marks o Not Certified: 0 Marks 	<p>Requesting you to kindly amend the clause as:</p> <p>Solution Architect Any Graduate/Post Graduate/ BE / BTech / MCA / MTech / MBA with 6 years' work experience Award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience as Solution Architect in large Turnkey projects each of them being of value more than 2 Cr. o > 5 Projects – 20 Marks o 3 to 5 Projects – 10 Marks o < 3 Projects - 0 Marks Additional 5 marks will be provided for a project with PSU / Government Bodies / Autonomous Organization (under any Indian Government law) in India to a maximum of 15 marks. • Certifications: TOGAF / Zachman Framework / any other relevant certification Documentary proof to be submitted. o Certified: 5 Marks o Not Certified: 0 Marks 	Tender condition prevails
42	ESDS Software Solutions	1	10.1 Project Timelines	52		<p>Detailed timelines of the expected deliverables are given in the table below. Post full scale deployment, next step is to stabilize the operations of the system. This shall include activities like updating the system as</p>	<p>We assume that the SMS/ Email gateway will be provided by DGS and bidder only has to integrate it. Kindly confirm</p>	SMS / Email gateway would be provided by DGS. Bidder is only responsible for integration / interfacing

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						per feedback provided from the users, developing application interfaces as required, assist in conducting outreach programs for external users in forms of monthly workshop, training programs, SMS and email to the registered Mobile no. and email ID for pre-defined events.		
43	ESDS Software Solutions	2	13.1 Architectural Principles	14	9	Bidder has to maintain principle of first-time-right data capture. System should provide for maker-checker functionality for all data inputs. System should allow multiple levels of checkers and approvals which may be configured within the system	Requesting you to kindly confirm the number of maker and checker users expected	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
44	ESDS Software Solutions	2	13.1 Architectural Principles	15	15	The underlying technology needs to be user friendly by having ease of use principle. Ease-of-use is a positive incentive for use of applications. It encourages users to work within the integrated information environment instead of developing isolated systems to accomplish the task outside of the enterprise's integrated information environment. The	Requesting you to kindly confirm if DGS has any technology preference	Please refer RFP Vol-2 section 1.4.2.15

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						knowledge required to operate one system will be similar to others if the look and feel of the applications are similar. By having ease-of-use principle, training can be kept to a minimum thereby aiding IT change management and the risk of using a system improperly can be minimized.		
45	ESDS Software Solutions	2	13.2 Security Principles	17	25	For operations phase security activities such as performing backups, holding training classes, managing cryptographic keys, keeping up with user administration and access privileges, and updating security software are some examples that have to be done by the bidder.	Requesting you to kindly confirm: 1. The type of backup required? 2.Amount of data? 3.What will be the format of data?	Backup - As per MeitY guidelines. Existing data size is 550 GB. Current Software stack would be available on an as is basis.Bidder to conduct independent assessment further

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46	ESDS Software Solutions	2	13.2 Security Principles	17	27	Web facing application should be deployed in DMZ (Demilitarized) zone and the Database Server should be deployed in the secured zone while deploying the application on cloud.	We assume that cloud for hosting will be provisioned by DGS	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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47	ESDS Software Solutions	2	14.2.1 Functional Coverage	23		The integrated solutions (COTS / Bespoke / developed as above) should have to be integrated with payment gateway, SMS gateway, Aadhar etc. The system is required to integrate with payment gateways and SMS service providers for enabling payments and issuing notifications to internal and external users. The system should allow agents and other third parties to conduct financial transactions as per the rights.	We assume that the Aadhar and any other required will be provided by DGS. Kindly confirm?	DGS will facilitate bidder's discussion regarding API with external systems, when required
48	ESDS Software Solutions	2	14.2.1 Functional Coverage	23		API layer will make sure that the access and feature control are verified through functionality key. API layer will be required for specific functions and services intended for external systems including customers, partners and suppliers. The APIs will be governed and managed through the API management tool. The API manager should primarily allow the developer community to design, register, publish and manage services.	Requesting you to kindly confirm if DGS has any tool preference in terms of API Manager	Please refer RFP Vol-2 section 1.4.2

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49	ESDS Software Solutions	2	14.2.1 Functional Coverage	24		The exchange is to be based on APIs and Messaging hub, wherein API would be given higher preference over messaging hub	We assume that the API and Messaging Hub details would be provided by DGS. Kindly confirm	The Bidder is expected to undertake a detailed study of the information exchange between DGS and other stakeholder systems to identify the list of APIs to be implemented.
50	ESDS Software Solutions	2	14.2.1 Functional Coverage	27		Email services are required to be integrated with the e-Governance systems to send alerts / notifications / intimations / automated messages to register email ids. The users will be allowed to register for sms and email alerts for applicable cases.	We assume that the Email Gateway will be provided by DGS. Kindly Confirm	SMS / Email gateway would be provided by DGS. Bidder is only responsible for integration / interfacing
51	ESDS Software Solutions	2	1.4.2.2 Requirement Gathering	29		The bidder shall carry out the study of the existing systems for the exact requirement of interfacing/ integration and data migration from the existing legacy applications.	Requesting you to kindly confirm: 1. What is the amount of data that needs to be migrated? 2. What is the format of data?	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
52	ESDS Software Solutions	2	1.4.2.3 Solution Design	30	11.I	Format of all input screens including data entry requirements	We assume that data entry activities will be done by DGS	Please refer RFP Vol-2 section 1.4.2.14 (Transitioning)

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53	ESDS Software Solutions	2	1.4.2.3 Solution Design	31	21	21. Apart from data quality assessment, backchecks may be deployed to further improve data quality and increase its reliability including but not limited to <ul style="list-style-type: none"> • Social Audits (Citizen participation that focuses on government performance and accountability) • Telephonic backchecks/verification with beneficiaries • Multimedia data – citizen voice, video, images as evidence • Sample inspections based on data. • Third party data verification/ data audits (Data audited by third parties), etc. 	Requesting you to kindly confirm: 1. What are the data sources and formats of data used by DGS 2. We assume that all the data/content will be provided by DGS	Please refer RFP Vol-2 section 5.2 Roles and Responsibility and 5.3 Existing e-Governance solution at DGS. Existing data size is 550 GB. DGS will provide the data, however, bidder to conduct independent assessment further
54	ESDS Software Solutions	2	1.4.2.4 Scope and Guidelines for DGS Website	33	26	The mechanism should be in place to check the accuracy of Hyperlinked Content and Clear indications are given when a link leads out to a non-government website.	Requesting you to kindly confirm the scope of face recognition.	Please refer RFP Vol-2 section 1.4.2.4 clause 3 Scope and Guidelines for DGS website. The new DGS website shall be integrated with technologies like Face recognition
55	ESDS Software Solutions	2	1.4.2.4 Scope and Guidelines for DGS Website	32	2	2. Bidder to carry out study, requirement understanding and analysis with respect to developing new integrated common website for DGS after undertaking the	We assume that the content/Data (Multimedia, text, images, etc) for the website will be provided by DGS. Kindly confirm	Multimedia, images will be provided by DGS. Bidder need to finalize the content/data after discussion with DGS

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						study of the existing Websites: • Preliminary study for existing websites of DGS. • Requirement gathering through consultation with DGS. • Finalisation of CMS and Database configuration.		
56	ESDS Software Solutions	2	1.4.2.4 Scope and Guidelines for DGS Website	33	15	15. Web pages should allow the user to bypass repeated blocks of content.	Requesting you to kindly provide more clarity on the expectations for the feature	Web pages and applications often have content that is repeated other pages or screens (for example navigation links, heading graphics, banner frames etc.). A sighted user can ignore the repeated material by focusing on the main content area but it is not possible for a person using a screen reader. Therefore Web pages must provide a mechanism to bypass blocks of content that are repeated on multiple web pages. This may be done by providing a skip to content link at the top of the webpage.

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57	ESDS Software Solutions	2	1.4.2.4 Scope and Guidelines for DGS Website	35	60	60. When the sequence in which content is presented affects its meaning, a correct reading sequence could be programmatically determined.	Requesting you to kindly provide more clarity on the feature expected	When the sequence in which content is presented affects its meaning, a correct reading sequence MUST be programmatically determined. This helps people who rely on assistive technologies like screen readers because the meaning evident in the sequencing of the information in the visual presentation will be the same when the content is presented in spoken form. This also preserves the meaning of the page when the CSS is turned off or not supported. It should be noted that a sequence is meaningful if change of order shall impact its meaning. Two independent content items like two separate articles in a page may be placed in any sequence without affecting the meaning. Similarly the navigation block and the content area may be placed in any sequence without affecting their meaning.

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58	ESDS Software Solutions	2	1.4.2.4 Scope and Guidelines for DGS Website	35	81	The solution should be capable enough to upgrade onto new technologies such as Machine Learning (ML), Artificial Intelligence (AI), Blockchain, Internet of Things (IoT), Big Data, etc	Requesting you to kindly confirm if there will be any scope of upgradation in future. Will that upgrade be in the current scope of work. Kindly confirm.	Bidder should design the solution taking into consideration the possibility of such upgrades in the future. However, Upgrade is not in scope of this RFP.
59	ESDS Software Solutions	2	1.4.2.6 DGS performance measurement and monitoring dashboards	38	10.1	I) The bidder should develop an open dashboard for citizens (view only access to users), publish it on the e-Gov portal. The other dashboard should have the role based access for different stakeholders as defined by DGS.	We assume that the license required for the tool will be provided by DGS. Kindly confirm	Designing and deploying dashboards for all user levels to be done by the Bidder. Any tool / license required for the same to be provided by the Bidder.
60	ESDS Software Solutions	2	1.4.2.6 DGS performance measurement and monitoring dashboards	38	10.1	I) The bidder should develop an open dashboard for citizens (view only access to users), publish it on the e-Gov portal. The other dashboard should have the role based access for different stakeholders as defined by DGS.	Requesting you to kindly confirm: 1. What are data sources? 2.What are the format for data sources? 3.We assume that the API's and details required for Data will be provided by DGS. Kindly confirm?	Data sources, format of the data sources will be part of the study of the bidder
61	ESDS Software Solutions	2	1.4.2.6 DGS performance measurement and monitoring dashboards	38	12	All reports / MIS / dashboard should be populated on real time / near real time data.	Requesting you to kindly confirm: 1. What are data sources? 2.What are the format for data sources?	Data sources, format of the data sources will be part of the study of the bidder

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62	ESDS Software Solutions	2	1.4.2.6 DGS performance measurement and monitoring dashboards	38	12	All reports / MIS / dashboard should be populated on real time / near real time data.	We assume that in case data has to be retrieved from external sources/API the same shall be provided by DGS	DGS will facilitate bidder's discussion regarding API with external systems, when required
63	ESDS Software Solutions	2	1.4.2.6 DGS performance measurement and monitoring dashboards	38	17	17. Bidder should integrate the eGov data with different ministry dashboards (e.g. Unnati Dashboard).	We assume that the the required details/API will be provided by DGS	DGS will facilitate bidder's discussion regarding API with external systems, when required
64	ESDS Software Solutions	2	1.4.2.7 Analytics and Business Intelligence	38	2	The bidder shall provide comprehensive pre-active monitoring through Business Intelligence (Dashboards and reports) and Analytics. The mechanism should allow for generating reports and analysis.	Requesting you to kindly confirm if DGS has preference for any specific technology for Business Intelligence and Reporting. If yes; we assume that the license for same will be provided by DGS. Kindly confirm	Please refer RFP Vol-2 section 1.4.2.8 Procurement of software components, solution configuration / development and testing
65	ESDS Software Solutions	2	1.4.2.7 Analytics and Business Intelligence	39	9	9. The module must support Geo-analytics and Geo-plotting of results as and when desired.	We assume that the map API will be provided by DGS. Kindly confirm	DGS will facilitate bidder's discussion regarding API with external systems, when required

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66	ESDS Software Solutions	2	1.4.2.14 Migration	49	E	E. Data Assessment: The study of the source/legacy systems must provide comprehensive insights into the content, structure, quality and integrity of the source/legacy systems.	Requesting you to kindly confirm the size of data and format of the data	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
67	ESDS Software Solutions	2	1.4.2.14 Change Management	51	11	DGS envisages that the training and capacity building sessions for all stakeholders would primarily be based on 'Train the Trainer' concept. These master trainers will further train the respective users. Training will happen in decentralised manner. Trainer will visit the respective locations and will carry out training activity. Only the conference room/space for the training including one projector would be arranged by DGS. DGS along with the bidder shall identify key resources to impart skill based training to allow the "Train-the-Trainer" program. a. Training will happen at Following Locations i. DGS HQ ii. 4 locations in 4 different zones(Final locations will be provided by DGS)	Requesting you to kindly confirm the locations at which training has to be provided. Does the training have to be simultaneous	DGS HQ Mumbai Kolkata, Chennai, Kochin and Kandla

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68	ESDS Software Solutions	2	1.4.2.14 Change Management	55	20	20. MSP shall design and implement a system for capturing feedback on training.	We assume that a feedback module has to be developed. Kindly clarify	Feedback module development is not required, however, feedback should be captured for training and change management
69	ESDS Software Solutions	2	C. General application and Portal Requirements	81		• Users should be able to upload documents in multiple formats	Requesting you to kindly confirm the formats.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
70	ESDS Software Solutions	2	D. Mobile Application / Integration with Mobile devices	82	D.iii	Please Note: The SI needs to develop the necessary app/interface as per directions and requirements of the DGS. SI has to select the proper architecture / platform for application. The selected application architecture / platform will support all Smart phone platforms. DGS is looking forward for Mini App Store from where DGS staff & end users can easily download the apps.	Requesting you to kindly confirm if the mini app store has to be considered as a part of current scope of work	Mini Store to be removed from the RFP. Please refer Corrigendum 2.
71	ESDS Software Solutions	2	2.2.5.5 CMS solution	89		Content management system (CMS) is required to maintain the content on the web-portal. It should be possible to add content in form of Text, HTML, videos or Images on the port website. Along with the facility to easily publish content on the	We assume that the content for the website will be provided by DGS. Kindly confirm	Multimedia, images will be provided by DGS. Bidder need to finalize the content/data after discussion with DGS

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						website, CMS would also have facility to maintain access logs for security and accountability purpose.		
72	ESDS Software Solutions	2	2.2.5.6 Email solution	89		DGS users would be provided with provision for official mail to interact with each other at all the locations envisaged in the project or with external users. It is envisaged that mailing solution would be integrated with the application layer for exchange of information and it would be possible to move emails to Document Management System.	We assume that the Details and API of Email gateway and Document Management System will be provided by DGS. Kindly confirm	DGS will facilitate bidder's discussion regarding API with external systems, when required
73	ESDS Software Solutions	2	2.2.5.9 Backup and Archival	90		Bidder should evolve a backup and archival strategy for Regular backups of project related data, on backup and restoration, Generation of monthly report on the backup/restoration performance, etc. The solution shall help carry out backup and archival as per DGS's policy.	Requesting you to kindly confirm the type of backup required and amount of data -GB/TB	Backup - As per MeitY guidelines. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
74	ESDS Software Solutions	2	3 Acceptance and certification	94		Bidder is responsible for delivering all the Project Deliverables to DGS as defined. All the project deliverables shall be submitted to DGS for	Requesting you to kindly consider a ready made tool as well such as JIRA, Trello, etc	Tender condition prevails

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			requirements			approval through Project Management Information system (PMIS) only. This system will be developed by the bidder as a part of system development.		
75	ESDS Software Solutions		General			Licensing / Subscription to the services	Whether the cost of hosting environment, datacenter facilities, license of system software (such as operating system, RDBMS, SMS system, any other tool) and hardware required for hosting the application will be borne by the Dept .Kindly confirm	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in

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								time - RTO 2 Hrs. & RPO 15 mins.
76	ESDS Software Solutions		General			Other Support Requirements	Are the resources required to be deployed during the project life cycle? Or are they required to be deployed post go-live during the AMC period?	Please refer RFP Vol-1 section 9 Constitution of Team for details on deployment of resources in Phase I and Phase II
77	ESDS Software Solutions		General			ETL	1.Is there any ETL Activity involved? 2.If yes; please confirm the data sources? 3.What are the data formats?	No ETL activity involved in existing system. Existing Database is Oracle 11 database. Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS.

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78	Liferay	2	1.4.2.4 Scope and Guidelines for DGS Website	34	37	Feedback should be collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	We would suggest to include a drag and drop Form Builder interface so that any kind of forms for feedback or grievances can be created on a no code basis and can also be leveraged by non-technical authorized users in case any modifications are required to be incorporated.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
79	Liferay	2	2.2.5 Applications	81		Should have workflow capabilities with regard to the content approval/publishing process	Based on our experience, would suggest GUI based Workflow designers so that multi-step approvals/rejections can be configured and mapped to Content and Forms on a no-code basis.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
80	Liferay	Annexure	FRS - Website / Portal	365		29 . Should support offline support and caching of forms	Request to amend: Should support caching of forms Reason: Offline Mode for forms should be applicable only for Mobile and not website because Accessibility of Websites is not linked to storage tables, it can be cached for websites	Tender condition prevails
81	Liferay	2	1.4.2.13 Software Application Maintenance	46	24	Workflow Design WPMC / BPM Standard	We would request to include WPMC/ BPM or similar standards as there are multiple Workflow Designers that have the same capability with similar standards to BPM	Tender condition prevails
82	Liferay	General	General			General Suggestion	Although search is envisaged for MIS reports, with our industry wide experience, we would request to include an enterprise full-text search query engine that can search across all the indexes in the instance including multilingual keywords.	Search parameters to be comprehensive to include all scenarios to cater to DGS requirements
83	Liferay	2	5.3 Existing e-Governance	3		Total number of concurrent employees(permanent/out sources/contract) will be	We believe this is the total concurrent users (external users + all employees) per second . Please confirm.	Currently no. of users logged in at any given time is around 5000 - 6000

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			ce solution at DGS			using the application software at a time. – on an average 18 thousand concurrent users (not just employees)		
84	TCS	2	1.3.3 Management Principles	18	3	3. System should have a Security Information and Event Management (SIEM) solution that provides end-to-end, comprehensive, modular and integrated management of IT Security components to maximize the availability of application services and SLA performance	Prease provide the list of IT security components needs to be integrated with SIEM solution.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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85	TCS	2	1.4.2.4 Scope and Guidelines for DGS Website	32	7	7. The Website to be developed shall meet the requirements of DGS and must be GIGW (Guideline for Indian Government Website) certified from STQC and security audited from CERT-IN / CERT-IN Empanelled vendors.	a. Kindly provide periodicity and frequency of Cert-in security audit. B. Please confirm the security audit will be only applicable to TCS developed application , mobile app and API services?	Please refer RFP Vol-2 section 1.4.2.9 Solution Testing
86	TCS	2	2.2.5.8 DSC	90		PKI should be used for the purpose of integrity (digital signing) and confidentiality (encryption). The solution should support digital certificates issued in India and should accept digital certificates based on criteria (Issuer, Class, Policy Identifiers). Procurement of DSC will be done by DGS however installation and other technical implementation along with the maintenance will be done by SI.	We understand procurement and issuance of DSC will be done by DGS and Bidder has to provide and deploy PKI software to integrate DSC with DGS applications. Please confirm? A. Please provide the number of users using the DSC.	DGS will provide DSC. Number will be provided later
87	TCS	2	5.2 Roles & Responsibilities of the Parties	2	29	29 Monitoring and Maintenance of software application, security software components, integration & interfaces, API, database, any other implemented software / application.	Please clarify from where the SOC Operations will be carried out?	DGS HQ Mumbai

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88	TCS	2	1.3.2 Security Principles	16	15	15. Bidder shall get the Vulnerability Assessment (VA) and Penetration Testing (PT) as security audit conducted by CERT-In empanelled agency before deployment/ Go-Live of project. The cost of which should be borne by the bidder.	Please confirm the VAPT will be applicable only for infrastructure is in scope of the bidder?	Please refer RFP Vol-2 section 1.4.2.9 Solution Testing
89	TCS	2	1.4.2.1 Functional Coverage	23		The integrated solutions (COTS / Bespoke / developed as above) should have to be integrated with payment gateway, SMS gateway, Aadhar etc	Please confirm that the HSM required for storing encryption key for Aadhaar number will be provided by DGS?	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
90	TCS	1	6.5 Technical Bid Evaluation	43		All Resources proposed by the Bidder should be Full Time Employee with the Bidder organisation for a minimum of 1 year	We have the pool of associates who have experience in implementing projects of similar nature. But considering the category and number of resource requirements we request DGS to allow us to propose employees with the required skill sets irrespective of its experience. Please confirm.	Please refer Corrigendum 1
91	TCS	1	9 Constitution of Team	49	viii.	The bidder will in its proposal include the names and detailed curriculum vitae of their key personnel who will be working full time on this project.	The name and detailed curriculum vitae of required key personnel will be provided in the proposal document. But we request DGS to allow the replacement of the key personnel during the implementation time in case of unavailability of proposed key personnel.	Please refer RFP Vol-2 page no. 123, d. Resource Replacement Clause
92	TCS	2	1.4.2.1 Functional Coverage	22		Single sign-on functionality	Do we need to implement Single Sign on functionality as a part of scope of work or DGS already has a single sign on software with which the proposed solution has to be integrated. Please elaborate in more detail. If we need to	DGS will provide SSO functionality via existing cloud vendor, bidder needs to be integrated the same in proposed solution

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							implement SSO then kindly provide the link of all the solutions with which it needs to be implemented.	
93	TCS		Page No : 196, Section 2.2.5.6 : Email Solution			Email solution	We understand that Email services for the DGS Officers will be provided by DGS and bidder needs to integrate with the existing email services provided by DGS. Please confirm on our understanding.	SMS / Email gateway would be provided by DGS. Bidder is only responsible for integration / interfacing
94	TCS		Page No : 128, Section 1.4.2.1, Functional Coverage			The exchange is to be based on APIs and Messaging hub, wherein API would be given higher preference over messaging hub	Please provide the detailed requirement on the Messaging Hub.	In case of any requirement of Messaging Hub, bidder shall undertake a detailed requirement study. API will be given higher preference
95	TCS		Page No : 131, Section 1.4.2.2			Requirement gathering	1) Do the bidder needs to carry out requirement gathering and freezing of requirement from DGS HQ only or visit to all the subordinate offices and compile the requirements. Please clarify. 2) Can bidder plan to organize remote meeting and sessions with all the stakeholder to complete the requirement gathering process.	Bidder needs to carry out requirement gathering and freezing of requirement from DGS HQ physically and can plan remote meeting and sessions with all the other stakeholders to complete the requirement gathering process.

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96	TCS		Page No : 138, Section 1.4.2.4, 43			Website should be in the nic.in or gov.in domain.	We understand that the entire process for Domain name registration and its related cost will be borne by DGS. Please confirm our understanding.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.
97	TCS		Page No : 141 Section 1.4.2.5, 31			It is the responsibility of bidder to maintain the mobile application versions on play store /	As per the clause on page : 186, DGS is planning to host all the mobile Apps on DGS mini App store. Hence we understand that DGS would like to host Mobile App on DGS Mini App	Mini Store to be removed from the RFP. Please refer Corrigendum 2.

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						apple store / window's store / etc.	store(provided by DGS) along with Apple Store and Play Store. Please confirm on our understanding.	
98	TCS		Page No : 143 Section 1.4.2.7, 9			The module must support Geo-analytics and Geo-plotting of results as and when desired.	Please provide detailed requirement of Geo-analytics and Geo-plotting of results. Can you please provide one - two examples for better understanding.	Example: (i) For annual inspection of MSVs, System should provide a list of surveyors employed by DGS along with their names, phone numbers, emails and geographical locations; (ii) For ship registration, after the carving and marking note is prepared, its photograph need to be uploaded on the system. For reporting of hijacking or piracy incident, detailed report and its photographs need to be uploaded on the system. All these processes need functionality of geo - tagging, geo - plotting and geo - analytics
99	TCS	2	Page No : 151, Section 1.4.2.13, 16			End User Support: The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged. Every bug / defect should be categorized on the severity levels.	Do bidders need to provide resources during the AMC at each offices or remote support is expected.	Please refer RFP Vol-1 section 9 Constitution of Team for details on deployment of resources in Phase I and Phase II

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		Vol.	Section	Page No.	Clause			
100	TCS	2	Page No : 156, Section 1.4.2.14 Migration, transitioning support and change management, under 3. Change management and capacity building			Scope of work for training and capacity building for bidder includes: A. DGS employees B. DGS Partners C. Customers and end users (limited user sample)	We understand that it is the responsibility of DGS to ensure the availability of all the proposed number of users for training during the planned training sessions. Any deviation or delay would not be attributable to the bidder. Please confirm.	Bidder to prepare and share Training Plan well in advance to ensure training sessions are fruitful.
101	TCS	2	Page No : 161, Section 1.4.2.16, F			The Bidder shall be responsible for providing the perpetual licenses so as to maintain the IPR and source code (customized / extension) with DGS	We understand that as per the Clause on page no 261, The IPR of the Pre-existing work will remain with the bidder. However the clause mentioned in Page No : 161 provides that IPR to be provided to DGS. Please clarify on the ambiguity.	Please refer page no 251 - clause 19.3 Pre-existing work under section 19 Intellectual Property Rights
102	TCS	2	Page 185, Section 2.2.5.1 Capabilities, point D - Mobile application/ integration with mobile devices.			(i) Certain functions of the portal application will be available through an Appversion of the Portal for Android and iOS devices. It is proposed that from the day of Go-Live, the new application should be available as Mobile applications (ii) The Mobile app will provide access to features such as decided by DGS	Please provide the list of all the processes which needs to be included in the Mobile App.	Please refer RFP Vol-1 section 1.4.2.4 clause 7.k under section Requirement Gathering - Page 29

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103	TCS	3	Page 354, Section 1.13, Internal - Common FRS, under point (b).			Officers will be able to view all other officers of their department throughout DGS/MMD and will be able to communicate through the portal	Please provide detailed requirement along with an example for communication between officers through portal.	The envisaged e - governance system shall be capable of raising queries and comments in documents sent from subordinate officer to his/ her supervisor and vice – versa, across departments. For example, in the process of 'Plan Approval for Passenger Ships', after verification of drawings, the section DA reviews the application and provides comments/ recommendations to officer in charge, The officer in charge reviews the application and forwards to HOD for approval. The HOD raises queries and provides comments on the application subsequent to which the application goes back to concerned officer in charge.
104	TCS	3	Page 363, Section 1.19, Website/ Portal, under point 15.			Should be able to integrate with common office application	1) Please provide the list of all the common office application with which the proposed solution is expected to be integrated. 2) Please provide the use case scenario for the same.	Bidder to study the requirement during the requirement gathering phase

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105	TCS	3	Page 365, Section 1.19, Website/ Portal, under point 30.			Should support creation of ad hoc query by users	Please provide detailed requirement along with an example for creation of adhoc query by user with an example.	The system should be able to generate queries, as requested by the user. One example of such query is - no of shipping entities registered in 2022, approvals granted to Recognized Organization (RO) in 2022, List of port wise application with status, dates (application, approvals, inspection, presentation etc.), etc.
106	TCS	3	Page 367, Section 1.20, SMS Gateway, under point 1.			System should allow SMS text messages to be sent and/or received by email, from web pages or from software applications.	Please provide the detailed understanding of the requirement. Do we need to send SMS messages received by email. Please elaborate more in details.	The content of the SMS Text message should be sent via SMS and email both
107	TCS	1	Vol 1, Pg 74 , 11.1.9 Tech 9: Format of Deployment of Personnel			The Bidder should provide the summary table of details of the manpower that will be deployed on this project along with detailed CVs of key personnel. Sr.No Name Edu Qualification Desig	1. Request you to please modify the table and remove the Educational Qualification for the " NON -key personnel".	Tender condition prevails
108	TCS	2	Vol 2, Pg 16, 1.3.2 Security Principles			15. Bidder shall get the Vulnerability Assessment (VA) and Penetration Testing (PT) as security audit conducted by CERT-In empanelled agency before deployment/ Go-Live of project. The cost of which	Please confirm that VAPT audit is to be done once a year after G-Live. That is, during O&M Phase	Please refer RFP Vol-2 section 1.4.2.9 Solution Testing

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						should be borne by the bidder.		
109	TCS	2	Vol 2, Pg 18, 1.4.1 Project management			b. Resource deployment Bidder has to propose named resources for all the key roles as mentioned in the technical evaluation criteria and as per the requirements of the project. The proposed resources must be part of the project team and must be available for discussion with the client at client location(If COVID-19 restrictions are imposed, then virtual meeting can be arranged after approval from DGS).	Please confirm that the seating space will be provided by DG Shipping for the following at their office (please share office address) 1. Development team 2. O&M Support team	DGS will provide the seating space
110	TCS	2	Vol 2, Pg 21, 1.4.1 Project management			Project Management Information System (PMIS) to monitor the Project Progress	Does the bidder have to provide PIMS or DG Shipping already has the PIMS tool, please clarify.	Bidder to provide PMIS
111	TCS	2	Vol 2, Pg 22, 1.4.2.1 Functional coverage			Enterprise level SMS and Email solution	1. Please confirm that the bidder is responsible to integrate with the existing SMS and email servers.gateways. 2. The related OPEX and CAPEX will be borne by the department.	SMS / Email gateway would be provided by DGS. Bidder is only responsible for integration / interfacing

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112	TCS	2	Vol 2, Pg 22, 1.4.2.1 Functional coverage			Interfaces to Payment gateway	Please confirm that the Payment gateway will be provided by the department and will bear the related OPEX and CAPEX costs. The bidder is only responsible for integration.	Bidder has to integrate with the technologies like Face recognition, Payment Gateway, e-Forms and Financial technology devices. In case of any devices are required, that will be provided by the department (CAPEX and OPEX)
113	TCS	2	Vol 2, Pg 22, 1.4.2.1 Functional coverage			Single sign-on functionality	Please confirm that the department already have the SSO tool. The bidder is responsible for integration only.	DGS will provide SSO functionality via existing cloud vendor, bidder needs to be integrated the same in proposed solution
114	TCS	2	Vol 2, Pg 23, 1.4.2.1 Functional coverage			The integrated solutions (COTS / Bespoke / developed as above) should have to be integrated with payment gateway, SMS gateway, Aadhar etc.	In case of Aadhar, please confirm that 1. The digilocker will be provided by the department for storing the Aadhar details	Tender condition prevails
115	TCS	2	Vol 2, Pg 40, 1.4.2.8 Procurement of software components, solution configuration / development and testing			To ensure strategic control in e-Governance applications and systems from a long-term perspective, and as a Government of India initiative for adoption of open source software, bidder may propose open source software as per defined guidelines of Government of India (GOI). While proposing open source solutions, bidder should refer	Please confirm, Open source with Community version is preferred over Enterprise version	The bidder is free to propose solution as per e-governance standards by Department of Electronics and Information (DeitY), Government of India

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						procurement guidelines and framework defined as per e-Governance standards by Department of Electronics and Information Technology (DeitY), Government of India. However, bidder is free to select COTS / bespoke product as per requirement of RFP.		
116	TCS	2	Vol 2, Pg 31, 1.4.2.3 Solution design			<p>21. Apart from data quality assessment, backchecks may be deployed to further improve data quality and increase its reliability including but not limited to</p> <ul style="list-style-type: none"> • Social Audits (Citizen participation that focuses on government performance and accountability) • Telephonic backchecks/verification with beneficiaries • Multimedia data – citizen voice, video, images as evidence • Sample inspections based on data. • Third party data verification/ data audits (Data audited by third parties), etc. 	Please explain this requirement in details. It will be helpful if some usecases are shared.	Requirement is as per Data Governance Quality Index (DGQI). For further clarity Bidders may refer DGQI document by Niti Aayog

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117	TCS	2	Vol 2, Pg32, 1.4.2.4 Scope and Guidelines for DGS Website			Design, Development and Maintenance of Common Integrated Website. The new website shall be integrated with technologies like Face recognition, Payment Gateway, e-Forms, Financial technology devices etc. as per requirement of RFP.	Please confirm that the bidder has to integrate with the technologies like Face recognition, Payment Gateway, e-Forms and Financial technology devices. Such technologies/devices will be provided by the department at their own cost.	Bidder has to integrate with the technologies like Face recognition, Payment Gateway, e-Forms and Financial technology devices. In case of any devices are required, that will be provided by the department (CAPEX and OPEX)
118	TCS	2	Vol 2, Pg Pg32, 1.4.2.4 Scope and Guidelines for DGS Website			Bidder shall carry out the Data migration / Porting of existing data into the new website.	Please share the following information about data migration1 Amount of data to be migrated, structured as well as unstructured separately2. Number of tables and average number of attributes in each table to be migrated	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis.Bidder to conduct independent assessment further
119	TCS	2	Vol 2, Pg 36, 1.4.2.5 Scope and Guideline for Mobile App Development			Mobile application should have capabilities to enter data, submit forms, view forms, request services, etc.	What all functionalities have to be provided on Mobile, kindly specify.	Please refer RFP Vol-1 section 1.4.2.4 clause 7.k under section Requirement Gathering - Page 29

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120	TCS	2	Vol 2, Pg 38, 1.4.2.7 Analytics and Business Intelligence			<p>The bidder should undertake data analysis on collected data and display the output in dashboards / MIS in real time basis. Data analysis should be of following type (nonexhaustive):</p> <ul style="list-style-type: none"> • Descriptive data analysis (e.g. basic cross tabulation, frequency distribution, mean, median etc.) • Exploratory data analysis (e.g. correlation etc.) • Inferential data analysis (Using a small sample of data to infer about a larger population) • Predictive analysis (Using historical or current data to find patterns to make predictions about the future) • Causal analysis (Looks at the cause and effect of relationships between variables, focused on finding the cause of a correlation) • Mechanistic Analysis (Understand exact changes in variables that lead to other changes in other variables) 	<p>Kindly provide the usecases for each of these analytics types.</p> <ol style="list-style-type: none"> 1. Descriptive data analysis (e.g. basic cross tabulation, frequency distribution, mean, median etc.) 2. Exploratory data analysis (e.g. correlation etc.) 3. Inferential data analysis (Using a small sample of data to infer about a larger population) 4. Predictive analysis (Using historical or current data to find patterns to make predictions about the future) 5. Causal analysis (Looks at the cause and effect of relationships between variables, focused on finding the cause of a correlation) 6. Mechanistic Analysis (Understand exact changes in variables that lead to 	<p>MIS reports and dashboards requirement to be studied during requirement gathering phase.</p> <p>MIS and Dashboard to be developed as per the requirement of DGS as defined in the RFP</p>

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121	TCS	2	Vol 2, Pg 39, 1.4.2.7 Analytics and Business Intelligence			15. The predictive and descriptive data analysis should help DGS users to undertake at least following activities (non-exhaustive): a) Usability of process activities by end users and feedback on processes, that would help to decide on redesigning / re-engineering of activities. b) Do mild course correction through design and implementation changes c) Guide funding decisions like inter component allocation, etc. d) Decide quarterly releases to implementation agencies e) Fraud management and analysis f) Decision making with key KPIs. g) Day to day delivery and monitoring implementation of e-Gov project, etc.	Kindly share use cases for these analytics features	MIS reports and dashboards requirement to be studied during requirement gathering phase. MIS and Dashboard to be developed as per the requirement of DGS as defined in the RFP

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122	TCS	2	Vol 2, Pg43 1.4.2.10 User training			1. 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 2. Training will be provided to DGS e-governance officials so as to enable them to carry out minor changes / configurations 3. Identified users within DGS will be trained by the selected bidder on the entire functionality of the solution 4. Train the trainer model may be adopted by bidder	Please answer the following 1. Please confirm that the training infrastructure will be provided by the department 2. How many train the trainer sessions have to be conducted 3. All trainings will be imparted at centralized location at the department's premise. 4. Please confirm that all training material will be provided in electronic form. No paper printed material will be provided by the bidder.	1. Training infrastructure will be provided by the department 2. Bidder has to assess the train the trainer sessions, the indicative number of Transitioning and change management has been mentioned in the tender. Please refer Annexure - 3 3. Training will be imparted at DGS HQ Mumbai Kolkata, Chennai, Kochin and Kandla 4. Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
123	TCS	2	Vol 2, Pg 46, 1.4.2.13 Software Application Maintenance			6. Bidder to provide ticket-based resolution support during O&M phase.	Please confirm that the department will provide the ticket logging system	Tender condition prevails
124	TCS	2	Vol 2, Pg 50 2. Transitioning			4. Sufficient time needs to be provided to bidder to digitize the data. Bidder is expected to regularly follow-up in case of delays and provide timely escalations, in absence of which the delay will be	Please confirm that scanning of documents is not in scope of the bidder	Document scanning is not in scope of the bidder

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						considered on part of bidder		
125	TCS	2	Vol 2, Pg 55, 3. Change management and capacity building			19. Functional and techno-functional training needs to be carried out before Go-live of the solution. Technical training needs to be completed within 3 months from go-live. All training sessions will require sign-off from minimum 80% of attendees failing which DGS may ask that session to be carried out again at no extra cost.	Please Remove the following clause as the bidder will have no control over the department's employees 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.	Tender condition prevails
126	TCS	2	Vol 2, Pg 57, Adherence to Standards			C. Manage entire project from conceptualization to operationalization and maintenance as well as subsequent transfer of infrastructure/ applications and handholding for a period of six months from the end of this contract.	Please confirm that the transition will start six months prior to the date of expiration of the contract and NOT six months after contract expiry date.	Transfer of infrastructural applications and handholding for a period of six months prior to the end of this contract

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127	TCS	2	Vol 2, Pg 58, 1.4.2.16 Other key requirements			N. Sizing considerations and minimum ratings wherever provided in this document are indicative. Bidder is expected to carry out an independent exercise to size the solution and accordingly highlight the requirements. Bidder should ensure that all the components are sized adequately and it should also be noted that Bidder would be responsible for meeting the performance requirements stipulated in the tender, contract and SLA for the entire solution at all times during the currency of the contract.	Please confirm that the bidder will provide the sizing of infrastructure after the bid is awarded, in case additional Hardware is required, the DG Shipping will buy the infrastructure at no additional cost to the bidder.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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128	TCS	2	Vol 2, Pg 58, 1.4.2.16 Other key requirements			J. Bidder should ensure that none of the components and sub-components is declared end-of-sale or end-of-support by the respective OEM at the time of submission of bid. If, the OEM declares any of the products / solutions end-of-sale subsequently, Bidder should ensure that the same is supported by the respective OEM from its date of deployment till the end of the contract period.	Please confirm that this is not valid for Infrastructure. The entire Dc and DR infrastructure will be maintained by the department and is not the responsibility of the bidder.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution. - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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129	TCS	2	Vol 2, Pg 76 2.2.2 Role of access			G. Service Desk Support: This will be a logical group formed within DGS consisting of service providing departments to manage services/tasks/activities required to be accomplished for internal consumption. Groups will be formed within each DGS department to resolve service requests raised, TAT for completion will be monitored and pendency will be tracked. It is expected that bidder will be one of the entities resolving requests related to grievances raised by DGS during the course of the contract.	Is the Grievance management system provided by the department ?	Service desk support to be managed using Enterprise Management System
130	TCS	2	Vol 2, Pg 79 2.2.5.1 Capabilities			Bidder will be primary support (L1 support) for all incidents raised on incident management tool and for all issues related to solution.	1. How many Helpdesk agents (L1) will be required. 2. Please confirm that Helpdesk infrastructure will be provided by the department. 3. Please confirm that helpdesk service will be provided in Hindi and English.	Please refer RFP Vol-1 section 9 Constitution of Team for details on deployment of resources in Phase I and Phase II. Helpdesk infrastructure would be provided by DGS
131	TCS	2	Vol 2, Pg 80 C. General Application and Portal Requirements			• Should have the ability to have multilingual portal with regional & localization and Unicode support.	Please list down the languages to be supported.	Multilingual portal should support English and Hindi

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132	TCS	2	Vol 2, Pg 81 C. General Application and Portal Requirements			<ul style="list-style-type: none"> Should support an offline capability 	Please list down the functionality to be covered under offline support.	Bidder to study the requirement during the requirement gathering phase
133	TCS	2	Vol 2, Pg 89, 2.2.5.5 CMS solution			2.2.5.5 CMS solution Content management system (CMS) is required to maintain the content on the web-portal. It should be possible to add content in form of Text, HTML, videos or Images on the port website. Along with the facility to easily publish content on the website, CMS would also have facility to maintain access logs for security and accountability purpose.	Please confirm tht the CMS tool will be provided by the department and bidder needs to integrate it.	CMS tool to be provided by Bidder
134	TCS	2	Vol 2, Pg 90, 2.2.5.5 CMS solution			PKI should be used for the purpose of integrity (digital signing) and confidentiality (encryption). The solution should support digital certificates issued in India and should accept digital certificates based on criteria (Issuer, Class, Policy Identifiers). Procurement of DSC will be done by DGS however installation and other technical implementation along with the	Please conform that PKI will be provide by the department	DSC will be provide by DGS, however, other technical implementation along with the maintenance will be done by Bidder.

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						maintenance will be done by SI.		
135	TCS	2	Vol2, Pg 2, 3. Software Stake Details (Annexure)			3. Software Stake Details, Software stack table shows all the software tools and technologies present-	1 As specified on Pg 2 of Vol3 , will the software stack be available to the new MSP for use. 2. If yes, please confirm that the department will provide the AMC for these tools and technologies till the end of the contract.	Current Software Stack would be available on an as is basis
136	TCS	1	Vol I 4.2 Right to Vary Scope of ContractPg			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.III. In case of increase in quantity of any line item(s) of the Bill of Material, the bidder agrees to carry out / provision for such additional requirement at the rate as provided in the financial bid. In case of decrease in quantity of any line item(s) of the Bill of Material, the bidder shall reduce the quoted cost with the rate quoted in the Financial bid	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. All the changes in the quantity would be finalized before the contract signing. III. In case of increase in quantity of any line item(s) of the Bill of Material, the bidder agrees to carry out / provision for such additional requirement at the rate as provided in the financial bid. In case of decrease in quantity of any line item(s) of the Bill of Material, the bidder shall reduce the quoted cost with the rate quoted in the Financial bid. Any subsequent increase in scope or quantity post signing of contract, both Bidder and DGS would follow the change management process and arrive at a mutually agreed price and terms and conditions for timely completion of the increase scope / quantity	Tender condition prevails

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137	TCS	1	Vol I 4.10 Sub-Contracting Pg 23			v. DGS retains the right to request discontinuation of sub-contracting of activities at any time during the contract period.	Request deletion of this clause as the project execution responsibility lies with the bidder	Yes, may be considered
138	TCS	1	Vol I 7.5 Performance Bank Guarantee Pg 46			DGS will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total bid value and should be valid till 6 months post the Contract Period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. In case the Contract Term is extended, the Performance Bank Guarantee should also be extended within 15 days of approval of contract extension and should be valid till 6 months post the Contract Extension Term. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit	DGS will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award or such other time as approved by DGS , for a value equivalent to 3% 40% of the total bid value and should be valid till 6 3 months post the Contract Period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. In case the Contract Term is extended, the Performance Bank Guarantee should also be extended within 15 days of approval of contract extension and should be valid till 6 months post the Contract Extension Term. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, DGS at its discretion may cancel the order placed on the selected bidder without giving any notice. DGS shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DGS incurs any loss due to Vendor's negligence in carrying out the	Tender condition prevails

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						performance guarantee within the time stipulated, DGS at its discretion may cancel the order placed on the selected bidder without giving any notice. DGS shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DGS incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions	project implementation as per the agreed terms & conditions	
139	TCS	1	Vol I 10.3 Payment schedule Pg 59/60			Payment Milestones for Implementation and Support phase	Request the bidder be paid as under: Impl Phase: A % of the Implementation cost and not project cost. The 9 milestone % currently mentioned in the RFP to be reworked accordingly. ONM Phase: Quarterly ie 36 quarterly payment which would be arrived at basis the ONM cost proposed by the bidder.	Tender condition prevails

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140	TCS	1	Vol I 10.3 Payment schedule Pg 62			<p>Note:</p> <ul style="list-style-type: none"> The bidder(s) has to ensure that their financial proposal is structured in such a way that the costs during Implementation Phase quoted in the project do not exceed more than 50% of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to 50% while making payments towards Implementation Cost. Any value quoted towards Implementation Costs over and above 50% limit will be paid in equal quarterly instalments for next three years along with quarterly payment for each quarter during the Operations and Maintenance Phase. 	Request this clause be deleted and the vendor be allowed to quote the price as their calculations. The maximum implementation to be capped at 60% of the total project cost.	Tender condition prevails
141	TCS	1	Vol I 10.5 Invoicing and settlement Pg 63			<p>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.</p>	<p>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 30 working days of the receipt of invoice along with supporting documents.</p>	Tender condition prevails

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142	TCS	1	Vol I 11.1.3 Tech 3: Financial Capability Pg 68			No mention of format for networth certificate	Pls share format	No specific format for networth certificate to be submitted by bidder along with Tech 3: Financial Capability (format mentioned in RFP)
143	TCS	1	Vol I 11.3 Comp 1: Summary of Commercial Proposal Pg 68			Commercial format	Pls share format in excel	Please prepare the Commercial Proposal as per the format in section 11.3.1 to 11.3.8
144	TCS	3	Vol III 4.3 Extension of time for fulfillment of Conditions Precedent Pg 9			The Parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the Term of this Agreement. For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the System Integrator linked to the delay in fulfilling the Conditions Precedent.	The Parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the Term of this Agreement. For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the System Integrator linked to the delay in fulfilling the Conditions Precedent.	Tender condition prevails
145	TCS	3	Vol III 13.2 Invoicing and Settlement Pg 20			(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	(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 twelve six months	Tender condition prevails

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						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.	after the end of the month in which the charge relating to such Service is (i) authorized or (ii) incurred, whichever is later.	
146	TCS	3	Vol III 13.2 Invoicing and Settlement Pg 21			(c) Payment shall be made within 90 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties are imposed on the Bidder as per the penalty criteria specified in the SLA.	(c) Payment shall be made within 90 30 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties are imposed on the Bidder as per the penalty criteria specified in the SLA. Note: In Vol I, page 63- Clause 10.5 (III), the invoices payment shall be within 45 working days of the receipt of invoice.	Tender condition prevails
147	TCS	3	Vol III14.1 Material Breach Pg 23			(ii) If there is a Material Breach by DGS or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance, not keeping the site ready for the work as agreed, not providing the required approvals/sign-offs due from DGS and / or failing to make payment of undisputed amount within 90 working days from date of submission of	(ii) If there is a Material Breach by DGS or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance, not keeping the site ready for the work as agreed, not providing the required approvals/sign-offs due from DGS and / or failing to make payment of undisputed amount within 90 30 working days from date of submission of invoice, then the Bidder will give a one month's notice for curing the Material Breach to DGS. After the expiry of such notice period, the Bidder will have the option to terminate the Agreement.	Tender condition prevails

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						invoice, then the Bidder will give a one month's notice for curing the Material Breach to DGS. After the expiry of such notice period, the Bidder will have the option to terminate the Agreement.		
148	TCS	3	Vol III 15 INDEMNIFICATION & LIMITATION OF LIABILITY Pg 26			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 one time 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	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 one time 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 also be applicable to the indemnification obligations set out in Clause 15.1 and breach of Clause 12.4 and 17.	Tender condition prevails

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						Clause 15.1 and breach of Clause 12.4 and 17.		
149	TCS	3	Vol III 15 INDEMNIFICATION & LIMITATION OF LIABILITY Pg 26				New clause addition: The liability of DGS (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed one time average annual fees payable to the Bidder 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.	Not acceptable
150	TCS	3	Vol III 21 LIQUIDATED DAMAGES Pg 36			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	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% 0.25% of the delayed milestone value Gross Quarterly Payout for each	Tender condition prevails

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						recover from the Bidder as agreed, liquidated damages, a sum of 0.5% of the Gross Quarterly Payout for each completed week or part thereof subject to a limit of 10% of the Total Contract value.	completed week or part thereof subject to a limit of 10% of the Total Contract value.	
151	TCS	3	Vol III 23 ESCROW AGREEMENT Pg 37			23.7 The Escrow Agreement shall provide for its automatic termination upon the earlier of five (5) years after the expiration or termination of this Contract, or, release of all Source Code to DGS and DGS's subsequent confirmation of compliance with the terms of the Escrow Agreement. B shall pay the escrow costs, as well as all costs associated with causing its subcontractors and other third parties to abide by the Escrow Agreement.	23.7 The Escrow Agreement shall provide for its automatic termination upon the earlier of five (5) years after the expiration or termination of this Contract, or, release of all Source Code to DGS and DGS's subsequent confirmation of compliance with the terms of the Escrow Agreement. B DGS shall pay the escrow costs, as well as all costs associated with causing its bidders subcontractors and other third parties to abide by the Escrow Agreement.	As per Meity Guidelines it is "Implementation Agency shall pay the escrow cost" pg. no 539
152	TCS	3	Vol III SCHEDULE I – DEFINITIONS Pg 49			Performance Bank Guarantee Means the guarantee provided by a Nationalized / Scheduled Bank in favour of the Bidder. The amount of Performance Bank Guarantee shall be 10% of the total contract value. This Performance Bank	Performance Bank Guarantee Means the guarantee provided by a Nationalized / Scheduled Bank in favour of the Bidder. The amount of Performance Bank Guarantee shall be 40% 3% of the total contract value. This Performance Bank Guarantee shall be valid from the date of execution of contract or an earlier date and shall continue till sixty days after the completion of all contractual	Tender condition prevails

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						Guarantee shall be valid from the date of execution of contract or an earlier date and shall continue till sixty days after the completion of all contractual liabilities including warranty obligations and defect liability period as per CVC guidelines;	liabilities including warranty obligations and defect liability period as per CVC guidelines;	
153	TCS	3	Vol III SCHEDULE I – DEFINITIONS Pg 51			Warranty / AMC Period The warranty shall be at least one year beyond the service period of the project for all hardware, software and other components comprising of the solution and any extended period notified by DGS.	Warranty / AMC Period The warranty / AMC period will lapse at the end of the contract. The warranty shall be at least one year beyond the service period of the project for all hardware, software and other components comprising of the solution and any extended period notified by DGS.	Please refer RFP Vol-3 pg. 253, Clause 20. WARRANTY
154	TCS	3	Vol III 2 TRANSFER OF ASSETS Pg 54			2.2 In case of contract being terminated by DGS, DGS reserves the right to ask Bidder to continue running the project operations for a period of 6 months after termination orders are issued.	2.2 In case of contract being terminated by DGS, DGS reserves the right to ask Bidder to continue running the project operations for a period of 6 months after termination orders are issued. DGS would pay the bidder for the services, equipment, etc provided / supplied during this phase	Tender condition prevails
155	TCS	3	Vol III 2 TRANSFER OF ASSETS Pg 54			2.3 Upon service of a notice under this Article the following provisions shall apply: (ii) All risk in and title to the Assets to be transferred / to be purchased by DGS pursuant to this Article shall be transferred to	Request this clause be deleted as all the assets ownership will get transferred upon delivery.	Tender condition prevails

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						DGS, on the last day of the exit management period.		
156	TCS	3	Vol III 2 TRANSF ER OF ASSETS Pg 54			2.3 Upon service of a notice under this Article the following provisions shall apply: (iii) Bidder shall be paid the depreciated book value of the infrastructure cost and other assets. The depreciation rates and method followed will be as per Income Tax Rules.	Request this clause be deleted as all the assets ownership will get transferred upon delivery.	Tender condition prevails
157	TCS	3	Vol III 10.1. Details of SLA Penalty Mechanis m and Calculatio ns Pg 77			The MSP will get 100% of Quarterly Payout for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 50 or above. The Bidder will get lesser payment in case of a lower performance exhibited by a SLA score of less than 50. The maximum penalty to be levied is 10% of Quarterly Payout. The payments will be as per terms defined under Schedule VI of this tender.	The MSP will get 100% of Quarterly Payout for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 50 or above. The Bidder will get lesser payment in case of a lower performance exhibited by a SLA score of less than 50. The maximum penalty to be levied is 40% 5%of Quarterly Payout. The payments will be as per terms defined under Schedule VI of this tender.	Tender condition prevails

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158	TCS	3	Vol III 10.1. Details of SLA Penalty Mechanism and Calculations Pg 77			The payment will be made by DGS to the bidder on quarterly basis. The quarterly invoice will be submitted by the Bidder to the DGS, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure as detailed in Schedule VI of this volume in the tender	The payment will be made by DGS to the bidder on quarterly basis. The quarterly invoice will be submitted by the Bidder to the DGS, who will in turn release the 80% 90% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% 10% payment. The payments will be released subject to acceptance procedure as detailed in Schedule VI of this volume in the tender	Tender condition prevails
159	TCS	2	Page 133, Section 1.4.2.2, requirement gathering, under point 7, point (d) and (e).			(d) The bidder shall carry out the study of the existing systems for the exact requirement of interfacing/ integration and data migration from the existing legacy applications.(e) The bidder shall conduct the preliminary study of the existing website and gather detailed requirements through consultation with DGS officials	1) We understand that the bidders will be provided the data migration requirement from DGS Head Quarters are there is only one application. Please confirm our understanding2) If there are multiple legacy applications then kindly provide the list of all the legacy applications from which Data has to be migrated.3) Please provide the approximate size of Data to be migrated.	Please refer RFP Vol-2 section 5.2 Roles and Responsibility and 5.3 Existing e-Governance solution at DGS. Existing data size is 550 GB. DGS will provide the data, however, bidder to conduct independent assessment further

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160	TCS	2	Page 153, Section 1.4.2.14, Migration, transitioning support and change management, under point 1 Migration, point (B).			Data migration including entry and validation of all data (and porting) is the responsibility of the bidder.	We request DGS to carry out the Data validation of the legacy system and migrated data, as bidder would not have any control on what data is being provided by DGS or the existing vendor. Please confirm.	Tender condition prevails
161	TCS	2	Page 153, Section 1.4.2.14, Migration, transitioning support and change management, under point 1 Migration, point (D) (vi).			Perform data cleansing for incorrect/ incomplete data	We request DGS to carry out the Data Cleansing of the legacy system as bidder would not know what data is incorrect or incomplete.	Tender condition prevails
162	TCS	2	Page 153, Section 1.4.2.14, Migration, transitioning support and change management, under			Corrections of the migrated data during Data Quality Assessment and Review	We understand that the correction of the data would be done in the legacy system, and corrected data would be provided to the bidder for remigration. Please confirm our understanding.	Tender condition prevails

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			point 1 Migration, point (D) (x).					
163	TCS	2	Page 154, Section 1.4.2.14, Migration, transitioning support and change management, under point 1 Migration, point (K).			Bidder shall validate the data before uploading the same to the production environment	We request DGS to carry out the Data validation of the legacy system and migrated data, as bidder would not have any control on what data is being provided by DGS or the existing vendor. Please confirm.	Tender condition prevails
164	TCS	2	1.4.2.14 Migration, transitioning support and change management			Data migration (General)	We request DGS to provide the required environment along with the existing databases and its software for performing data migration activity to pool the data from the legacy system.	DGS will provide the existing environment only. Any data migration services or requirements to pool the data etc. are part of the bidder's scope.

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165	TCS	2	1.4.2.14 Migration, transitioning support and change management			Data migration (General)	We request DGS to confirm the language of the data which is to be migrated to the newly proposed solution.	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
166	TCS	2	Vol 2, Pg 50 2. Transitioning			Certain data which is recorded in registers / papers / files which needs to be captured in the system as master / configuration / operations data	Please confirm whether the bidder has to carry out data digitization from the physical records	Digitization is not in scope of the bidder
167	TCS	2	Page 193 Section 2.2.5.4			Analytics and Forecasting	Please provide the number of use cases and reports expected for analytics and forecasting in detail.	Bidder to study the requirement during the requirement gathering phase
168	TCS	2	Page 193 Section 2.2.5.3 MIS, point number B			Financial reports (should support XBRL)	Please provide the detailed requirement and/ or use cases expected for supporting XBRL.	Bidder to study the requirement during the requirement gathering phase
169	TCS	2	Page 211 Section 5.3			Type of documents to be uploaded on regular basis on server (Pdf/Video/audio/doc.) and frequency of uploading (Daily/weekly/monthly). – PDF and Word documents on a daily basis	Please provide the number of attachments that would be uploaded on a daily basis along with the expected average size of each attachment type	Bidder to study the requirement during the requirement gathering phase

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170	TCS	2	1.4.2.2 Requirement gathering (Page No133 and point No (f)			The successful bidder shall also be required to assess cloud, hardware and networking requirement for the solution i.e. minimum capacity requirement of cloud, Desktops/ Laptops for internal users, upgradation of existing network etc. for the successful usage of the system without facing any bottleneck from cloud, hardware and network capacity side.	To better understand please provide the complete list of existing Assets like network hardware, software,bandwidth (Make model) etc.	Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS
171	TCS	1	Page 91			Taxes: Against A1 components	The price schedules should ask only tax type as GST instead of IGST, CGST, SGST as it is depend upon multiple factors	Tender condition prevails

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172	TCS	3	Page 241			<p>14 TERMINATION14.1 Material Breach(a) In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, DGS or Bidder, as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:(i) If the Bidder is not able to deliver the services as per the SLAs defined inRFP which translates into Material Breach, then DGS may serve a 30 dayswritten notice for curing this Material Breach. In case the Material Breachcontinues, after the expiry of such notice period, DGS will have the optionto terminate this</p>	<p>14 TERMINATION14.1 Material Breach(a) In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, DGS or Bidder, as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:(i) If the Bidder is not able to deliver the services as per the SLAs defined inRFP which translates into Material Breach, then DGS may serve a 30 dayswritten notice for curing this Material Breach. In case the Material Breachcontinues, after the expiry of such notice period, DGS will have the optionto terminate this Agreement. Further, DGS may after affording a reasonableopportunity to the Bidder to explain the circumstances leading to such abreach.(ii) If there is a Material Breach by DGS or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance, not keeping the site ready for the work as agreed, not providing the required approvals/sign-offs due from DGS and / or failing to make payment of undisputed amount within 90 10 working days from date of</p>	Tender condition prevails

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						<p>Agreement. Further, DGS may after affording a reasonable opportunity to the Bidder to explain the circumstances leading to such a breach. (ii) If there is a Material Breach by DGS or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance, not keeping the site ready for the work as agreed, not providing the required approvals/sign-offs due from DGS and / or failing to make payment of undisputed amount within 90 working days from date of submission of invoice, then the Bidder will give a one month's notice for curing the Material Breach to DGS. After the expiry of such notice period, the Bidder will have the option to terminate the Agreement.</p>	<p>submission of invoice, then the Bidder will give a one month's notice for curing the Material Breach to DGS. After the expiry of such notice period, the Bidder will have the option to terminate the Agreement.</p>	

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173	TCS	3	243-245			<p>15 INDEMNIFICATION & LIMITATION OF LIABILITY</p> <p>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 willful 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 claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party.</p>	<p>15 INDEMNIFICATION & LIMITATION OF LIABILITY</p> <p>15.1 Subject to Clause 15.2 below, Bidder (the "Indemnifying Party") undertakes to indemnify the aggrieved party DGS (the "Indemnified Party") from and against all reasonable 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) solely attributable to the Indemnifying Party's negligence or willful 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 claim at its expense and will pay any reasonable 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 (a) Indemnified Party's misuse or modification of the Service; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;</p>	Tender condition prevails

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						<p>Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Service;</p> <p>(b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;</p> <p>(c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;</p> <p>(d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either</p> <p>i. procure the right for Indemnified Party to continue using it,</p> <p>ii. replace it with a non-infringing equivalent,</p> <p>iii. modify it to make it non-infringing. The</p>	<p>(d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either</p> <p>i. procure the right for Indemnified Party to continue using it,</p> <p>ii. replace it with a non-infringing equivalent,</p> <p>iii. modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement</p> <p>15.2 The indemnities set out in Clause 15.1 shall be subject to the following conditions:</p> <p>(i) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;</p> <p>(ii) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate,</p>	

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						<p>foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement</p> <p>15.2 The indemnities set out in Clause 15.1 shall be subject to the following conditions:</p> <p>(i) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;</p> <p>(ii) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense;</p> <p>(iii) if the Indemnifying Party does not assume</p>	<p>through its attorneys or otherwise, in such Defense;</p> <p>(iii) if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Article, the Indemnifying Party may participate in such Defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;</p> <p>(iv) the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;</p> <p>(v) all settlements of claims subject to indemnification under this Clause will:</p> <p>a. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and</p> <p>b. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;</p> <p>(vi) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such</p>	

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						<p>full control over the Defense of a claim as provided in this Article, the Indemnifying Party may participate in such Defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;</p> <p>(iv) the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;</p> <p>(v) all settlements of claims subject to indemnification under this Clause will:</p> <p>a. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and</p> <p>b. include any appropriate</p>	<p>claim or proceedings;</p> <p>(vii) the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;</p> <p>(viii) in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and</p> <p>(ix) if a Party makes a claim under the indemnity set out under Clause 15.1 above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).</p> <p>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 the total amount paid to Bidder by DGS in the preceding twelve months one time 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 (as of the date the liability arose).</p>	

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						<p>confidentiality agreement prohibiting disclosure of the terms of such settlement;</p> <p>(vi) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;</p> <p>(vii) the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;</p> <p>(viii) in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and</p> <p>(ix) if a Party makes a claim under the indemnity set out under Clause 15.1</p>	<p>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.</p> <p>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 Clause 15.1) even if it has been advised of their possible existence.</p> <p>15.5 The allocations of liability in this Section 15 represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.</p>	

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						<p>above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).</p> <p>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 one time 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.</p> <p>15.4 In no event shall</p>		

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Vol.	Section	Page No.	Clause			
						<p>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 Clause 15.1) even if it has been advised of their possible existence.</p> <p>15.5 The allocations of liability in this Section 15 represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations.</p> <p>Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.</p>		

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174	TCS	3	250			<p>17 CONFIDENTIALITY</p> <p>17.1 DGS shall allow the Bidder to review and utilize highly confidential public records and the Bidder shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.</p> <p>17.2 Additionally, the Bidder shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities.</p> <p>17.3 DGS shall retain all rights to prevent, stop and if required take the necessary punitive action against the Bidder regarding any forbidden disclosure.</p> <p>17.4 The Bidder shall ensure that all its employees, agents and sub-contractors execute individual non-disclosure agreements, which have been duly approved by DGS with respect to this Project.</p> <p>For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following</p>	<p>17 CONFIDENTIALITY</p> <p>17.1 DGS shall allow the Bidder to review and utilize highly confidential public records and the Bidder shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.</p> <p>17.2 Additionally, the Bidder shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities.</p> <p>17.3 DGS shall retain all rights to prevent, stop and if required take the necessary punitive action against the Bidder regarding any forbidden disclosure.</p> <p>17.4 The Bidder shall ensure that all its employees, agents and sub-contractors execute individual non-disclosure agreements, which have been duly approved by DGS with respect to this Project.</p> <p>For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:</p> <p>(a) information already available in the public domain;</p> <p>(b) information which has been developed independently by the Bidder;</p> <p>(c) information which has been received from a third party who had the right to disclose the aforesaid information;</p> <p>(d) Information which has been disclosed to the public pursuant to a</p>	Tender condition prevails

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						<p>information:</p> <p>(a) information already available in the public domain;</p> <p>(b) information which has been developed independently by the Bidder;</p> <p>(c) information which has been received from a third party who had the right to disclose the aforesaid information;</p> <p>(d) Information which has been disclosed to the public pursuant to a court order.</p> <p>17.5 To the extent the Bidder shares its confidential or proprietary information with DGS for effective performance of the Services, the provisions of the Clause 17.1 to 17.3 shall apply mutatis mutandis on DGS.</p>	<p>court order.</p> <p>17.5 To the extent the Bidder shares its confidential or proprietary information with DGS for effective performance of the Services, the provisions of the Clause 17.1 to 17.3 shall apply mutatis mutandis on DGS. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter.</p> <p>17.6 Similarly, DGS agrees that during the course of discussions/services, it is likely to receive or come into possession of information confidential/proprietary to the Bidder (including but not limited to information relating to software, trade secrets, know-how/technical data, research, products, software services, development, inventions, processes, engineering techniques, strategies, etc.) and that it shall not disclose or divulge such confidential/ proprietary information to any third parties or make use or allow others to make use thereof either for it's own benefit or for the benefit of others directly or indirectly and that the terms and conditions herein above set out with respect of the confidential information of the DGS shall apply mutatis mutandis to Bidder confidential/proprietary information.</p>	

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175	TCS	3	251-252			<p>19 INTELLECTUAL PROPERTY RIGHTS</p> <p>19.1 Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Bidder would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to DGS for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any</p>	<p>19 INTELLECTUAL PROPERTY RIGHTS</p> <p>19.1 Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Bidder would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to DGS for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and DGS shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p> <p>19.2 Bespoke development: Subject to the provisions of Clause 19.3 and 19.4 below, upon payment,</p>	Tender condition prevails

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						<p>derivatives of the foregoing.19.2 Bespoke development: Subject to the provisions of Clause 19.3 and 19.4 below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie with DGS. The bidder shall provide source code, object code and all other relevant materials, artefacts etc of all bespoke development to DGS and DGS shall own allthe IPR's in them. All material related to such bespoke development shall be treated as confidential information by the bidder.19.3 Pre-existing work: For the purpose of this Agreement, 'pre-existing work' shall mean suchpre-existing work of bidder and that of its subcontractors, agents, representatives:i. that were identified by the bidder in its Proposalii. for which bidder had provided sufficient documentary proof to establish thatsuch work belongs solely to bidder (or its subcontractors, agents,representatives)iii. which were accepted by</p>	<p>the IPR rights for any bespoke development done during the implementation of the project will lie with DGS. The bidder shall provide source code, object code and all other relevant materials, artefacts etc of all bespoke development to DGS and DGS shall own allthe IPR's in them. All material related to such bespoke development shall be treated as confidential information by the bidder.19.3 Pre-existing work: For the purpose of this Agreement, 'pre-existing work' shall mean such pre-existing work of bidder and that of its subcontractors, agents, representatives:i. that were identified by the bidder in its Proposalii. for which bidder had provided sufficient documentary proof to establish that such work belongs solely to bidder (or its subcontractors, agents,representatives)iii. which were accepted by DGS (based on the documentary proof) as preexisting work of bidder.All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that Party. During the performance ofthe services for this agreement, each party grants to the other party (and their subcontractors as necessary) a non-exclusive license to use, reproduce and modify any of its the pre-existing work provided to the other party solely for the performance</p>	

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						<p>DGS (based on the documentary proof) as preexisting work of bidder. All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their subcontractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Implementation Agency should grant Purchaser a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to</p>	<p>of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Implementation Agency should grant Purchaser a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to Purchaser as part of the service or deliverables only for its internal business operations as agreed under this Agreement. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. Purchaser's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with Purchaser at the conclusion of performance of the services.</p> <p>19.4 Residuals: In no event shall Bidder be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the deliverables, set-out in this Agreement or Annexure. In addition, subject to the confidentiality obligations, Bidder shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of providing the Services.</p> <p>19.5 Training and other material: The ownership of all IPR rights in any and all documents, artefacts, etc. (including all training material) made during the Term for</p>	

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						<p>Purchaser as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. Purchaser's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with Purchaser at the conclusion of performance of the services</p> <p>19.4 Residuals: In no event shall Bidder be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the deliverables, set-out in this Agreement or Annexure. In addition, subject to the confidentiality obligations, Bidder shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are</p>	<p>implementation of the Project under this Agreement will lie with DGS.</p>	

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						<p>acquired or used in the course of providing the Services.19.5 Training and other material: The ownership of all IPR rights in any and all documents, artefacts, etc. (including all training material) made during the Term for implementation of the Project under this Agreement will lie with DGS.</p>		

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176	TCS	3	254			<p>21 LIQUIDATED DAMAGES</p> <p>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 Payout for each completed week or part thereof subject to a limit of 10% of the Total Contract value.</p>	<p>21 LIQUIDATED DAMAGES</p> <p>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 the delayed services or deliverables Gross Quarterly Payout for each completed week or part thereof subject to a limit of 105% of the the delayed services or deliverables Total Contract value.</p>	Tender condition prevails
177	TCS	3	257			<p>24.4 Assignment</p> <p>(b) Subject to Clause 5.3, the Bidder shall not be permitted to assign its rights and obligations under this Agreement to any third party;.</p>	<p>24.4 Assignment</p> <p>(b) Subject to Clause 5.3, the Bidder shall not be permitted to assign its rights and obligations under this Agreement to any third party; which shall not be unreasonably withheld or denied.</p>	Tender condition prevails

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178	TCS	3	295			10. Terms of Payments and Penalties	<p>SLA penalty- The penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such penalty/liquidated damage shall be DGS's sole and exclusive remedy for all delays herein.</p> <p>Uptime - The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to DGS such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the site as required by the Bidder; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by DGS (Bidder may also request DGS for a shutdown for maintenance purpose, which request will not be denied unreasonably by DGS); (g) Time taken for booting the system (h)</p>	Tender condition prevails

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							Time lost due to unavailability of links.	
179	TCS	1	Volume 1 6.5 Technical Bid Evaluation Page 38			B.3 Subject Matter Expert • Number of Years of Experience working in Shipping Management companies in India or abroad o > 8 years – 20 Marks o 6 to 8 years – 10 Marks o 4 to 6 years – 5 Marks o < 4 years – 0 Marks	Please amend the clause as Number of Years of Experience working in Projects for scope as defined in the criteria A.2 o > 6 years – 20 Marks o 4 to 6 years – 10 Marks o 2 to 4 years – 5 Marks o < 2 years – 0 Marks	Tender condition prevails
180	TCS	1	Page No : 25			Bidder Preparation Conditions	Please provide clarification whether bidder can change the infrastructure sizing after carrying out the assessment of the infrastructure.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement

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181	TCS	2	Page No : 208			Existing e-Governance solution at DGS:	1) Please clarify whether DGS is planning to host on Private cloud or public cloud or in premise infrastructure.2) Incase if hosting of the solution is going to be on cloud then kindly provide the list of services or support that will be available to bidders3) Please provide the whether hosting can be on a IAAS or PAAS model	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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182	TCS	2	Page No : 208			Existing e-Governance solution at DGS:	Please clarify whether DR can be 100% or 50% of DC Infrastructure	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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183	TCS		1.1 Security Information and Event Management (SIEM)			1. Solution/offering would be a cloud based SIEM service 2 The SIEM platform should be based on a Hardened Operating System as an Appliance or solution with a clear physical separation of the collection engine, the logging engine and the co-relation engine and must support High Availability at Manager and Collector level.	As per RFP 1.1 Security Information and Event Management (SIEM) point number 1 and 2 are contradictory. Please clarify whether bidder needs to propose SIEM as a service or Appliance based .	Bidder can proposed dedicated Cloud / On-prem SIEM offering
184	TCS		1.4.2.13 Software Application Maintenance			8 Information Security ISO 27001 certified system 9 Operational Integrity & Security Management ISO 27002, ISO 27017 certified system 10 Operation ISO 9001 certification	Please confirm ,the cost for various compliance certification like 27001, 20000,9001, 27017 will be borne by DGS . Bidders will facilitate the process.	The bidder is expected to align all phases of the project and sustenance as per best industry standards. It is expected that an independent Quality Team of bidder shall independently and regularly audit this system against these standards and processes laid down by bidder. The frequency of such audits must be at least once per half-year for every process. The result of the audit shall be directly shared with DGS with an effective action plan for mitigations of observations/non-compliances, if any.

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185	TCS		5.2 Roles & Responsibilities of the Parties			18 Deploy required software components in DGS cloud.	Please provide the details of DGS cloud ?	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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186	TCS		5.2 Roles & Responsibilities of the Parties			18 Deploy required software components in DGS cloud.	We understand that the e-Governance solution is going to be hosting on cloud environment. So is it going to be cloud Infrastructure as a Services (IaaS) or Platform as a Service(PaaS). Please clarify the same.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution. <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.
187	TCS		Page No : 211			Anticipated Concurrent Users: Estimated 15000	The estimated concurrent users is very high. Please provide the expected number of users who would be active	Currently no. of users logged in at any given

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							and connected with the application and performing the transaction within one second.	time is around 5000 - 6000
188	TCS		Vol 2, Pg 58, 1.4.2.16 Other key requirements			N. Sizing considerations and minimum ratings wherever provided in this document are indicative. Bidder is expected to carry out an independent exercise to size the solution and accordingly highlight the requirements. Bidder should ensure that all the components are sized adequately and it should also be noted that Bidder would be responsible for meeting the performance requirements stipulated in the tender, contract and SLA for the entire solution at all times during the currency of the contract.	1) Please confirm whether DGS is going to provide the solution Development and Testing environment on Cloud along with Production environment. 2) Please clarify whether solution Development and Testing environment will be provided to bidder immediately at the start of implementation phase. 3) Please clarify whether DGS will be responsible for the Offsite Development link cost to Cloud environment.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution. - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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189	TCS		Vol 2, Pg 58, 1.4.2.16 Other key requirements			N. Sizing considerations and minimum ratings wherever provided in this document are indicative. Bidder is expected to carry out an independent exercise to size the solution and accordingly highlight the requirements. Bidder should ensure that all the components are sized adequately and it should also be noted that Bidder would be responsible for meeting the performance requirements stipulated in the tender, contract and SLA for the entire solution at all times during the currency of the contract.	Please confirm whether SOC and NOC be run remotely.	SOC and NOC will be run at DGS HQ Mumbai
190	TCS		Vol 3, Pg 36, 23.2 Escrow Agreement			Within ninety (90) days after the DGS' s acceptance of the Solution, the Parties shall enter into a software escrow agreement ("Escrow Agreement") with a reputable, independent, third party that provides software escrow services among its principal business offerings ("Escrow Agent"). The Escrow Agreement shall provide for the regular deposit into escrow of all source code (including without limitation all make files,	Within ninety (90) days after the DGS' s acceptance of the Solution, the Parties shall enter into a software escrow agreement ("Escrow Agreement") with a reputable, independent, third party that provides software escrow services among its principal business offerings ("Escrow Agent"). The Escrow Agreement shall provide for the regular deposit into escrow of all source code (including without limitation all make files, configurationally files, data tables upon which execution is Code, and (b) a list of all non- deposited third party software used in conjunction with the Source Code to provide the full functionality of the deposited materials. In the event of the termination or	Tender condition prevails

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						configurationally files, data tables upon which execution is Code, and (b) a list of all non-deposited third party software used in conjunction with the Source Code to provide the full functionality of the deposited materials. In the event of the termination or expiration of the initial Escrow Agreement or any successor agreement, with minimal delay the Parties shall enter into a substantially equivalent agreement with a successor provider of software escrow services (who shall then be known as the "Escrow Agent"	expiration of the initial Escrow Agreement or any successor agreement, with minimal delay the Parties shall enter into a substantially equivalent agreement with a successor provider of software escrow services (who shall then be known as the "Escrow Agent" <i>Note: TCS already has signed Escrow Agreement with Escrowtech India Private limited. Pls clarify, if DG Shipping is okay to sign tri-party agreement.</i>	
191	TCS		Vol 3, Pg 36, 23.7 Escrow Agreement			The Escrow Agreement shall provide for its automatic termination upon the earlier of five (5) years after the expiration or termination of this Contract, or, release of all Source Code to DGS and DGS's subsequent confirmation of compliance with the terms of the Escrow Agreement. B shall pay the escrow costs, as well as all costs associated with causing its subcontractors and other third parties to abide	The Escrow Agreement shall provide for its automatic termination upon the earlier of five (5) years after the expiration or termination of this Contract, or, release of all Source Code to DGS and DGS's subsequent confirmation of compliance with the terms of the Escrow Agreement. B shall pay the escrow costs, as well as all costs associated with causing its subcontractors and other third parties to abide by the Escrow Agreement.	As per Meity Guidelines it is "Implementation Agency shall pay the escrow cost" pg. no 539

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						by the Escrow Agreement.		
192	TCS		Vol 3, Pg 36, 23.6 Escrow Agreement			The release of materials from escrow, without more, shall not cause any further amounts to accrue as payable to Bidder by DGS and the term of the DGS's possessory and usage rights with respect to the released materials shall be perpetual	Clarification: Release for document from Escrow account shall be mutually agreed during Tri-party agreement between DG Shipping, Escrow agent and TCS.	Tender condition prevails
193	CMS		pg. no. 9 Earnest Money Deposit			INR 45,00,000 /- (Rupees Forty-five Lakhs only),	As per Govt guidelines all other central govt tender is taking BID security declaration. Hence request to consider the same instead of EMD	Tender condition prevails
194	CMS		pg.no. 13 Basic Information			Basic Information	Please be informed that any legacy application already running. If yes please let us know who is the incumbent vendor maintaining the same.	Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS
195	CMS	1	Pg. 36 Technical Evaluation Parameter of Experience			The Bidder / any member of consortium must have experience of successful Go-Live / completed project (other than the projects given in Criteria A.1) for IT solution in Shipping / Maritime domain in India or abroad as System Integrator* in last 7 years (as on the last date of bid submission)	Please consider application development in any PORT/Dock related customer which is also maritime facility process which is having similar type processes.	Tender condition prevails

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196	CMS		Pg.no.47 clause no. 7.6 Performance Bank Guarantee			DGS will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total bid value	Wt request you take amend PBG at 3% of total Bid avaluse as per government guidelines	Tender condition prevails
197	CMS		Pgno.254. Clause no 23 Escrow agreement			Bidder shall comply with the escrow provisions below for all Public Material and Proprietary Vendor Material	Please clarify the purpose of Escrow agreement. Who are the other vendors involved for this agreement	Tender condition prevails
198	CMS		Pg.no.122 clause no. 1.4.1 Project management point no. B resource Deployment			Bidder has to propose named resources for all the key roles as mentioned in the technical evaluation criteria and as per the requirements of the project.	We hereby request you relax this clause as bid validity min period itself is 180 days and it is very difficult to hold the same resource for such long period without any confirmation. We hereby request to amend this clause if same resource is not available bidder can suggest similar or higher qualified resource for this project.	Request for change is accepted. Please refer Corrigendum 2
199	CMS		Pg no.60,61 10.3 Payment schedule			In RFP payment milestone schedule bidder is eligible to get only 50% payment at the time of UAT& GO-live of project and 50% payment in quarterly O&M phase.	We hereby request you to change the payment milestone such as bidder will get 70% at the time of UAT & Go live and 30% payment in O&M phase. This will help bidder as there is huge investment in capex.	Tender condition prevails
200	CMS	1	pg no.53 10.3 Project timelines			Project timelines	We hereby request you to amend below mentioned timelines as here software development need to be from the beginning and not readily available COTS will suitable for this development. UAT- T+10 Months Go Live- T+13 Months Stabilisation- T+15 Months	Tender condition prevails

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201	CMS		pg. no. 9 Submission Due date			Submission due date 03rd Feb 2022	We here by request you to extend the tender by 3 weeks as due to current covid situation all our offices running on limited manpower and to create proper response need time.	Please refer Corrigendum 1
202	Tech Mahindra		Volume-1 Pre-Qualification Criteria(Page no 31 of 401, Section 6.4)			1. The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 5 certification In case of consortium, consortium member must have at least CMMI Level 3 certification Copy of valid certificate In case of: • Single Bid – Bidder • Consortium Bid – Consortium members	We request you to kindly add below in the clause "In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment consideration in the Bid Process. Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid till the end of the Agreement. "	Tender condition prevails
203	Tech Mahindra	2	Volume 2- Resource deployment(Page no 122 of 401, Section 1.4.1 Project Management point B			Bidder has to propose named resources for all the key roles as mentioned in the technical evaluation criteria and as per the requirements of the project. The proposed resources must be part of the project team and must be available for discussion with the client at client location(If COVID-19 restrictions are imposed, then virtual meeting can be arranged after approval from DGS).	It is very uncertain that the same proposed resources shall be available at the time of actual deployment. we request your good office to accept indicative Profiles matching with Academics, Relevant Work Experience and Relevant Technical Expertise as per RFP requirement. However,during actual implementation, if pressing needs arises we may deploy the proposed or equivalent resources having similar/ better profiles with regards to Academics, Relevant Work Experience and Relevant Technical Expertise as per RFP requirement.	Tender condition prevails

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204	Tech Mahindra	1	Volume -1 Annexure : Tech 5 Certificate from HR demonstrating its Organization Strength Page no 71			Certificate from HR demonstrating its Organization Strength is required to be signed by HR Authorized representative	Request you to kindly allow this form to be signed by Authorized Representative instead of HR	Tender condition prevails
205	Tech Mahindra	1	Volume 1, Page number 24 section 4.10 Sub-contracting read with Volume 1, page 50, section 9; Constitution of Team			Section 9: Key Personnel involved in the project shall be on the payrolls of the Lead Bidder or any of the consortium members.	Subcontracting is allowed as per section 4.10 however, section 9 states that the key personnel shall be on the payrolls of the lead bidder or consortium members does it envisage that the key personnel cannot be of a subcontractor. This might result in a precarious situation where the expertise of a sub-contractor personnel is required as key personnel.	Tender condition prevails
206	Tech Mahindra	1	Volume 1, Page number 63; section 10.5; Invoicing and settlement read with Volume 3, Page 239, Section			10.5 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. 13.2 (c) Payment shall be made within 90 working	Payment in section 10.5 is within 45 days of receipt of invoice however, section 13.2 of volume 2 states payment shall be 90 days from receipt of invoice. Request clarity on the payment term.	Tender condition prevails

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			13.2; Invoicing and settlement			days of the receipt of invoice along with supporting documents by DGS subject to penalties.		
207	Tech Mahindra	3	Volume 3; Page No. 229 Section 5.2			5.2 Final testing and certification The Project shall be governed by the mechanism of final acceptance testing and certification to be put into place by DGS and Bidder as under: (a) Final testing and certification criteria will lay down a set of guidelines following internationally accepted norms and standards for testing and certification for all aspects of project development....	We are principally fine with the provision however we request removal of "following internationally accepted norms and standards" with "following prevalent industry standards" as defining internationally accepted norms and standards shall be quite onerous	Tender condition prevails
208	Tech Mahindra	3	Volume 3; Page No. 231; Section 6 (m) REPRESENTATIONS AND WARRANTIES			(m) no sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of DGS in connection therewith. For	Kindly share the integrity pact format since it's not enclosed in the rfp document	Request for change is accepted. Please refer Corrigendum 2

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						this purpose DGS will sign integrity pact separately with Bidder enclosed with this agreement.		
209	Tech Mahindra	3	Volume 3; Page 238; Section 13.2; Invoicing and Settlement			(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	We are principally fine with the provision however we request deletion of "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." as there might be instances where charges for a particular service get inadvertently missed from being included in an invoice.	Tender condition prevails
210	Tech Mahindra	3	Volume 3; Page 250; Section 17; Confidentiality			17.4 The Bidder shall ensure that all its employees, agents and sub-contractors execute individual non-disclosure agreements, which have been duly approved by DGS with respect to this Project.	We are principally fine with the provision; however, humbly request deletion of the condition where the NDA's executed by the personnel have to be approved by DGS as time is of the essence and such approval might consume reasonable amount of time.	Tender condition prevails
211	Tech Mahindra	3	Volume 3, Page 256; Section 24.1 Personnel			f) Neither Party will solicit for employment or knowingly hire an employee of the other Party with whom such Party has contact pursuant to project engagements under this Agreement. This restriction shall not apply to employees of either	We are principally fine with the provision; however, we humbly request you to extend the period of non solicitation to an additional one year post expiry/termination of the agreement/services.	Tender condition prevails

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						Party responding to advertisements in job fairs or news media circulated to the general public.		
212	Tech Mahindra	3	Volume 3; page 257; Section 24.5 Trademarks, Publicity			24.5 Trademarks, Publicity Neither Party may use the trademarks of the other Party without the prior written consent of the other Party except that Bidder may, upon completion, use the Project as a reference for credential purpose.....	We humbly request you to grant the bidder right to refer only name of DGS as part of its customer reference without seeking prior consent of DGS, such right to refer name of DGC shall not entail inclusion of the details of the services being provided to DGS.	Tender condition prevails
213	Tech Mahindra	3	Volume 3; Page 274; Section 5; Employees			5.3 To the extent that any Transfer Regulation does not apply to any employee of the Bidder, department, or its Replacement Bidder may make an offer of employment or contract for services to such employee of the Bidder and the Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Chairperson, PIU or any Replacement Bidder.	We humbly request you to delete the provision of the replacement bidder having the right to hire resources of the original bidder in case of exit management period.	Tender condition prevails

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214	Tech Mahindra	3	SERVICE LEVEL AGREEMENT: Details of SLA Penalty Mechanism and Calculations; Page No 295, Section 10.1			The MSP will get 100% of Quarterly Payout for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 50 or above. The Bidder will get lesser payment in case of a lower performance exhibited by a SLA score of less than 50. The maximum penalty to be levied is 10% of Quarterly Payout. The payments will be as per terms defined under Schedule VI of this tender.	We are principally fine with the provision; however, we humbly request to cap the service credits to 5% of the quarterly payout to maintain the equilibrium of risk and reward.	Tender condition prevails
215	Tech Mahindra	2	1.4.2.5 Scope and Guideline for Mobile App Development. Page 35			3. Bidder to release mobile application for cross platform i.e. for iOS , windows, and Android platforms.	Windows Mobile phone has been discontinued. Now all customers asks only Android & iPhone App requirements. Is it ok to cover iOS and Android OS only in scope ?	iOS and Android are in the scope. Please refer Corrigendum 2
216	Tech Mahindra	2	1.4.2.5 Scope and Guideline for Mobile App Development. Page 35			15. A non-interactive space of at least one point for iOS or 1 DP for android should have been provided between actionable UI elements.	Can you clarify bit more on this?	The clause refers to the space between actionable UI elements (buttons, icons, etc.)

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217	Tech Mahindra	2	1.4.2.5 Scope and Guideline for Mobile App Development. Page 35			28. For videos that do not have an audio equivalent, audio description for the video content that is crucial for blind users to understand the content should have been provided.	Can we assume that Video and Audio content and necessary backend will be provided by DG Shipping?	Tender condition prevails
218	Tech Mahindra	2	1.4.2.5 Scope and Guideline for Mobile App Development. Page 35			27. Captions should have been provided for all audio content and subtitles/transcript have been provided for all video content that is accompanied by audio (if any).	Can we assume that Video and Audio content and necessary backend will be provided by DG Shipping?	Tender condition prevails
219	Tech Mahindra		General			General	Do you want apps to be compatible for iPad and Android Tablet ? Portrait mode ?	Mobile apps is also part of the scope. Mobile apps need to be compatible with any handheld device.
220	Tech Mahindra		General			General	Do you want Apps in portrait only or in Landscape as well ?	Mobile apps is also part of the scope. Mobile apps need to be compatible with any handheld device.
221	Tech Mahindra		General			General	Will all features of both web application and Mobile App will be exactly same ?	Please refer RFP Vol-1 section 1.4.2.4 clause 7.k under section Requirement Gathering - Page 29

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222	Tech Mahindra		Resource deployment (Page no 122, Section 1.4.1 Project Management point B)			Bidder has to propose named resources for all the key roles as mentioned in the technical evaluation criteria and as per the requirements of the project. The proposed resources must be part of the project team and must be available for discussion with the client at client location (If COVID-19 restrictions are imposed, then virtual meeting can be arranged after approval from DGS).	Practically, the availability of the same proposed resource can be challenging sometimes, It is requested to modify the clause to include same or similar/better resource as part of the project team.	Please refer RFP Vol-2 page no. 123, d. Resource Replacement Clause
223	Tech Mahindra	2	SCOPE OVERVIEW (Page no 5, section 1.2)			Components, out of scope of bidder, however, will be part of the solution. Bidder need to develop / manage those integrations & interfaces as and when required (Grey section)	If the components are out of initial scope of the bidder, It is requested the same may be handled through the Change request mechanism as and when required by DGS.	Bidder will need to develop / manage the integrations & interfaces of components not under the scope of development of the bidder, to provide DGS with a holistic solution
224	Tech Mahindra	2	Functional coverage (Page no. 23, Section 1.4.2.1)			The integrated solutions (COTS / Bespoke / developed as above) should have to be integrated with payment gateway, SMS gateway, Aadhar etc.	It is requested to remove the word etc to avoid any ambiguity in the work scope.	Please refer RFP Vol-2 section 2.2.6 External Systems. An indicative list of interfaces which are expected to be designed / built into the proposed system is given. Bidder may need to add to the list at the time of requirements gathering phase.

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225	Tech Mahindra	2	Scope and Guidelines for DGS Website (Page no. 32, Section 1.4.2.4, point no. 3)			Design, Development and Maintenance of Common Integrated Website. The new website shall be integrated with technologies like Face recognition, Payment Gateway, e-Forms, Financial technology devices etc. as per requirement of RFP.	It is requested to remove the word etc to avoid any ambiguity in the work scope.	Tender condition prevails
226	Tech Mahindra	2	Full scale deployment and Go-live, Post deployment and stabilization on Post-stabilization support and operations, Incremental updates to solution(Page no.44, Section 1.4.2.11, point no. 2)			Any changes in solution to be done at no additional cost to DGS until Implementation Period or until date of Go-live, whichever is later. Any changes requested during this period will not constitute under 'Change-request' category.	Any major change in the solution should be handled through CR route, however any minor changes can be handled at no additional cost.	Tender condition prevails

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227	Tech Mahindra	2	Software Application Maintenance (Page no.48, Section 1.4.2.13, point no.23)			SI to upgrade the system if any latest version of software is available either nationally or internationally within 45 days of launch in India or 12 months from launch internationally or as agreed with DGS. All updates and patches will be provided at no extra cost to DGS.	Some of the application upgrades on COTS are major in nature and require substantial time and effort, request the good office to amend the clause to handle the same through Change request route.	Tender condition prevails
228	Tech Mahindra	1	Project timelines (page 53 & 54, section 10.1)				It is requested to revise the timelines for Acceptance criteria as follows: D3=T+5, D4=T+6, D5=T+9, D5-1=T+12, D6=T+2, D8=T+9, D11=T+12, D12=T+18, D13=T+18, D14=T+12.	Tender condition prevails
229	Tech Mahindra	1	Payment schedule (page 59 & 60 section 10.3)				It is requested to revise the payment schedule linked to deliverables as below: D8= 10% of the project cost, D5=10% of the project cost, D5-1= 10% of the project cost, D14=10% of the project cost and D15=30% of project cost.	Tender condition prevails
230	Tech Mahindra	1	Invoicing & settlement (Page 62 section 10.5)			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.	Request to change the payment period from 45 days to 30 days	Tender condition prevails

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231	Tech Mahindra	1	Invoicing & settlement (Page 20 section 13.2)			Payment shall be made within 90 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties are imposed on the Bidder as per the penalty criteria specified in the SLA.	Request to change the payment period from 90 days to 30 days	Tender condition prevails
232	Tech Mahindra	2	Infrastructure Setup (Page No 203, 5.2 Roles & Responsibilities of the Parties)			Cloud Service Provider	Service Provider will provide private cloud (hosting solution) or Public cloud (AWS, Azure, GCP etc)	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request-

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								DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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233	Tech Mahindra	2	Infrastructure Setup (Page No 203, 5.2 Roles & Responsibilities of the Parties)			Cloud Service Provider	DGS finalize any cloud Service provider?	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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234	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	are DGS open for any reporting, dashboarding tool available in market ?	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
235	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	the licencing cost of reporting, Dashboarding tool should be the part of Bid or DGS will maintain it seapratly.	Designing and deploying dashboards for all user levels to be done by the Bidder. Any tool / license required for the same to be provided by the Bidder.
236	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	For reporting and Dashboarding ODS/DM/DWH needs to implement as a part of solution?	MIS reports and dashboards requirement to be studied during requirement gathering phase. MIS and Dashboard to be developed as per the requirement of DGS as defined in the RFP
237	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Structured Data Size	Size of RDBMS Data (Size of Table Data)	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
238	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Frequency	DGS wants data Real time / Near Real time. What is the frequency for near real time.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement

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239	Tech Mahindra		Dashboard and Analytical tool (page No 215, 7. Reports)				DGS have approx 833 Current report which needs to develop using new system. DGS has defined almost 100 KPI for new reports and Dashboard. Is there any expected number other than this for reports or dashboard which need to build? If we consider total 1000 Reports / Dashboards, is this number near by of expectations of DGS.	Bidder to study the requirement during the requirement gathering phase
240	Tech Mahindra		Data Migration (Page No 153, 1.4.2.14, 1.Migration (D)			Migration	Is any ETL Tool used in DGS currently.	No ETL activity involved in existing system. Existing Database is Oracle 11 database. Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS.
241	Tech Mahindra		Dashboard and Analytical tool (page No 215, 7. Reports)				is Advance analytics like forecasting part of bid solution?	Please refers section 2.2.5.4 Analytics and Forecasting
242	Tech Mahindra		Data Governance			Data Governance	Is DGS wants to impliment Data Governance framework as part of solution.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
243	Tech Mahindra		Data Migration (Page No 153, 1.4.2.14, 1.Migration (D)			Data Quality	Data Quality is expected during Data Migration Phase, IS DGS looking for Data Profilling of existing tables before migration.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement

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244	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	Is Self Service BI enabled for all the internal stakeholders or do we need to expose to external authorized users also? <Do they create reports on their own? > Estimated count	Dashboard and Analytics customization, Self service reporting to be provided to internal stakeholders as required by DGS
245	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	Can we have a distribution split on scheduled and real-time MIS / Reports that needs to be covered in MIS and Key Operation & Performance reports	Bidder to study the requirement during the requirement gathering phase
246	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	Kindly share details on the types of external data point that is required for integrations with the business intelligence module(such as APIs, Files, Cloud Databases etc)	Bidder to study the requirement during the requirement gathering phase
247	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	Are there any existing Data Analysis tools, techniques used in DGS	No Data Analysis Tool is used in DGS currently

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248	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	Is DGS using any existing IAM(identity and access management) for user access	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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249	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	Do you have the wireframe for these dashboards already in place or TechM to provide the wireframes as part of the project?	Bidder to provide wireframe design for dashboards as part of Deliverable D4
250	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	For Creating APIs and exchanging relevant data with data.gov.in will require ETL/ESB solutions are their any existing one or can we include the same in proposal	No ETL activity involved in existing system. Existing Database is Oracle 11 database. Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS.
251	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	For the Operational and Performance dashboard what will be the average data update cycle for citizen users	Bidder to study the requirement during the requirement gathering phase
252	Tech Mahindra		Dashboard and Analytical tool (page No 141, Section 1.4.2.6)			Dashboard and Analytical tool	For the Operational and Performance dashboard what will be the average data update cycle for authenticated users	Bidder to study the requirement during the requirement gathering phase
253	Tech Mahindra		Clause 7.5 Page No 46			DGS will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total bid value and should be valid till 6 months post the Contract Period.	The PBG should be equivalent to 3% of the TCO and should be required to be submitted within 30 Days instead of 15 Days timeline.	Tender condition prevails

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254	Tech Mahindra		Clause 10.5 Page No 62			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.	Invoice to be paid within 30 days of submission of invoice to DSG.	Tender condition prevails
255	Tech Mahindra	2	Clause 2 Vol 3 Page 59			As soon as reasonably practicable after the Effective Date, the Parties shall use their best endeavors to agree to a timetable for routine audits during the Project Implementation Phase and the Operation and Management Phase. Such timetable during the Implementation Phase, DGS or its nominated agency and thereafter during the operation Phase, DGS or its nominated agency shall conduct routine audits in accordance with such agreed timetable and shall not be required to give the Bidder any further notice of carrying out such audits.	Tech M is bound to share data and information related to the specified project only. Any information considered outside the scope of project will not be shared during the audit procedure.	The audit would be limited to the scope of the project

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256	Tech Mahindra		Clause 21 Vol 3 Page 36			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 Payout for each completed week or part thereof subject to a limit of 10% of the Total Contract value.	Maximum LD chargeable should be @ 10% of unperformed portion of the contract instead of the total contract value.	Tender condition prevails
257	Tech Mahindra		Clause 15 Vol 3 Page 25			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 willful default in performance or non-performance under this Agreement. If the Indemnified Party	Tech M's Liability is limited upto 110% of the unperformed portion of the contract	Tender condition prevails

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						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 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		
258	Tech Mahindra	2	Functional Coverage (Page no. 23 of Volume 2, Section 1.4.2.1)			The system is required to integrate with payment gateways and SMS service providers for enabling payments and issuing notifications to internal and external users.	Do you have any preference for any particular payment gateway vendor. Could you please elaborate more on the integration required.	Please refer The key requirements of payment gateways under section 1.4.2.1 Functional coverage
259	Tech Mahindra	2	DGS performance measurement and monitoring dashboards (Page no. 37 of			Dashboards are to be deployed on the web portal and on the mobile app. The bidder to develop Dashboard and Analytical tool as a part of solution.	Could you please elaborate on the primary parameters & filters to be displayed in the Dashboard	MIS reports and dashboards requirement to be studied during requirement gathering phase. MIS and Dashboard to be developed as per the requirement of DGS as defined in the RFP

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			Volume 2, Section 1.4.2.6)					
260	Tech Mahindra	2	Full scale deployment and Go-live, Post deployment and stabilization, Post-stabilization support and operations, Incremental updates to solution (Page no. 44 of Volume 2, Section 1.4.2.11)			However, the decision of finalizing hardware / cloud will be with DGS and bidder to adhere to the decision.	Are DSG open for the cloud migration and do you have any preference for Cloud vendor	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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261	Tech Mahindra	2	Solution design (Page no. 30 of Volume 2, Section 1.4.2.3			Bidder shall build a complete audit trail of all transactions (for e.g. add, update and delete) using transaction log reports, so that errors in data, intentional or otherwise, can be traced and reversed.	What is the volume of data to be audit trail?	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
262	Tech Mahindra	2	Scope and Guideline for Mobile App Development (Page no. 35 of Volume 2, Section 1.4.2.5			The same users from portal should login from mobile application and access the services on the go.	What are additional features required in Admin Portal/ login	Please refer Annexure 1 for web portal - FUNCTIONAL REQUIREMENT SPECIFICATIONS (FRS), 1.1 To-Be-Common Processes (point t);
263	Tech Mahindra	2	External Systems (Page no. 91 of Volume 2, Section 2.2.6)			It is assumed that all systems under this assignment will have seamless integration.	Do we access of the all external systems through API.	Bidder to study the requirement during the requirement gathering phase
264	Tech Mahindra	2	Solution design (Page no. 30 of Volume 2, Section 1.4.2.3			The bidder shall make necessary provisions for management reports, dashboards, Mail/SMS gateway and Data migration in line with the expectations of users provided in the functional requirements and understood during requirement gathering phase	Are DSG using any mail/ SMS service.	SMS / Email gateway would be provided by DGS. Bidder is only responsible for integration / interfacing

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265	Tech Mahindra		Proposed Front-End Interface: (Page 13)			General	How much scope for UX/UI. Not clear!	Bidder to study the requirement during the requirement gathering phase
266	Tech Mahindra		Proposed Front-End Interface: (Page 13)			General	Is mobile app also part of the scope?	Mobile apps is also part of the scope. Mobile apps need to be compatible with any handheld device.
267	Tech Mahindra		Proposed Front-End Interface: (Page 13)			General	What is the frontend technology is going to use?	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement

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268	Tech Mahindra		Security Principles (Page No. 17 of volume 2, Section 1.3.2 Point 32)			The bidder should embed a security incident response plan within the Business continuity and disaster recovery plan to response in an efficient and effective manner in case of a disaster.	What is the expected Recovery Time and Recovery Point Objectives (RTO and RPO) for the in-scope applications, databases and related IT infra components?	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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269	Tech Mahindra		Security Principles (Page No. 17 of volume 2, Section 1.3.2 Point 32)			The bidder should embed a security incident response plan within the Business continuity and disaster recovery plan to response in an efficient and effective manner in case of a disaster.	Does TechM need to conduct a business impact analysis (BIA) for criticality analysis and determining/ validating the RTO and RPO timelines?	Bidder to study the requirement during the requirement gathering phase
270	Tech Mahindra		Security Principles (Page No. 17 of volume 2, Section 1.3.2 Point 32)			The bidder should embed a security incident response plan within the Business continuity and disaster recovery plan to response in an efficient and effective manner in case of a disaster.	Does TechM need to conduct a Risk analysis (RA) for assessing the risks in IT infrastructure and Datacenter facilities?	Bidder to study the requirement during the requirement gathering phase

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271	Tech Mahindra		Security Principles (Page No. 17 of volume 2, Section 1.3.2 Point 32)			The bidder should embed a security incident response plan within the Business continuity and disaster recovery plan to response in an efficient and effective manner in case of a disaster.	Are there existing Disaster Recovery Framework / Guideline available for systematic failover and failback during a disaster event to be followed or TechM need to develop afresh based on their own BCP/DR Planning Framework?	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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272	Tech Mahindra		Security Principles (Page No. 17 of volume 2, Section 1.3.2 Point 32)			The bidder should embed a security incident response plan within the Business continuity and disaster recovery plan to response in an efficient and effective manner in case of a disaster.	Does DIRECTORATE GENERAL OF SHIPPING expects the Bidder to propose a DR Management/ Automation tool for the solution for this RFP?	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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273	Tech Mahindra		Security Principles (Page No. 17 of volume 2, Section 1.3.2 Point 32)			The bidder should embed a security incident response plan within the Business continuity and disaster recovery plan to response in an efficient and effective manner in case of a disaster.	What type of DR drills need to planned and conducted in a year? And at what frequency?	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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274	Tech Mahindra		Security Principles (Page No. 17 of volume 2, Section 1.3.2 Point 32)			The bidder should embed a security incident response plan within the Business continuity and disaster recovery plan to response in an efficient and effective manner in case of a disaster.	Are all the DR servers on Cloud?	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution. - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.
275	Tech Mahindra		General				Please confirm if a standard BOQ format will be shared by DG Shipping	Please prepare the Commercial Proposal as

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							for providing the prices or we need to prepare priced BOQ 11.3.1 to 11.3.8	per the format in section 11.3.1 to 11.3.8
276	Tech Mahindra		Security Testing (Penetration and Vulnerability testing)			b) The solution shall pass vulnerability and penetration testing for rollout of each phase. The solution should pass web application security testing for the portal and security configuration review of the baseline infrastructure.	<p>DAST Wrt to DAST, what is the total number of applications/IP's to be scanned? What is the required scan frequency? Should TechM propose on-premise or SaaS version of these tools?</p> <p>SAST Could you share the number of lines of code and the programming language for the built solution? Or, in the case of microservices architecture, pl share the number of microservices If the solution is built on open source code application, then white box testing (SAST) tool license depends on the number of developers, so could you pl share the count? How many (count) of integrations w.r.t developer environments to be considered (how many private and how many containers)? What is the required scan frequency? Should TechM propose on-premise or SaaS version of these tools? Who will own the licenses? What is the program duration? Would security scanning tool license would be held by TechM or customer?</p>	Please refer RFP Vol-2 section 1.4.2.9 Solution Testing and 5.3 Existing e-Governance solution at DGS.

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277	Tech Mahindra		API security			<ul style="list-style-type: none"> o The proposed framework developed by the MSP should define the API security guidelines o The proposed system should inspect the headers for APIs genuineness before acceptance. o It should apply all security checks e.g. DDoS Attacks, XML Denial of Service (xDoS), Slow down or disable an XML based System, Message Snooping, XML Document Size Attacks, XML Document Width Attacks, XML Document Depth Attacks, Jumbo Payloads, Recursive Elements, Public Key DoS, XML Flood, Resource Hijack etc. to ensure rightful and secured access to API consumers o The MSP is required to configure the proposed solution to meet the security requirements and also support in undertaking security review of the API before being published to the production environment 	API Security Testing How many API to be tested? Are there customer build API?	Bidder to study the requirement and the functionality / number to be finalized after discussion with DGS

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278	DIMTS		Page No.- 40 B.7 Bidder Experienc e			Solution Architect Certifications: TOGAF / Zachman Framework / any other relevant certification	Request you to kindly provide relaxation in Certification	Tender condition prevails
279	DIMTS		Page No.- 40A.2Bid der Experienc e			The Bidder / any member of consortium must have experience of successful Go Live / completed project (other than the projects given in Criteria A.1) for IT solution in Shipping / Maritime domain in India or abroad as System Integrator* in last 7 years (as on the last date of bid submission)	Request you to kindly allow IT companies to participate without the experience in Shipping / Maritime domain	Tender condition prevails
280	DIMTS		III. The pre-qualificati on criteria for Bidder are as follows: PQ-4, Certificati on, Page-30			1. The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 5 certification. In case of consortium, consortium member must have at least CMMI Level 3 certification	Request you to kindly allow CMMi Level 3 companies as a lead bidder. As CMMi Level 5 is not an appropriate requirement for project of this nature, for a new product development. CMMi levels pertain to : a) CAPABILITY : With highest level of 3 only. b) MATURITY : Maturity Level for CMMi 5 is not relevant for the project as it pertains to optimization, which is not possible for a project where Product Development cycle is only limited to 2 months. Kindly check : https://www.cmminstitute.com/learning/appraisals/levels	Tender condition prevails

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281	CISCO		Page no 373, ANNEXURE 2: 1.1			TECHNICAL REQUIREMENT SPECIFICATIONS (TRS)	<p>While Technical specifications for SIEM are explicitly stated in detail, there is nothing mentioned about other security controls such as NGFW, VPN, MFA, Workload security, Network Detection & Response etc. Hence request to include detailed specs/functional pointers about-</p> <ul style="list-style-type: none"> > Two tier Network Security with NGFW with ddos capabilty & dedicated inline IPS appliance in DC & DR to secure the core application infrastructure > Workload visibility & microsegmentation > MFA capability > NAC capability for Internal users to provide authentication & implement least privilege capability as desired > Network Detection & Response capability to detect insider threats & lateral movement of threats in the DC environment with ability to integrate with proposed SIEM 	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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282	CISCO		Page no 379, ANNEXURE 2: 1.1			The solution should support all standard IT infrastructure including Networking & Security systems, OS, RDBMS, Middleware, Web servers, Enterprise Management System, LDAP, Internet Gateway, Antivirus, and Enterprise Messaging System, Data loss prevention (DLP) etc.	Please share details on existing IT infrastructure that needs to be covered & also advise what needs to be proposed afresh	Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS
283	CISCO	3	Page no 380, ANNEXURE 2: 1.1			The solution should prioritize & enrich events based on existing threats / alerts / incidents on the asset. E.g. If there is a known vulnerability detected by vulnerability scanner on an asset, solution should categorize the risk higher since the vulnerability was already known so that action may be taken proactively.	It is highly recommended to add Risk based vulnerability management platform on top of a vulnerability scanner so that security team can efficiently focus on reducing the biggest risks in your environment. The objective is to automate the correlation of vulnerability data, threat data, and zero-day data, analyze security vulnerabilities against active Internet breaches so that InfoSec teams can prioritize remediations and report on their overall risk posture.	Tender condition prevails
284	CISCO	2	Page no 121, 1.3.2 Security Principles			VPN and VLNS should be the principle of operations for remote access and isolation of internal traffic.	How many VPN users need to be provisioned?	10 nos. Client VPN will be provided by DGS initially. Bidder to study the requirement and the number to be finalized after discussion with DGS
285	CISCO	2	Page no 120, 1.3.2 Security Principles			Application Access should follow 2 Factor Authentication.	Can the MFA server be hosted in the OEM cloud leveraging inherent scalability & high availability offered as part of solution? What form of 2nd factor is preferred for internal & external users?	MFA is required to be hosted at DGS provided cloud services. OTP is preferred for internal and external users

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286	EnterpriseDB	2	1.4.2.16 Other key requirements. Page 57			The bidder shall provide with a full use database license	Please confirm that no freeware/community version of Database is expected and only Enterprise Database is expected.	The bidder is free to propose solution as per e-governance standards by Department of Electronics and Information (DeitY), Government of India
287	Infosys	1	Page 21, Section 4.2			Right to Vary Scope of Contract	It is expected that, any change (e.g. increase or decrease in quantity / specifications etc) in the scope will be subject to change management process.	Tender condition prevails
288	Infosys	1	Page 50, Section 9-viii			For a project of such a large scale and complexity, it is imperative that the bidder should deploy best of class professionals to ensure successful execution of this project. The bidder will in its proposal include the names and detailed curriculum vitae of their key personnel who will be working full time on this project. For successful completion and execution of project the bidder shall have to deploy minimum resources as provided in the table below.	Bidder will be able to share indicative profiles at the time of bid submission. Bidder will ensure that, the actual resources deployed during execution will be at par or at higher level than the indicative profiles	Please refer RFP Vol-2 page no. 123, d. Resource Replacement Clause
289	Infosys	1	Page 50, Section 9			Onsite deployment of the resources	What is the onsite location of the resources?	DGS HQ Mumbai
290	Infosys	1	Page 60, Section 10.3			Payment Schedule	Currently, only 50% of the project cost will be recovered by Go Live of the solution and remaining amount will be recovered during 3 yrs of Support phase. To improve the cashflow, it is proposed that, milestone percentage of 1st milestone (deliverable - D2, D6)	Tender condition prevails

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							is changed to 5%, milestone percentage of 2nd milestone (deliverable - D3) is changed to 10% and milestone percentage of 3rd milestone (deliverable - D4, D7) is changed to 5%. Accordingly, 40% of project cost to be split in ONM phase	
291	Infosys	1	Page 35, Section 6.5			Bidder Experience - A.1	Please define the cut off for project value for this criteria. It is proposed that, it is more than 10 Cr for each of the project	Tender condition prevails
292	Infosys	1	Page 35, Section 6.5			Bidder Experience	Due to NDA constraint, if bidder is not able to share PO / WO and / or client certificate, it is proposed that, you accept the certification by Statutory Auditor or Company Secretary or Authorized Representative	Tender condition prevails
293	Infosys		Page 132, Section 1.4.2.2, Point 7-a			Although, an indicative FRS has been provided, the bidder is responsible to carry out an independent system study at DGS headquarter, regional offices and field offices, to thoroughly understand the functional and operational processes of DGS	Does bidder need to travel to different DGS offices, field offices to collect the requirements? Who will resolve the conflict, if any, in the requirements given by different offices? It is recommended that, requirement elicitation is conducted in one office i.e. DGS headquarter and DGS assigns a SPOC from their side to resolve conflict and act as a SPOC for all review / approvals on behalf of DGS	Bidder needs to carry out requirement gathering and freezing of requirement from DGS HQ physically and can plan remote meeting and sessions with all the other stakeholders to complete the requirement gathering process.
294	Cloudstarts		Page.: no. 30, Point – 2			Turnover INR 100 Crores (One Hundred Crores only) for the last three financial years ending 31st March 2020	We are registered under MSME & Startup DIPP, we request you to please give us relaxation on turnover under Startup by DIPP & give us fair chance to participate in this bid. We are keen to participate in this bid.	Tender condition prevails
295	Cloudstarts		Page NO. 9, Point -3			Earnest Money Deposit (EMD) – INR – 45,00,000/-“:	We request to please allow exemption to MSME registered vendors.	Exemption to be provided in line with MSE Procurement Policy issued by Department of MSME

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296	Cloudstarts		Page.: no. 31, Point – 5			Experience -The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least one project of amount not less than Rs. 16 crores	We are registered under MSME & Startup DIPP, we request you to please give us relaxation on turnover under Startup by DIPP & give us fair chance to participate in this bid. We are keen to participate in this bid.	Tender condition prevails
297	Amilionn		Page no: 23 of 401 and Section number: 4.8.I			The Consortium shall have not more than 2 members / partners. The share of the lead member shall not be less than 50% in the Consortium. The equity of each partner of the consortium shall be stated clearly in the MoU submitted by the bidder	Change request as Lead Bidder + 2 Consortium Members in order to provide the best competitive quote	Tender condition prevails
298	Amilionn		Page no: 10 of 401 and Section number: 1.1.7			Last date, time (deadline) and venue for receipt of proposals in response to RFP notice	Change request as 20th Feb 2022 because of pandemic (COVID) reasons	Please refer Corrigendum 1
299	Fluentgrid Ltd		Page No. 32 {Volume 1 of 3} 6.5. Technical Bid Evaluation A. Bidder Experience			Evaluation Criteria for the proposed solution A.2 - Shipping / Maritime Domain Experience Max Marks 100 Marks	In order to create more competition, we request your kind selves to consider bidder experience in implementation of all eGovernance solutions and change the same clause as given below: A.2 - Experience in implementation of any eGovernance solutions	Tender condition prevails

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300	Fluentgrid Ltd		Page No. 5 {Volume 2 of 3}			3. Components, out of scope of bidder, however, will be part of the solution. Bidder need to develop / manage those integrations & interfaces as and when required (Grey section)	Kindly explain where do the bidder shall be considered the costing of these components.	Please refer Sr. No. 25 under 11.3.1 A1 Software and Related Cost (Implementation Phase) and under 11.3.6 A6 Software & Related Cost (ONM Phase)
301	TCS		Vol 3, Pg 36, 23.2 Escrow Agreement			Within ninety (90) days after the DGS' s acceptance of the Solution, the Parties shall enter into a software escrow agreement ("Escrow Agreement") with a reputable, independent, third party that provides software escrow services among its principal business offerings ("Escrow Agent"). The Escrow Agreement shall provide for the regular deposit into escrow of all source code (including without limitation all make files, configurationally files, data tables upon which execution is Code, and (b) a list of all non- deposited third party software used in conjunction with the Source Code to provide the full functionality of the deposited materials. In the event of the termination or expiration of the initial Escrow Agreement or any	1. There is no sub point 'a' in this subclause. Directly 'b' is appearing and also sentence is terminating abruptly at the end of the subclause.	Request for change is accepted. Corrigendum to be released.

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						successor agreement, with minimal delay the Parties shall enter into a substantially equivalent agreement with a successor provider of software escrow services (who shall then be known as the "Escrow Agent"		
302	TCS		Vol 3, Pg 36, 23.4 Escrow Agreement			Bidder shall periodically update the escrow deposit as the Parties shall agree in the Escrow Agreement. In addition to other usual and customary terms, the Escrow Agreement shall provide that the DGS shall be entitled to obtain the deposited materials from escrow upon the DGS's making a proper (what is proper)claim for release from a and b is not defined escrow in the event that (c) proper written notice is given to the Escrow Agent that release of the copy of the deposited materials is pursuant to applicable Central or Not clear, DGS bankruptcy, insolvency,	Please note following highlighted lines which are actually comments and making the clause incoherent.	Tender condition prevails

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						reorganization, or liquidation statute; (d) Bidder files articles of dissolution (but not if Bidder is consolidated or merged into another entity); (e) the Contract expires or terminates for Material Breach of Bidder.		
303	Infosys		Page 21, Section 4.2			Right to Vary Scope of Contract	It is expected that, any change (e.g. increase or decrease in quantity / specifications etc) in the scope will be subject to change management process.	Tender condition prevails
304	Infosys		Page 50, Section 9-viii			For a project of such a large scale and complexity, it is imperative that the bidder should deploy best of class professionals to ensure successful execution of this project. The bidder will in its proposal include the names and detailed curriculum vitae of their key personnel who will be working full time on this project. For successful completion and execution of project the bidder shall have to deploy minimum resources as provided in the table below.	Bidder will be able to share indicative profiles at the time of bid submission. Bidder will ensure that, the actual resources deployed during execution will be at par or at higher level than the indicative profiles	
305	Infosys		Page 50, Section 9			Onsite deployment of the resources	What is the onsite location of the resources?	DGS HQ Mumbai

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306	Infosys		Page 60, Section 10.3			Payment Schedule	Currently, only 50% of the project cost will be recovered by Go Live of the solution and remaining amount will be recovered during 3 yrs of Support phase. To improve the cashflow, it is proposed that, milestone percentage of 1st milestone (deliverable - D2, D6) is changed to 5%, milestone percentage of 2nd milestone (deliverable - D3) is changed to 10% and milestone percentage of 3rd milestone (deliverable - D4, D7) is changed to 5%. Accordingly, 40% of project cost to be split in ONM phase	Tender condition prevails
307	Infosys		Page 35, Section 6.5			Bidder Experience - A.1	Please define the cut off for project value for this criteria. It is proposed that, it is more than 10 Cr for each of the project	Tender condition prevails
308	Infosys		Page 35, Section 6.5			Bidder Experience	Due to NDA constraint, if bidder is not able to share PO / WO and / or client certificate, it is proposed that, you accept the certification by Statutory Auditor or Company Secretary or Authorized Representative	Tender condition prevails
309	Infosys		Page 132, Section 1.4.2.2, Point 7-a			Although, an indicative FRS has been provided, the bidder is responsible to carry out an independent system study at DGS headquarter, regional offices and field offices, to thoroughly understand the functional and operational processes of DGS	Does bidder need to travel to different DGS offices, field offices to collect the requirements? Who will resolve the conflict, if any, in the requirements given by different offices? It is recommended that, requirement elicitation is conducted in one office i.e. DGS headquarter and DGS assigns a SPOC from their side to resolve conflict and act as a SPOC for all review / approvals on behalf of DGS	Bidder needs to carry out requirement gathering and freezing of requirement from DGS HQ physically and can plan remote meeting and sessions with all the other stakeholders to complete the requirement gathering process.

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310	Infosys		Page 49 on transitioni ng			DGS is expected to provide necessary support for transitioning to the new system.	What is the existing system at at DGS and what is expectation from bidder? What is the plan to transition from old system to new system, will both system run in parallel during transition period? How it is envisaged?	Please refer RFP Vol-2 section 5.3 Existing e-Governance solution at DGS. Bidder to study the requirement and propose as per Industry Standard and Best Practices and in compliance with DGS requirement
311	Infosys		1.4.2.14 Migration			"Bidder will make data entry as required to populate information as required. This includes but is not limited to defining asset masters, making maintenance schedules, creation/modification of policy rules, etc. 2. Certain data which is recorded in registers / papers / files which needs to be captured in the system as master / configuration / operations data	Request for approx estimates in terms of volume of data ahich is reorded in registers / papers / files.	Bidder to study the requirement during the requirement gathering phase
312	Infosys		Page 5 volume 2			There are Components DGS currently using, procured externally or will procure separately however bidder should integrate those components in e-Governance solution"	Is there a timeline by which DGS will make those systems available (which will come in future)? How long bidder needs to wait for completing the integration	An indicative list of third party applications provided in RFP Vol-2 section 1.2. However, Bidder to study additional third-party integration (if any) during the requirement gathering phase.

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313	Infosys		Page 5 volume 2			Components, out of scope of bidder, however, will be part of the solution. Bidder need to develop / manage those integrations & interfaces as and when required	When will DC/DR be available? who will be responsible for delay in making infra components available?	Cloud Infrastructure would be available after bidder submits the cloud requirement. Please refer RFP Vol-2 section 5.2 Roles and Responsibility
314	Infosys		1.4.2.11 (page 42, volume 2)			"Any changes in solution to be done at no additional cost to DGS until Implementation Period or until date of Go-live, whichever is later. Any changes requested during this period will not constitute under 'Change-request' category (1.4.2.11)"	Can we please allow "Change Request" for the components which are not covered as part of FRS?	Tender condition prevails
315	Infosys		1.4.2.11 (point 5)			"Bidder should be responsible for co-ordination with vendors, troubleshooting, addressing borderline issues, coordinating with users at DGS, to ensure successful rollout of the application"	Request DGS to appoint SPOC/central authority to coordinate and resolve the borderline issues	Please refer RFP Vol-2 section 5.2 Roles and Responsibility
316	Infosys		1.4.2.11 (point 6)			Development of necessary solution requirements, configuring the specific functional modules, third party applications, development of interfaces wherever and whenever necessary.	Request DGS to list out all such third party applications and interfaces which will be in scope for bidder	An indicative list of third party applications provided in RFP Vol-2 section 1.2. However, Bidder to study the requirement and the functionality / number to be finalized after discussion with DGS

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317	Infosys		1.4.2.11 (14. Integration and interfaces)			Bidder is also expected to develop and provide necessary software interfaces with all internal and external systems. It is understood that some interfaces require involvement of third parties which may be delay implementation of these interfaces. Bidder is expected to develop, and support interfaces as required to ensure complete service delivery from DGS as a single unit	Request DGS to appoint SPOC/central authority to identify such interfaces and coordination . Request that timeline is established for making these internal/external systems available for bidder to build necessary interfaces	Please refer RFP Vol-2 section 5.2 Roles and Responsibility
318	Infosys		1.4.2.13 Software Application Maintenance			The objective of application maintenance is to provide application maintenance and support services, including request based services (problem requests/defect fixes), enhancements, configuration management and post release support.	Any enhancement to the system will be considered as "change request" and need to follow change control process	Tender condition prevails
319	Infosys		1.4.2.14 Migration			Bidder will be required to carry out migration of data, business rules, checks, etc. as required for functioning of the solution. B. Data migration including entry and validation of all data (and porting) is the responsibility of the bidder. . The Bidder shall be	Request to share further details on "Data migration" requirements, this is very open ended	Database is Oracle 11. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further

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						responsible for migration of operational data as required, including financial transaction data such as ongoing contracts, employee transaction data etc.		
320	Infosys		1.4.2.7 Analytics and Business Intelligence			Bidder should also analyse cross sectoral data i.e. data available through integration with the inter Ministry, intra Ministry and other sectoral data.	Request to share the details of cross sectoral data which will be part of the scope	Bidder to study the requirement during the requirement gathering phase
321	Infosys		1.4.2.9 Solution testing - System acceptance			The BIDDER will develop acceptance test procedures for DGS approval.	It is suggested that DGS build their own independent team or appoint vendor for UAT testing (Industry best practice)	Tender condition prevails
322	Infosys		C.General Application and Portal requirements Pno.185			Should support an offline capability	To be able to achieve what functionality?	Tender condition prevails
323	Infosys		C.General Application and Portal requirements Pno.186			Availability of document metadata when offline	Please elaborate the requirement	Tender condition prevails
324	Infosys		2.2.5.2 Key operational and			KPI and Performance Dashboards	Some of these data like (Avg time taken for process) will need this data to be provided by the current system	Current system data is available with DGS

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			performance dashboards				being used - does such data exist today?	
325	Infosys		2.2.5.6 Email solution			It is envisaged that mailing solution would be integrated with the application layer for exchange of information and it would be possible to move emails to Document Management System	Is this related to system triggered notifications or an Inbox facility to be provided as part of the portal	SMS / Email gateway would be provided by DGS. Bidder is only responsible for integration / interfacing
326	Infosys		5.2 Roles & Responsibilities of the Parties (Pno. 203)			23 Conduct UAT sessions and provide tools for testing such as integration testing, performance testing, VAPT testing, etc. as per scope.	These are training sessions on how to perform UAT / PT etc.?	The contents of tender has two aspects with respect to bidder scope (i) Conduct UAT sessions (ii) Provide tools for testing
327	Infosys		1.3.2 Security Principles Pno. 120			11. Application Access should follow 2 Factor Authentication.	What are the 2 factors? SMS OTP and Password?	OTP is preferred for internal and external users
328	Infosys		1.1 Introduction PNo.108			Enable digitalization of physical records within DGS as required	What is the scope?	Digitization is not in scope of the bidder
329	Infosys		1.3.2 Security Principles			The System should provide the date and time of all transaction with details of creation, read, update, delete or print.	Audit for Read operations will generate huge records	Tender condition prevails
330	Infosys		1.3.2 Security Principles			Bidder shall get the Vulnerability Assessment (VA) and Penetration Testing (PT) as security audit conducted by	VAPT scope is only before roll-out? No testing needed for changes through Change Management?	Please refer RFP Vol-2 section 1.4.2.9 Solution Testing

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						CERT-In empanelled agency before deployment/ Go-Live of project. The cost of which should be borne by the bidder.		
331	Infosys		1.3.3 Management Principles Pno. 122			The system should be upgradeable without affecting the production	What does this mean?	Please refer RFP Vol-3 section 10.2
332	Infosys		1.4.1 Project management Pno. 123			Bidder shall carry out an evaluation of the performance of each member of the Key Personnel in connection with the Services at least once in each Contract Year. Bidder shall provide reasonable written notice to DGS of the date of each evaluation of each member of the Key Personnel and DGS shall be entitled to provide bidder with input for each such evaluation.	Can this be absorbed / subjugated into the Infosys Annual Appraisal process?	Yes, may be considered
333	Infosys		1.4.2.1 Functional coverage Pno. 127			Office collaboration tools and interfaces	What is the scope?	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
334	Infosys		1.4.2.1 Functional coverage Pno. 127			h. Should support multicurrency processing and settlement directly to merchant account	What is the scope / how many currencies ??	Bidder to study the requirement during requirement gathering phase

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335	Infosys		1.4.2.4 Scope and Guidelines for DGS Website Pno.135			1. The competent and professional organizations/firms having proven expertise in System Study, Design, Development, Implementation and Maintenance of Websites / Web Portals / Web enabled applications using latest available technologies like PHP, JAVA, .NET, CMS, open source tech., etc.	To do what?	The Website to be developed shall meet the requirements of DGS and must be GIGW (Guideline for Indian Government Website)
336	Infosys		1.4.2.4 Scope and Guidelines for DGS Website Pno. 138			55. Instructions provided for understanding and operating content should not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.	What does this mean?	The Website to be developed shall meet the requirements of DGS and must be GIGW (Guideline for Indian Government Website)
337	Infosys		1.4.2.4 Scope and Guidelines for DGS Website Pno. 139			81. The solution should be capable enough to upgrade onto new technologies such as Machine Learning (ML), Artificial Intelligence (AI), Blockchain, Internet of Things (IoT), Big Data, etc.	In scope of RFP estimation? Please share use case.	Bidder should design the solution taking into consideration the possibility of such upgrades in the future. However, Upgrade is not in scope of this RFP.
338	Infosys		1.4.2.5 Scope and Guideline for Mobile App Development Pno. 140			Bidder should conduct A/B testing before releasing final version of mobile application, and feedback of citizen's / user's should be considered after due verification from DGS.	Timelines to consider this and also Mobility unit / vendor to go through this section, many niche requirements	Tender condition prevails

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339	Infosys		1.4.2.8 Procurement of software components, solution configuration / development and testing Pno. 144			10. Bidder to provide conference room pilot for each software components.	Usually for COTS this is used, needed for Bespoke also?	Tender condition prevails
340	Infosys		1.4.2.13 Software Application Maintenance Pno. 152			20 C. Bidder should support DGS in carrying out the UAT for the modifications / enhancements.	What support beyond fixing any bugs reported?	Please refer RFP Vol-2 section 1.4.2.13 Software Application Maintenance
341	Infosys		1.4.2.8 Procurement of software components, solution configuration / development and testing			Solution shall be able to handle the peak workloads.	Please share the Peak load (or Expected Peak load) details (for 1) New Website and also for 2) new e-governance system	Currently no. of users logged in at any given time is around 5000 - 6000 Current existing website concurrent users 55 nos. average per minute.
342	Infosys		5.3 Existing e-Governance solution at DGS:			Anticipated Concurrent Users: Estimated 15000	Are these 15000 concurrent users for new e-governance system? If not please share the concurrent users for new e-governance portal.	Currently no. of users logged in at any given time is around 5000 - 6000

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343	Infosys		5.3 Existing e-Governance solution at DGS:			Anticipated Concurrent Users: Estimated 15000	Please share Peak load period - specific day/week/month/ for Website and New e-governance?	Currently no. of users logged in at any given time is around 5000 - 6000 Current existing website concurrent users 55 nos. average per minute.
344	Infosys		5.3 Existing e-Governance solution at DGS:				Please share the concurrent users for new Website.	Current existing website concurrent users 55 nos. average per minute.
345	Infosys		5.3 Existing e-Governance solution at DGS:				Please share the Peak load pattern - specific period (day/week/month) for the new Website	Current existing website- Monday 100 user average per minute
346	Infosys		5.3 Existing e-Governance solution at DGS:			Type of documents to be uploaded on regular basis on server	Please share approx. total size of documents uploaded in a year?	1708 MB in year 2021 for existing website
347	Infosys					Type of documents to be uploaded on regular basis on server	Is there any specific period (days/week/month) during which document will be uploaded in Website and in New e-governance portal?	Regular
348	Infosys		1.4.2.5 Scope and Guideline for Mobile App			Bidder should conduct A/B testing before releasing final version of mobile application.	A/B here means Alpha and Beta Testing? So third party of DGS won't be doing Mobile testing?	Bidder should conduct Alpha / Beta testing before releasing final version of mobile application, and feedback of citizen's /

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			Developm ent					user's should be considered after due verification from DGS
349	Infosys		Annexure 5.3 for details of existing e-gov solution			Annexure 5.3 for details of existing e-gov solution	Certain modules (INDoS, Examination ,MTO, Ship Registration, CDC) are marked as in Bidder scope but not as existing/outsourced-need integration Page 109. But the same is mentioned as existing module on Page 216	All the modules marked in blue in the diagram page no. 109 to be developed by the bidder as part of the scope of work
350	Infosys		C. General Applicatio n and Portal Requirem ents			Should be able to connect to mobile devices.	Please elaborate or share a use case and purpose of this connect with mobile?	Bidder to study the requirement during the requirement gathering phase
351	Infosys		C. General Applicatio n and Portal Requirem ents			Should support customization of Look and feel of the portal	Is this customization performed by Administrator?	Customization to be performed by Administrtor
352	Infosys		C. General Applicatio n and Portal Requirem ents			Should provide multi-channel output capabilities	Channels which are under consideration for multi-channel output capabilities	Bidder to study the requirement during the requirement gathering phase
353	Infosys		C. General Applicatio n and Portal Requirem ents			Availability of document metadata when offline	Please share a use case or detail about this expected functionality	The Website to be developed shall meet the requirements of DGS and must be GIGW (Guideline for Indian Government Website)

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354	Infosys		C. General Application and Portal Requirements			Should provide DHTML, Excel, PDF, MHTML, CVS, XML, XBRL, Null, and Image rendering extensions	Please provide usecase for Null file extension?	Tender condition prevails
355	Infosys		C. General Application and Portal Requirements			Should support version Control Capabilities (the number of major versions supported, minor versions, and branching)	Is this right assumption that this requirement is for Source Code development and repository? If not please share detail of functional area of this requirement.	Yes
356	Infosys		C. General Application and Portal Requirements			Should support an offline capability	Please provide details of offline capabilities expected from Portal Web application. Are the offline capabilities expected from Web Application Portal?	Bidder to study the requirement during the requirement gathering phase
357	Infosys		1.4.2.5 Scope and Guideline for Mobile App Development			Bidder to release mobile application for cross platform i.e. for iOS , windows, and Android platforms.	Windows Mobile Operating Systems are discontinued long back (around 10 years back), is supporting a Windows Mobile a necessary requirement?	iOS and Android are in the scope. Please refer Corrigendum 2.
358	Infosys		1.4.2.5 Scope and Guideline for Mobile App Development			Bidder to release mobile application for cross platform i.e. for iOS , windows, and Android platforms.	In last 14 years many versions of iOS and Android platforms are released and many of these old versions are not supported by OS maker now. Please provide the list iOS and Android versions to be supported by the new mobile App.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement

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359	Infosys		2.2.5.9 Backup and Archival			The solution shall help carry out backup and archival as per DGS's policy.	Please share the backup and Archival period duration and approx. Size of total data which 1) backed up 2) Archived for long duration.	Backup - As per MeitY guidelines. Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
360	Infosys		1.1 Security Information and Event Management (SIEM)			The solution should support storage of raw logs for forensic analysis.	Please share data storage duration & approx. size of data (GBs) stored in past for forensic analysis.	Bidder to configure data storage duration as per Industry Standard and Best Practices and in compliance with DGS requirement, as per RFP Vol-2 section 5.2
361	Infosys		1.19 Website / Portal 80 The solution should support RADIUS and LDAP / Active Directory for Authentication.			The system should be able to authenticate users against existing user repositories such as LDAP and Active Directory. The solution should support RADIUS and LDAP / Active Directory for Authentication.	Please share the details(names and version) of User Directories (LDAP and RADIUS based) currently used and to which new system will require to be Integrated.	Bidder to study the requirement during the requirement gathering phase
362	Infosys		2.2.6 External Systems			ePariksha, LRIT, eLearning, Payment Gateway , Aadhar, SPFO, Facial Recognition, Exit Examination, Exit Examination etc.	Please share details about these external integration points - API based/Bulk data transfer/ file transfer or any other and format of data involved in integration.	Bidder to study the requirement and the functionality / number to be finalized after discussion with DGS

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363	Infosys		5.2 Roles & Responsibilities of the Parties			Deploy required software components in DGS cloud.	Name of Cloud platform (CSP) on which Software Components to be deployed?	<p>CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.</p> <ul style="list-style-type: none"> - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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364	Infosys		5.2 Roles & Responsibilities of the Parties			Deploy required software components in DGS cloud.	Which Cloud platform (CSP) which is used currently?	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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365	Infosys		1.4.2.4 Scope and Guidelines for DGS Website			Design, Development and Maintenance of Common Integrated Website. The new website shall be integrated with technologies like Face recognition, Payment Gateway, e-Forms, Financial technology devices etc. as per requirement of RFP	<p>1) Please share the details of Face Recognition system is currently used and which one is required to be Integrated with new DSG Website?</p> <p>2) Please share a usecase of Face recognition in Website.</p> <p>3) Is face recognition system required to be integrated with Website or any usecase for Mobile APP also?</p>	Please refer RFP Vol-2 section 1.4.2.4 clause 3 Scope and Guidelines for DGS website. The new DGS website shall be integrated with technologies like Face recognition
366	Infosys		1.4.2.4 Scope and Guidelines for DGS Website			Design, Development and Maintenance of Common Integrated Website. The new website shall be integrated with technologies like Face recognition, Payment Gateway, e-Forms, Financial technology devices etc. as per requirement of RFP	Please share the details of Financial technology devices which are to be Integrated with new DGS Website and data to be shared?	Bidder to study the requirement and the functionality / number to be finalized after discussion with DGS

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367	Infosys		Page# 109 Volume 2, Page#5 ;Scope overview			Components, under scope of bidder (Blue sections)	Please confirm if bidder is having any role on the Infrastructure part of proposed solution. Our understanding is the solution would be hosted in Cloud DC & DR and will be provided by DGS only.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution. - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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368	Infosys		Page#118 ,Volume 2, Page#14 1.3 Design principles 1.3.1 Architectural principles			The architecture should be cloud ready and should support interoperability through cloud platforms	Please confirm the name & location of Cloud Service Provider which will be provided by DGS.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution. - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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369	Infosys		Page#120 ,,Volume 2, Page#15 1.3.2 Security Principles			The bidder should follow security principles such as "Defence in Depth with Zero trust mechanism", a multi-layer defence mechanism, so that an attacker has to defeat multiple mechanisms to perform a successful attack.	Please provide insights on the security principles followed in DGS.	The following security components services would be provided by DGS -Web Application Firewall, Anti-APT, Network DLP, Privilege Identity and Access Management, Database Activity Monitor, DDoS). DGS will also provide SSO functionality via existing cloud vendor. Bidder needs to be integrated the same in proposed solution.
370	Infosys		Page#120 ,,Volume 2, Page#16 1.3.2 Security Principles			Bidder shall get the Vulnerability Assessment (VA) and Penetration Testing (PT) as security audit conducted by CERT-In empanelled agency before deployment/ Go-Live of project. The cost of which should be borne by the bidder.	Please confirm if bidder needs to consider the VA/PT for Infrastructure components also provided by DGS.	Please refer RFP Vol-2 section 1.4.2.9 Solution Testing
371	Infosys		Page#120 ,,Volume 2, Page#17 1.3.2 Security Principles			VPN and VLNS should be the principle of operations for remote access and isolation of internal traffic.	Bidder locations may need to connect DGS locations DC/DR for development and operation of application. Please confirm if VPN connectivity would be provided & cost to be borne by DGS only.	10 nos. Client VPN will be provided by DGS initially. Bidder to study the requirement and the number to be finalized after discussion with DGS
372	Infosys		Page#122 ,,Volume 2, Page#18 1.3.3 Managem			SLA management will take place via Enterprise Management System (EMS) which will provide system generated reports on level of compliance/non-	Please confirm if bidder needs to propose the solution for these EMS cloud components including costing in the proposal.	Tender condition prevails

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			ent Principles			compliance against defined SLA parameters		
373	Infosys		Page#122 „Volume 2, Page#18 1.3.3 Management Principles			System should have a Security Information and Event Management (SIEM) solution that provides end-to-end, comprehensive, modular and integrated management of IT Security components to maximize the availability of application services and SLA performance	Please confirm if bidder needs to propose the solution for these SIEM cloud components including costing in the proposal. Also, please specify the requirements for security operation center(SOC).	Tender condition prevails
374	Infosys		Page#29, 6.3 Criteria for Evaluation			The overall objective of this evaluation process is to select the capable and qualified firm in the business domain of developing and rolling out the integrated application, related hardware and other infrastructure, providing associated capacity building, training and handholding support as well as associated managed services and who will provide a comprehensive solution towards Supply, Installation, Integration, Commissioning, Development, Deployment, Operation & Management of the said	Please confirm if bidder would need to consider the efforts of Operation support and maintenance services for Infrastructure components also provided by DGS. We understand these needs to be considered for application only.	Please refer RFP Vol-2 section 5.2 Roles and Responsibility

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						system and hardware provisioning at DGS.		
375	Infosys		Page#131 ,,Volume 2, Page#26 & 27 9. Reporting			SMS gateway & E-mail services	Please confirm who will provide the SMS gateway and E-mail services for this propoal Bidder or DGS ? If it is bidder please share the number of SMSs qty and email boxes.	SMS / Email gateway would be provided by DGS. Bidder is only responsible for integration / interfacing

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376	Infosys		Page#133 ,,Volume 2, Page#29			The successful bidder shall also be required to assess cloud, hardware and networking requirement for the solution i.e. minimum capacity requirement of cloud, Desktops/ Laptops for internal users, upgradation of existing network etc. for the successful usage of the system without facing any bottleneck from cloud, hardware and network capacity side.	Does this mean bidder needs to propose the sizing of the cloud,hardware & networking requirement for the solution in the proposal. Please confirm is bidder expected to provide the sizing inputs for network/securirty components. If yes, please share the list of network & securirty components DGS is planning to implement. Also, please confirm the bidders scope on desktops/laptops for internal users	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution. - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.

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377	Infosys		Page#134 ,,Volume 2, Page#30			Solution architecture covering minimum technical architecture view, data architecture view, application architecture view, network architecture view, data centre architecture view, security architecture view, end user computing view.	Please confirm if this is limited to architecture view only to be submitted by Bidder. All infra components mentioned here is to be provided by DGS only.	Please refer RFP Vol-2 section 5.2 Roles and Responsibility
378	Infosys		Page#134 ,,Volume 2, Page#30			Enablement of Single sign-on, access control measures	Please confirm if bidder need to propose the single-sign-on tool as part of this proposed solution or the proposed application should be integrate with any existing single-sign-on/access control system.	DGS will provide SSO functionality via existing cloud vendor, bidder needs to be integrated the same in proposed solution

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379	Infosys		Page#134 ,,Volume 2, Page#30			Other software components as required	Please confirm if bidder needs to propose the infra related software components (Anti-Virus, DLP,DAM,DNS,etc.)in the proposal along with pricing.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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380	Infosys		Page#144 ,,Volume 2, Page#39			The bidder has to implement application software and database software using latest available technologies after in-depth study of the prevailing ground conditions, processes, and workflows	Please confirm if bidder needs to consider the database licenses as part of this proposal. Please also confirm on the license version to be considered i.e. Standard or Enterprise.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution. - Infrastructure as a service (Production, Quality and Development) - Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS) - Network as a service - Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS) - Managed Hosting Services - Domain registration, SSL certificate will be available as on request - DR will be capable to handle at least minimum 50% load at any point in time - RTO 2 Hrs. & RPO 15 mins.
381	Infosys		Page#144 ,,Volume			The bidder shall deploy a dedicated team experienced in	Our understanding is this is limited to application only not towards infra implementation.	Please refer RFP Vol-2 section 5.2 Roles and Responsibility

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			2, Page#39			installation, configuration, customization, integration and testing, implementation, deployment of the proposed solution.		
382	Infosys		Page#144 „Volume 2, Page#44			The winning bidder at the time of software development, may propose a design of the hardware configuration in line with contemporary principles and ensure that it comprises various servers including database, application, web servers etc. However, the decision of finalizing hardware / cloud will be with DGS and bidder to adhere to the decision.	What is contemporary principles ? Also, share the template to provide the infrastructure sizing inputs.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement Template to be provided when Bidder is on board
383	Infosys		Page#182 „Volume 2, Page#78			A. Incident management and Enterprise Management system It is the responsibility of bidder to develop and configure Incident Management System and Enterprise Management System as per requirement of RFP. The incident management module should have provision to log any incident during operations like accident, emergency situation, security/ safety issue and breakdown. The incident categories should be well-defined	We understood that one Incident Management System tool and Enterprise Management System needs to be propose by bidder as part of this proposal. Please confirm.	Please refer Annexure 2 Technical Specification Requirements section 1.2

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						and subsequent workflow should be mapped in the system. Enterprise Management system should be configured in such a way that entire e-Governance solution will be monitored from single application with automated alerting and notifications. Email & SMS services should embed for notifications for stakeholders.		

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384	Infosys		Page#208 , 5.3 Existing e-Governance solution at DGS:			Service Details Data Centre (DC) Approximately, size of available data is ~150 GB	Please share the OEM make & model of these servers. Is all these servers are under warranty support and is the same hardware will be leveraged for new application deployment.	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov solution.- Infrastructure as a service (Production, Quality and Development)- Platform as a service (MySQL, Postgres, EDB, Tomcat, Wildfly etc. The list is not limited to this, if any specific requirements from the bidder the same can be explored for providing it in PaaS)- Network as a service- Security as a service (Web Application Firewall, Anti-APT, Network DLP, AV, Privilege Identity and Access Management, Database Activity Monitor, DDoS)- Managed Hosting Services - Domain registration, SSL certificate will be available as on request- DR will be capable to handle at least minimum 50% load at any point in time- RTO 2 Hrs. & RPO 15 mins.

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385	Infosys		Page#297 ; 10.2. SLA Measurement and Monitoring			SLA parameters during Operations and Maintenance Period	Please confirm bidder only would be responsible for the SLA monitoring & reporting of Infrastructure components as per CSP contract with DGS. There is no penalty or involvement of bidder if SLA got missed in CSP components.	Please refer RFP Vol-2 section 5.2 Roles and Responsibility
386	Infosys		1.4.2.3 Solution design page#134 2.2.5 Applications page#184			The Bidder shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data. Should have the ability to have multilingual portal with regional & localization and Unicode support	Is the Multilingual (bilingual) support only for Display labels or the provision required so that user can enter data in different Languages?	Multilingual portal should support English and Hindi
387	Infosys		5.2 Roles & Responsibilities of the Parties page#205			25 Conduct A/B testing for Mobile Application	whether the requirement is of two versions of Mobile App (few UIs) to be tested by different users or is this normal beta testing	Bidder should conduct Alpha / Beta testing before releasing final version of mobile application, and feedback of citizen's / user's should be considered after due verification from DGS
388	Infosys		2.2.3 End user computing Page#182			Handheld devices: refers to handheld devices which are envisaged as a part of the solution, which will be used by operators for access data and providing inputs to the system in case of shipping and seafarer operations	Please share the details of these Handheld devices and functionalities performed through these handheld devices and details of how these devices going to interact with Systems.	Bidder to study the requirement during requirement gathering phase

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389	Infosys		1.4.2.7 Analytics and Business Intelligence p.no:142			It is to be designed as a platform powered by a faceless Open API architecture.	is it analytics solution should be available as API to be consumed by others?	Analytics solution to be used by DGS
390	Infosys		1.4.2.7 Analytics and Business Intelligence p.no:142			12. All reports / MIS / dashboard should be populated on real time / near real time data	It has been mentioned that all the reports/Dashboard should display real time data? This has to be negotiated with client	Bidder to study the requirement during requirement gathering phase
391	Infosys		General			There is no mention of the years of data to be considered for Analytics and MIS.	To calculate the volume and archival process it is required	Bidder to study the requirement during requirement gathering phase
392	Infosys		1.4.2.7 Analytics and Business Intelligence p.no:142			i) Ability to download MIS/ dashboard bulk data in excel, CSV, pdf, dta, other machine readable formats.	Need specific format in which the data should be download other than excel, csv, pdf	Bidder to study the requirement during requirement gathering phase
393	Infosys		1.4.2.7 Analytics and Business Intelligence p.no:142			j) A minimum concurrency of 10,000 is expected for the open for all dashboard (to be accessed by citizens); the same is expected to increase with time and it would be the bidder's responsibility to maintain the solution to meet the required concurrency	tool should be chosen wisely as the number of users are more	Solution should be an industry standard, enterprise grade solution

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394	Infosys		1.4.2.7 Analytics and Business Intelligence p.no:142			17. Bidder should integrate the eGov data with different ministry dashboards (e.g. Unnati Dashboard).	How many such integration touch points to be considered?	Bidder to study the requirement during requirement gathering phase
395	Infosys		1.4.2.7 Analytics and Business Intelligence p.no:142			18. Bidder is responsible to creating API and exchanging relevant data (approved by DGS) with different Ministries for availability of information in a seamless manner	How many such API to be considered?	Bidder to study the requirement during requirement gathering phase
396	Infosys					There are 800+ reports in Jasper and Oracle	do we need to migrate these reports?	Bidder to study the requirement during requirement gathering phase
397	Infosys		SLA Parameters during Operations and Maintenance Period			Resolution for critical incident, medium level incident & Resolution for low level incident	Please clarify whether "resolution time" will be calculated as average of all incidents in given category ? Or single incident breach will be calculated as breach? There could be case where 95% incident meets SLA but it is breached for 5%, Request to revise SLA penalty clauses based on % of total incidents breached.	Please refer RFP Vol-3 section 10.1 Details of SLA Penalty Mechanism and Calculations
398	Infosys		SLA Parameters during Operations and Maintenance Period			Resolution time for critical incident, medium level incident & Resolution for low level incident	Will it be calculated during office hours (9 AM to 6 PM) or 24 hours/day basis ? Ex: If incident is reported at 11 PM and resolved at 9 AM next day (what will be resolution time considered?)	Please refer RFP Vol-3 section 10.2 SLA Measurement and Monitoring
399	Infosys		Vol1 , Page 12, objective			Facilitate integration with Ministry of Ports, Shipping and Waterways' IT systems for data	Request to provide more detail on Unified Dashboards and list of such Dashboards. (one sample dashboard if possible)	Bidder to study the requirement during requirement gathering phase

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						exchange enabling the creation of unified dashboards for different stakeholders		
400	Infosys		5.3 Existing e-Governance solution at DGS - 7th point			There are two tables with count of reports for each module	# of MIS reports provided seem very high, Request if you can provide sample reports for any one module to understand MIS requirement better	Bidder to study the requirement during requirement gathering phase
401	Infosys		7. Reports			Total Oracle Report count (346) / Jasepr reports count (487)		-
402	Portall		Page Number: 8 1 Overview 1.1 Request for Proposal Datasheet Point 8			03/02/2022 at 4:00 PM Submission of scanned copies will happen through Central Public Procurement Portal: www.eprocure.gov.in Address: Directorate General of Shipping, Government of India, 9th Floor, Beta Building, i-Think Techno campus, Kanjurmarg (East), Mumbai - 400042	Last date and time (deadline) for receipt of EMD in response to RFP notice to be deferred to 03/03/2022 at 04:00 pm Submission of scanned copies will happen through Central Public Procurement Portal: www.eprocure.gov.in Address: Directorate General of Shipping, Government of India, 9th Floor, Beta Building, i-Think Techno campus, Kanjurmarg (East), Mumbai - 400042	Please refer Corrigendum 1

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		Vol.	Section	Page No.	Clause			
403	Portall		Page Number: 8 1 Overview 1.2 Request for Proposal Datasheet Point 9 Date, time and venue of opening of Technical Proposals received in response to the RFP notice			04/02/2022 at 4:05 PM Directorate General of Shipping, Government of India, 9th Floor, Beta Building, i-Think Techno campus, Kanjurmarg (East), Mumbai - 400042	04/03/2022 at 4:05 PM Directorate General of Shipping, Government of India, 9th Floor, Beta Building, i-Think Techno campus, Kanjurmarg (East), Mumbai – 400042 Suggest the date and time to be 04/03/2022 at 04:05 PM	Please refer Corrigendum 1
404	Portall		Page Number: 18 3.4 Eligible bidders 3.4.2 Consortium of Firms			Bids can be submitted by a consortium of firms. The total number of consortium members cannot exceed two, including the lead bidder of the consortium.	Bids can be submitted by a consortium of firms. The total number of consortium members cannot exceed three, including the lead bidder of the consortium. Suggest the consortium to be 3 members looking at the scope of the project.	Tender condition prevails
405	Portall		Page Number: 19 4.8 Consortium			The Consortium shall have not more than 2 members / partners. The share of the lead member shall not be less than 50% in the Consortium. The	We suggest the consortium can be 3 looking at the nature of the RFP. Further, the share of the members – the members may decide on the sharing and the Lead Bidder may have less than 50% share.	Tender condition prevails

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			Conditions Point I.			equity of each partner of the consortium shall be stated clearly in the MoU submitted by the bidder		
406	Portall		Page Number: 29 6.4 Pre-Qualification Criteria S.No 2 PQ 2 Annual Turnover			The Bidder / lead bidder in case of consortium must have a minimum average turnover of INR 100 Crores (One Hundred Crores only) for the last three financial years ending 31st March 2020 as evidenced by the audited accounts of the company. In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 15 Crores (Fifteen Crores)	Suggestion – MSME be exempted on turnover criteria as per government specified rules and guidelines.	Exemption to be provided in line with MSE Procurement Policy issued by Department of MSME
407	Portall		Page Number: 30 6.4 Pre-Qualification Criteria S.No 3 PQ 3 Financial: Net worth			The bidder (for single firm) should have a positive net worth for 3 consecutive years i.e. 2017-18, 2018-19 and 2019-20 In case of a Consortium, the Lead Member must have positive net worth	Suggestion – MSME be exempted on positive net worth criteria as per government specified rules and guidelines.	Exemption to be provided in line with MSE Procurement Policy issued by Department of MSME
408	Portall		Page Number: 30 6.4 Pre-Qualification Criteria S.No 4			The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 5 certification. In case of consortium, consortium member must have at least CMMI Level	Suggestion – the CMMI Level Certification to be level 3 instead of 5 and can be from any member in a consortium.	Tender condition prevails

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			PQ 4 Certification			3 certification		
409	Portall		Page Number: 31 6.4 Pre-Qualification Criteria S.No 8 PQ 8 EMD			The bidder / Lead Bidder in case of consortium must submit EMD to DGS as per tender format	Suggestion – MSME be exempted on EMD as per government specified rules and guidelines.	Exemption to be provided in line with MSE Procurement Policy issued by Department of MSME
410	Portall		Page Number: 34 6.5 Technical Bid Evaluation A.1 Bidder Experience			System Integration Experience The Bidder / Lead bidder in case of consortium, must have System Integrator experience of large successful Go-Live / completed project during the last 7 years (as on the last date of bid submission). The implementation must include application development / customization, Operations and maintenance services, Training & Capacity Building, Providing Technical Manpower Support	Suggestion – The experience in the Bidder Experience Section in a consortium to be any member of the consortium and not only lead bidder.	Tender condition prevails

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411	Portall		Page Number: 37 6.5 Technical Bid Evaluation B.3 Subject Matter Expert			Subject Matter Expert BE / BTech / MCA / MTech and MBA with at least 10 years of Total work experience	Suggestion: Subject Matter Expert can be from any graduation degree from recognised university / institute as the subject matter expert in shipping and logistics field in general may not be a BE / BTech / MCA / MTech and MBA. Any graduation degree from recognised university / institute.	Tender condition prevails