



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

75
आज़ादी का
अमृत महोत्सव

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

Date-21.03.2022

CORRIGENDUM No.3 to Tender Id 2022_DGS_677010_1

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 its Corrigenda on the above subject.

2. The directorate had issued Corrigendum dated 14.02.2022 with reply to the queries of bidders on the issued RFP. Since then, the Directorate has received a few more queries. The queries raised by the bidders have been examined and their responses are issued herewith. This Corrigendum-3 will be treated as part and parcel of the RFP. Henceforth, the Directorate will not entertain any further queries on the issued RFP. The last date for submission of bid is 5:00pm on 30.03.2022 and the Bid opening date will be 31.03.2022.

3. This issues with the approval of the Competent Authority.

Yours faithfully,

(Handwritten signature)
21 March 2022

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

9वीं मंज़िल, बीटा बिल्डिंग, आई थिंक टेक्नो कैम्पस, कांजुर गाँव रोड, कांजुरमार्ग (पूर्व) मुंबई- 400042

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Response to the 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
		Volume	Section	Page No.	Clause			
1	TCS		2.2.5.8 DSC			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.	Please provide the number of users using the DSC.	DGS will be provided DSC. The number of gazetted officers using the DSC approx. 150 nos.
2	TCS			Page No : 211		Anticipated Concurrent Users: Estimated 5000-6000	Please provide the break down of the concurrent users a) Internal stakeholders concurrent users b) External Stakeholder concurrent users	Currently no. of users logged in at any given time is around 5000 - 6000

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3	TCS		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	As per UIDAI guidelines, HSM is required to store the keys which are required to encrypt the Aadhaar number We will leverage the HSM as a service from the cloud service provider provided by DGS. As SI is not able to provide hardware in the CDAC cloud environment. Request clarification.	Security as a Service will be provided by DGS through CDAC cloud services. If any specific requirements from the bidder the same can be explored for providing it in CDAC cloud environment
4	TCS		Page 153, Section 1.4.2.14, Migration, transitionin g support and change manageme nt, 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.	Data cleansing in the scope of the bidder

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		Volume	Section	Page No.	Clause			
5	TCS		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
6	TCS		Page No : 165, Business Processes, Examination			Examinations: Business process	We understand that the bidder has to integrate with ePariksha, Exit Examination and Competency Examination module which will be provided by DGS. All the requirements mentioned under the Examinations will be performed by above systems only and bidder has to integrate with it. Please confirm our understanding.	Please refer RFP Vol-2 Section 1.2 Scope Overview
7	TCS			Page No: 117		Proposed Back-End Interface	Can the proposed Back End Interface be accessed from the Internet or Intranet by the internal stakeholders? Please confirm the requirement.	Proposed Back End interfaced be accessed from the VPN, intranet by the internal administrator

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								stakeholders only
8	TCS		General			eOffice and Document Management System	Please provide the existing eOffice and Document Management system software details being used by DGS.	NIC eOffice and Document Management System

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9	TCS	3	Clause 23; Escrow Agreement	Page 36 & 37		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, 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	Please note highlighted lines which are comments and making the clause incoherent. These comments should be removed to make the clause logically clear. A and B are not defined in this clause; sub-clause is starting from C.	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 DGS shall be entitled to obtain the deposited materials from escrow upon the DGS's making a proper claim for release from escrow in the event that (c) proper written notice is given to the Escrow

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						for Material Breach of Bidder		Agent that release of the copy of the deposited materials is pursuant to applicable DGS bankruptcy, insolvency, 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

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10	TCS					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.	The clause is not clear, needs correction. Comments are included in clause	As per MeitY guidelines
11	NEWGEN		Section: 1.4.2.4 Scope and Guidelines for DGS Website	Page: 136		Bidder shall carry out the Data migration / Porting of existing data into the new website	Please elaborate on the data that needs to be migrated. Also suggest the total volume of data that is to be migrated	Existing data size is 550 GB. Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
12	NEWGEN		Section: 1.4.2.4 Scope and Guidelines for DGS Website	Page: 136		Bidder shall carry out the Data migration / Porting of existing data into the new website	We understand that the data that needs to be migrated from the existing application would be extracted by DGS and provided in a defined format.	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement

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13	NEWGEN		Section:1.2 Scope overview	Page: 117		The front-end interface would allow the various external stakeholders (seafarers, shipping companies, MTI's etc.) to interact with the database through their own profiles.	Please share the number of external stakeholders who would be accessing the front-end interface/portal. Also suggest the estimated incremental growth in these users	Please refer RFP Vol-2 Section 5.3 Existing e-Governance solution at DGS, Details of Users
14	NEWGEN		Section:1.2 Scope overview	Page: 117		The back-end interface would allow the various internal stakeholders (all DGS departments and allied offices) to interact with the database through their own profiles.	Please share the number of internal stakeholders who would be accessing the back-end interface/portal. Also suggest the estimated incremental growth in these users	Bidder to conduct independent assessment further
15	NEWGEN		Section:1.2 Scope overview	Page: 119		System should provide for seamless integration with various internal and external systems through required interfaces.	We understand that all the necessary Web-APIs required for integration would be provided by DGS	Web-APIs development is in the scope of the bidder
16	NEWGEN		Section:1.4.2.4 Scope and Guidelines for DGS Website	Page: 136		Bidder shall carry out the Data migration / Porting of existing data into the new website	Please specify if DGS has any existing Document management system or how the document related to existing workflows are maintained and if those documents are also required to be migrated to the new DMS Also share the total size of document migration in TB.	NIC eOffice and Document Management System

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17	NEWGEN		Section:1.4.2.5 Scope and Guideline for Mobile App Development	Page: 139		Bidder to design a mobile application with the same setup and services as e-Governance Portal.	Please mention the number of internal and external users accessing the mobile application	Bidder to conduct independent assessment further
18	NEWGEN		Section:1.4.2.14 Migration, transitioning support and change management	Page: 153		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)	Please mention the count of employees, partners, customers and end-users that are to be trained for using the system.	Please refer RFP Vol-1 Section 3. Change management and capacity building
19	NEWGEN		Section: 2.2.6 External Systems	Page: 195		It is assumed that all systems under this assignment will have seamless integration.	We understand that all the necessary APIs for integration with external systems would be provided by DGS team	DGS will facilitate bidder's discussion regarding API with external systems, when required
20	NEWGEN		General				Please suggest if you want to want to deploy the proposed solution on Premise or on Cloud.	DGS will provide CDAC cloud infrastructure for proposed eGov solution
21	NEWGEN		General				All the infra required for the deployment of the solution would provide by DGS or needs to be provided by the Bidder	DGS will provide required infrastructure

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								for proposed eGov solution
22	NEWGEN		General				No of instances required along with Production like High Availability on Production (Active-Active), Cold DR (20 hrs annually), Hot DR (Active-Passive), Test, Pre-Prod, Training, Development etc.	DGS will provide CDAC Cloud infrastructure for the proposed eGov solution.
23	Infosys		Page 53, point 18			Given below are indicative number of trainings which shall be undertaken by the MSP.	How many workshops are to be conducted for change Management?	Please refer RFP Vol-1 Section 3. Change management and capacity building
24	Infosys		Page 53, point 18			Given below are indicative number of trainings which shall be undertaken by the MSP.	Change Management workshops are to be conducted for how many users?	Please refer RFP Vol-1 Section 3. Change management and capacity building
25	Infosys		Page 53, point 18			Given below are indicative number of trainings which shall be undertaken by the MSP.	Do we need to take care of the change Management for the implementation duration or post that? If so, please share the duration.	Please refer RFP Vol-1 Section 3. Change management and capacity building

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26	Infosys		Page 53, point 18			Given below are indicative number of trainings which shall be undertaken by the MSP.	Do we need to budget for printing and distribution of Communication Collaterals – posters, banners, standees etc.?	Please refer RFP Vol-1 Section 3. Change management and capacity building
27	Infosys		Page 53, point 18			Given below are indicative number of trainings which shall be undertaken by the MSP.	How many users are to be trained for capacity building trainings?	Please refer RFP Vol-1 Section 3. Change management and capacity building
28	Infosys		Page 53, point 18			Given below are indicative number of trainings which shall be undertaken by the MSP.	Capacity building trainings are to be conducted for how many users?	Please refer RFP Vol-1 Section 3. Change management and capacity building
29	Infosys		Page 53, point 18			Given below are indicative number of trainings which shall be undertaken by the MSP.	What will be the batch size?	Please refer RFP Vol-1 Section 3. Change management and capacity building
30	Infosys		Page 51, point 11			Only the conference room/space for the training including one projector would be arranged by DGS.	Is it expected to make arrangement for Lunch and refreshments of the users/ trainees attending any type of trainings?	No, it is not expected

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31	Infosys		Page 51, point 11			Training will happen at Following Locations	What is the medium of training delivery (Classroom Based/virtual/combination of both)?	Classroom based at DGS HQ and Virtual for MMD offices
32	Infosys		Page 51, point 11			Only the conference room/space for the training including one projector would be arranged by DGS.	Do we need to budget for travelling, fooding and lodging for trainers only or for trainees as well?	Only for trainers
33	Infosys		Page 94, point 1.1			Soft copy (by e-mail) and ONE printed draft of all deliverables shall be submitted to SGS. Source code however need not be submitted in hard-copy	Is it expected to provide any hard copy of all training deliverables post training?	Hard copy is required to submit as a part of project deliverables. Soft copy may be provided to users post training
34	Infosys		Page 44, point C			Creation of user manuals / tutorials for using the system	Do we need to budget for creation of SOPs/ User Manuals only? Or it is expected to create Frequently Asked Questions as well?	User Manual with Frequently Asked Questions
35	Infosys		Page 44, point C			Creation of user manuals / tutorials for using the system	Do we need to budget for creation of e-learning videos/m-nuggets?	Please refer RFP Vol-1 Section 11.3.2 A2: Transitioning and change management training cost

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		Volume	Section	Page No.	Clause			
								(Implementation phase)
36	Infosys		Page 30, point 5			The Bidder shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data.	Do we need to create content in English language only? Or any other language has to be factored in?	English & Hindi
37	Infosys		NA			NA	Do we need to budget for Learning Management System?	Learning Management System is not in the scope of the bidder
38	Infosys		NA			NA	If Yes, for how many users and the duration?	-
39	Infosys		NA			NA	If No, where we need to take publish training calendar, enrol users, take feedback, take assessment, upload training content etc.?	To be discussed with DGS during the course of the project
40	Infosys		NA			NA	LMS tool to be proposed needs to be hosted on cloud or will this be on premise implementation?	To be discussed with DGS during the course of the project

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41	Infosys		Page 55, point 21			MSP shall design and develop a training environment with training data to enable DGS/Allied office users at all levels to have hands on training on some of the key modules like case viewer	If training env has to be provided, how many concurrent users must be supported by the Training environment?	Please refer RFP Vol-1 Section 3. Change management and capacity building
42	Infosys		Page 55, point 21			MSP shall design and develop a training environment with training data to enable DGS/Allied office users at all levels to have hands on training on some of the key modules like case viewer	Is it expected to perform data masking for sensitive data in training environment?	Please refer RFP Vol-1 Section 3. Change management and capacity building
43	Infosys		Page 55, point 21			MSP shall design and develop a training environment with training data to enable DGS/Allied office users at all levels to have hands on training on some of the key modules like case viewer	Is it expected that training environment should be available on internet?	Please refer RFP Vol-1 Section 3. Change management and capacity building
44	Infosys		NA			NA	Can we outsource this to external partner?	Please refer RFP Vol-1
45	Infosys		Sec 1.4.27			PF	Does DG currently have the capability related to PF? If not, we will have to build it from scratch.	Yes, DGS currently have the capability

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		Volume	Section	Page No.	Clause			
								related to PF. Please refer RFP Vol-2 Section 1.2 Scope Overview
46	Infosys		Sec.1.3.9			Ship registration	Will the flag state auditors have visibility around the ships certificates (Soft copies on line) during the audits?	To be discussed with DGS during the requirement gathering phase of the project
47	Infosys					Mobile App	1. Scope of Mobile App (mobility devices) includes viewing forms, raising service requests, performing onsite audit etc. Does DGS already have personas, customer journey, service blueprints etc. identified in this regard or does this discovery needs to be done during the course of the implementation? Is there a prioritized roadmap on how/when various capabilities will be rolled out on mobile app?	To be discussed with DGS during the requirement gathering phase of the project
48	Infosys		Sec1.3.9			Ship registration	What kind of authentication process is being followed currently by the DGS in terms of the ships certifications?	To be discussed with DGS during the requirement gathering phase of the project

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49	Infosys		Sec 1.3.22			Piracy related	Does the DGS have access to SSAS. Or is it a dedicated line.	To be discussed with DGS during the requirement gathering phase of the project
50	Infosys		Sec 1.2.17			Fraud prevention	Does DGS have any capability to validate the authenticity of the certificates provided to seafarers? For fraud prevention.	To be discussed with DGS during the requirement gathering phase of the project
51	Infosys		Sec 1.2.17			Database	Does DGS envision to roll out access to view/download certificates outside the DGS app. environment. For ex: services like Digi locker etc	To be discussed with DGS during the requirement gathering phase of the project

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52	Infosys		Sec 1.2.17			Scope of Mobile app	Scope of Mobile App (mobility devices) includes viewing forms, raising service requests, performing onsite audit etc. Does DGS already have personas, customer journey, service blueprints etc. identified in this regard or does this discovery needs to be done during the course of the implementation? Is there a prioritized roadmap on how/when various capabilities will be rolled out on mobile app?	Duplicate point of clarification
53	Infosys		Sec 1.2				Do all ratings are required to have certificate of proficiency? Who all are required to own certificate of watchkeeping? List of registered institutes List of courses where endorsement is reqd. by the DGS. List of ranks who are reqd. to have the endorsement of certificates by DGS.	All information will be provided by DGS during the requirement gathering phase of the project
54	Infosys		Sec 1.2				No of seafarers part of the database, no of MTIs , No of Shipping companies. In is it possible to have an approx number of stakeholders who will access this portal and mobile downloads.	Please refer RFP Vol-2 Section 5.3 Existing e-Governance solution at DGS. Currently no.

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								of users logged in at any given time is around 5000 - 6000
55	Infosys		Sec 1.2.17			Seafarer examination	Does DGS expect new system to support any online examination or course capabilities? The scope is restricted to administrative activities like reviewing list of exams based on eligibility criteria, booking slots for exams, reviewing exam results, requesting exam pass certificates etc. and not conducting exams or courses online – correct?	Please refer RFP Vol-2 Section 1.2 Scope Overview. Bidder to provide API to integrate external applications as defined in the RFP
56	Infosys		Page 364 , Sr. No. 18 Description of Requirement			Should support customization of look and feel of the portal	What kind of customization is expected here? Is it also applicable to the mobile app?	Please refer ANNEXURE 1: FUNCTIONAL REQUIREMENT SPECIFICATIONS (FRS): 1.20 Mobile Application

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57	Infosys		Page 185, C. General Application and Portal Requirements			Should support Template builder for reusing successful activity/project/team/community spaces or for building new ones - for developers/administrators (The functionality is expected to support generic Web Page-Template creation for the portal.).	Is template builder functionality part of mobile app?	Please refer ANNEXURE 1: FUNCTIONAL REQUIREMENT SPECIFICATIONS (FRS): 1.20 Mobile Application
58	Infosys		Page 216 , 7 Reports			NA	Are generation of reports or reporting feature in general available in mobile app? Or would it be available with limited functionalities?	Please refer ANNEXURE 1: FUNCTIONAL REQUIREMENT SPECIFICATIONS (FRS): 1.20 Mobile Application
59	Infosys		Page 320 1.1 CFR 1.a)			NA	Would there be any feature limitations in mobile app? Are all the admin or power user functionalities same on both web portal and mobile app?	Please refer ANNEXURE 1: FUNCTIONAL REQUIREMENT SPECIFICATIONS (FRS): 1.20 Mobile Application

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60	Infosys		Page 186, D. Mobile application / Integration with Mobile Devices , Point iii			DGS is looking forward for Mini App Store from where DGS staff & end users can easily download the apps.	Mini Appstore for download of apps. Is this in reference to google play and iOS TestFlight beta testing tool? What is the expectation here? Is there any MDM or Mobile device management tool currently in use?	Mini Appstore removed from the scope of the Bidder. Please refer Corrigendum 2
61	Infosys		Page 30 - Section No-1.4.2.3			Single sign-on	Current DGS applications are using any centralized single Sign-on process? If yes that can be extended to new Application?	To be discussed with DGS during the requirement gathering phase of the project
62	Infosys		Page 56 Section 10.2 - D4			Website and Mobile app User Interface Usability Report	is there currently any third party tool (like App dynamics, Data dog etc) available with DGS application to integrate with new website and Mobile	To be discussed with DGS during the requirement gathering phase of the project
63	Infosys		Page 366 section 1.20 (14)			Should have facility to download and upload files, including eforms	Provide the files/form size and extension type of files. Specific to Mobile App, files size should be restricted to app performance perspective.	To be discussed with DGS during the requirement phase of the project
64	Infosys		Page 365 section 1.20 (6)			Should support real time information subject to	As per info, app will support on real time information/online support only and no offline support , please clarify.	Tender condition prevails

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						internet availability		
65	Infosys		5.2 Roles & Responsibilities of the Parties			Meet the defined SLAs for the performance of the system.	As per RFP only bidder is mentioned as responsible for SLA meet however it should be other parties also i.e. CSP & NSP as well for their underlying system and infra. Please confirm the bidder scope in detail.	Tender condition prevails
66	Infosys		Sec 1.1			Exam logics for deck officers to be provided	What are the exam logics for all rank exams	Please refer ANNEXURE 1: FUNCTIONAL REQUIREMENT SPECIFICATIONS (FRS):1.18 Exam Logic
67	Infosys		Sec 1.1(10a)			Will we have web-based forms or e-forms		Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement

Response to the 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
		Volume	Section	Page No.	Clause			
68	Infosys		Sec 1.1(10 a)			How many templates of eforms are we expecting? Can we have a breakup of forms for seafarers, shipping company, MTI etc		To be discussed with DGS during the requirement phase of the project
69	Infosys		Sec 1.3			System will have a dashboard that will show the tasks assigned to each auditor such that the CD can assign surveyor	What are the CD role and responsibility	To be discussed with DGS during the requirement phase of the project
70	Infosys		Sec 1.3, 18b			System shall have provision for port authority to inform PO about potential FSI/ PSC	Roles of PO	To be discussed with DGS during the requirement phase of the project
71	Infosys		Sec 1.3, 18m			System shall have provision to communicate revision in codes to various concerned agencies after a second survey has been conducted of a detained shipShipping Entity Processes	More details needed on the revision of codes	To be discussed with DGS during the requirement phase of the project
72	Infosys		Sec 1.3, 19			System to have provision to apply for the various types of Charter permissions and licenses	Does DGS be informed of each charter a ship undertakes. Please clarify this section	To be discussed with DGS during the requirement

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
								phase of the project
73	Infosys		Sec 1.3,24c			System to have provision to print out all the application by assigned MTT officer in PDF format for further approval	Roles of MTT officer	To be discussed with DGS during the requirement phase of the project
74	Infosys		Sec 1.7, 1a				Roles of NSPC form	To be discussed with DGS during the requirement phase of the project
75	Infosys						what is the current e-mail server being used by the client?	NIC hosted email services
76	Infosys						Is it in-house or cloud based?	NIC hosted email services
77	Infosys						What are the e-mail clients being used?	No email clients being used currently
78	Infosys						For integration with Document management system, will the e-mail be stored, or attachments under the documents	Provisions are available for integration with Document Management System

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
79	Infosys		Page 15			"1. Seamen's Welfare Fund Society (SWFS) 2. Seamen's Provident Fund Organization (SPFO) 3. National Shipping Board"	All the organisations mentioned are Autonomus bodies. Is the Accounting handled separately for each organisation and is generation of accounts of these bodies part of this RFP?	Please refer RFP Vol-2 Section 2.2.5.2 Key operational and performance dashboards.
80	Infosys		Page 153, 1.4.2.14 Migration, transitionin g support and change manageme nt			"The Bidder needs to do the following on data migration from the existing legacy systems and/or"	From which date is SWFS and SPFO data available in legacy system? Are their any manual record prior to the Legacy application which needs to be updated in the Proposed Solution?	Please refer RFP Vol-2 Section 1.2 Scope Overview. Bidder to provide API to integrate external applications as defined in the RFP. Further information's will be shared by DGS during the requirement gathering phase of the project

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
81	Infosys		Page 167-168, Provident Fund & Gratuity Fund			"► Opening of SPFO Account ► PF Balance Check ► PF Interim Withdrawal ► PF Final Withdrawal ► Gratuity Balance Check ► Gratuity Final Withdrawal ► Applying for Welfare Scheme"	Are there no Transfer-In and Transfer-Out of PF Balance? For Gratuity wanted to understand "Gratuity Balance". Is there a specific way Gratuity balance is arrived at?	To be discussed with DGS during the requirement phase of the project
82	Infosys		General Query				The above funds need to make regular Investments to earn interest. Is the Investment Module expected to be delivered in the proposed solution?	To be discussed with DGS during the requirement phase of the project
83	NEC						We look forward for response on our queries shared earlier which will help us giving more clarity.	Please refer Corrigendum
84	NEC					Bid Submission date	We request you to please extend the bid submission date by at least 3-4 weeks.	Please refer Corrigendum
85	NEC						Can we propose external resources/consultants and same can be considered in Technical qualification against the score. Please confirm.	Please refer RFP Vol-1 Section 6.5 Technical Bid Evaluation

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
86	NEC		Resource deployment , Page 122			i. 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 if after submitting the RFP, can we change the resource name at a later stage or need to keep the same team throughout the project apart from resignation case?	Please refer RFP Vol-2 page no. 123, d. Resource Replacement Clause

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
87	NEC		4.3, pg 21			<p>The Bidders shall download the tender document from the e-Tendering website as mentioned in the Proposal Data Sheet.</p> <p>II. The Bidders have to upload the scanned image of the demand draft towards cost of tender document (mentioned in the Proposal Data Sheet) along with the online bid submission. The actual DD will be submitted at the address, date and time mentioned in Data Sheet.</p> <p>III. The downloading of the tender documents shall be carried out strictly as provided on the web site.</p> <p>IV. The tender document fee is non-refundable and not exempted.</p>	<p>In RFP, it mentions about tender document fees but on portal it is showing as zero. Please confirm if there is any other fees to be paid apart from EMD/BG</p>	<p>No Tender fee, Bidder to submit EMD and BG as defined in the RFP</p>

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
88	NEC		5.9, pg 25			Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.	Please confirm if we require Class III signing DSC or Class III signing and encryption?	Class III signing and encryption
89	NEC		pg 388			Helpdesk	Clause for Helpdesk is missing. Please confirm the requirement for Helpdesk.	Helpdesk is a part of Enterprise Management System. Please refer ANNEXURE 2: TECHNICAL REQUIREMENT SPECIFICATIONS (TRS)
90	NEC		pg 183			Bidder will be primary support (L1 support) for all incidents raised on incident management tool and for all issues related to solution.	Please confirm whether the support will be carried out onsite/offshore location?	Onsite location

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
91	NEC		pg 183			Bidder will analyse each and every incident / service request raised on incident management tool and alerts generated at EMS tool.	Issue will come via Tool only. Please confirm. Is there any other source of medium by which users will contact L1 support?	Issues will come through EMS tool, email and DGS provided Helpdesk number by users to contact L1 support.
92	NEC		pg 182			Incident management and Enterprise Management system	Could you please share the escalation medium too. Is it via Tool or any other source medium	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
93	NEC		pg 182			Incident management and Enterprise Management system	As per workflow mentioned in the RFP, no confirmation is required from user to close the case. Please confirm, whether any user confirmation is required to close the case	To be discussed with DGS during the requirement phase of the project
94	NEC		pg 182			Incident management and Enterprise Management system	Will alert and SMS notification also send for Ticket update If yes then how many alerts notification will be send to user over SMS/Email e.g. Open ticket, close ticket, In progress, resolution?	To be discussed with DGS during the requirement phase of the project

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
95	NEC						What are the relevant Certifications and adherence to respective Industry Standards that we need to follow?	Please refer RFP Vol-2 Section 1.4.2.13 Software Application Maintenance, point no. 24
96	NEC						How many tickets were expected from helpdesk side. Any rough estimate?	Bidder to conduct independent assessment further
97	NEC		1.4.2.6, pg 141			Capability of visualizing the dashboard information on maps	Do we need to provide geographical map or only heat map/tree map. If geographical map is required then either DGS will provide the same or it will be in scope of bidder only?	It will be in scope of Bidder
98	NEC		4.3 Unpriced Bill of Material, pg 85			The Bidder should provide the proposed Bill of Material (BoM) here. Bidder should refer to the Indicative BoM provided in the Section 4.3 Unpriced Bill of Material of Volume II of this tender and should reproduce the same here.	Please provide the financial bid format in Excel. We are unable to download it from the portal.	Please prepare the Commercial Proposal as per the format in section 11.3.1 to 11.3.8

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
99	NEC		Financial format			Software and related cost	Can estimation be provided application wise instead of module/function wise as requested in the Financial format? Or if it is required module wise then can applicant define the modules as per solutioning done by them?	Tender condition prevails
100	NEC		Financial format			A6: Software & Related Cost (ONM phase)	It is very difficult to provide ONM phase estimation Software Function / Module wise as requested in Financial Format. It can be provided application and year wise.	Tender condition prevails
101	NEC		pg. 389			System should support ITIL processes such as: <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 	How many modules will get deployed in the ITSM Tool as per RFP here are some modules like Service Level, Incident/Alert Management, Asset Management, Email/SMS notification, Users Database, Reports and Dashboards, Service Request will get deployed. Could you please confirm	Please refer ANNEXURE 2: TECHNICAL REQUIREMENT SPECIFICATIONS (TRS) 1.2 Enterprise Management System (EMS)

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
						Configuration Management		
102	NEC		pg. 210			Number of users mentioned is approx. 15Lakh	Could you please confirm the No. of Users who will be going to provide the Tool access for logging the ticket. If this is the case, then we need to have the database of users beforehand to whom the access would be given	Currently no. of users logged in at any given time is around 5000 - 6000

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
103	NEC		pg. 304				Could you please specify the Target for the Ticket resolution of critical/medium/low priority as its not there in the RFP. Also kindly confirm is it applicable for L1 Support too as team is only doing the activity of Acknowledgement and assignment, communication and coordination as per workflow	Please refer RFP Vol-3 Section 10.2. SLA Measurement and Monitoring.
104	NEC		Page 29 PQ2 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)	Could be please clarify if Annual Turnover detail till financial years ending 31st March 2021 is also required	Tender condition prevails

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
105	NEC		Page 30 PQ3 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	Could be please clarify if Positive net worth detail of year 2020-21 is also required	Tender condition prevails
106	NEC		1.4.2.6, pg 141			Dashboards / MIS must support features for differently abled as per GIGW norms such as screen reading tools, magnifiers, vibrating alerts, voice over reader features, there features should also be available in mobile app to facilitate differently able users.	We assume that voice over feature is for English only and not for Hindi. Please confirm if this understanding is correct.	Yes, voice over feature is for English only
107	NEC		1.4.2.3 Solution design Point no. 5, Page 134				We have considered UI level localization support as of now. Kindly confirm data level localization support also required for Hindi.	Data level localization support required in English
108	NEC		pt. 31, pg 17 of RFP			Any public procurement for cyber security products should adhere MeitY Public Procurement (Preference to Make in India) Order 2019 guidelines	Please confirm if any kind of "PMI certificate"/Make in India declaration is required from us or auditor or CA	Yes, declaration is required.

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		Volume	Section	Page No.	Clause																																																																													
109	NEC						One revised RFP was uploaded on portal on 4 th march. Please confirm if there are any changes done or only corrigendum's got merged because it will be difficult to read entire RFP again and we don't want to miss any information here.	Please refer published Corrigendum's																																																																										
110	NEC						Resources proposed will be changed during implementation. Please confirm if that is OK.	Please refer RFP Vol-2- page no. 123, d. Resource Replacement Clause																																																																										
111	NEC						<p>Do all the below required resources be stationed at customer site. Can they be deployed offsite?</p> <table><tr><th rowspan="2">Sr. No.</th><th rowspan="2">Level</th><th rowspan="2">Min. No. of People</th><th colspan="2">Minimum Onsite Deployment</th></tr><tr><th>During Phase I</th><th>Period (in months)</th></tr><tr><td>1.</td><td>Project Manager</td><td>1</td><td>100%</td><td>12</td></tr><tr><td>2.</td><td>Business Analyst</td><td>3</td><td>100%</td><td>12</td></tr><tr><td>3.</td><td>Subject Matter Expert</td><td>1</td><td>100%</td><td>12</td></tr><tr><td>4.</td><td>Database Administrator</td><td>1</td><td>75%</td><td>9</td></tr><tr><td>5.</td><td>Change Management Specialist / Trainer</td><td>2</td><td>75%</td><td>9</td></tr><tr><td>6.</td><td>Mobile app specialist</td><td>1</td><td>75%</td><td>9</td></tr><tr><td>7.</td><td>Solution Architect</td><td>1</td><td>100%</td><td>12</td></tr></table> <table><tr><th rowspan="2">Sr. No.</th><th rowspan="2">Level</th><th rowspan="2">Min. No. of People</th><th colspan="2">Minimum Onsite Deployment</th></tr><tr><th>During Phase II</th><th>Period (in months)</th></tr><tr><td>1.</td><td>Project Manager</td><td>1</td><td>100% for first 6 months after Go-Live, 20% afterwards</td><td>12</td></tr><tr><td>2.</td><td>Business Analyst</td><td>2</td><td>100% for first 6 months after Go-Live, 20% afterwards</td><td>6</td></tr><tr><td>3.</td><td>Subject Matter Expert</td><td>1</td><td>100% for first 6 months</td><td>6</td></tr><tr><td>4.</td><td>Database Administrator</td><td>1</td><td>100% for first 6 months after Go-Live, 20% afterwards</td><td>12</td></tr><tr><td>5.</td><td>Change Management Specialist / Trainer</td><td>2</td><td>100% for first 6 months after Go-Live, 20% afterwards</td><td>12</td></tr></table>	Sr. No.	Level	Min. No. of People	Minimum Onsite Deployment		During Phase I	Period (in months)	1.	Project Manager	1	100%	12	2.	Business Analyst	3	100%	12	3.	Subject Matter Expert	1	100%	12	4.	Database Administrator	1	75%	9	5.	Change Management Specialist / Trainer	2	75%	9	6.	Mobile app specialist	1	75%	9	7.	Solution Architect	1	100%	12	Sr. No.	Level	Min. No. of People	Minimum Onsite Deployment		During Phase II	Period (in months)	1.	Project Manager	1	100% for first 6 months after Go-Live, 20% afterwards	12	2.	Business Analyst	2	100% for first 6 months after Go-Live, 20% afterwards	6	3.	Subject Matter Expert	1	100% for first 6 months	6	4.	Database Administrator	1	100% for first 6 months after Go-Live, 20% afterwards	12	5.	Change Management Specialist / Trainer	2	100% for first 6 months after Go-Live, 20% afterwards	12	Yes, required resources to be stationed at customer site
Sr. No.	Level	Min. No. of People	Minimum Onsite Deployment																																																																															
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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
112	NEC						Please confirm the period for which the below resources have to be deployed. Do we need to deploy the Project Manager 100% for first 6 months and then at 20% for next 6 months or 36 months? Similar query for DBA, Change Management Specialist, Mobile App Specialist.	This table represents minimum onsite resource deployment to constitution of a team during implementation and stabilization (Phase I).

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response																																
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113	NEC						<p>Please confirm the period for which Business Analyst has to be deployed. For only 6 months or 12 months.</p> <table><tr><th rowspan="2">Sr. No.</th><th rowspan="2">Level</th><th rowspan="2">Min. No. of People</th><th colspan="2">Minimum Onsite Deployment</th></tr><tr><th>During Phase II</th><th>Period (in months)</th></tr><tr><td>1.</td><td>Project Manager</td><td>1</td><td>100% for first 6 months after Go-Live, 20% afterwards</td><td>12</td></tr><tr><td>2.</td><td>Business Analyst</td><td>2</td><td>100% for first 6 months after Go-Live, 20% afterwards</td><td>12</td></tr><tr><td>3.</td><td>Subject Matter Expert</td><td>1</td><td>100% for first 6 months</td><td>6</td></tr><tr><td>4.</td><td>Database Administrator</td><td>1</td><td>100% for first 6 months after Go-Live, 20% afterwards</td><td>12</td></tr><tr><td>5.</td><td>Change Management Specialist / Trainer</td><td>2</td><td>100% for first 6 months after Go-Live, 20% afterwards</td><td>12</td></tr></table>	Sr. No.	Level	Min. No. of People	Minimum Onsite Deployment		During Phase II	Period (in months)	1.	Project Manager	1	100% for first 6 months after Go-Live, 20% afterwards	12	2.	Business Analyst	2	100% for first 6 months after Go-Live, 20% afterwards	12	3.	Subject Matter Expert	1	100% for first 6 months	6	4.	Database Administrator	1	100% for first 6 months after Go-Live, 20% afterwards	12	5.	Change Management Specialist / Trainer	2	100% for first 6 months after Go-Live, 20% afterwards	12	The Business Analyst to be deployed for 12 months. Please refer corrigendum
Sr. No.	Level	Min. No. of People	Minimum Onsite Deployment																																					
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114	NEC		1.2 Enterprise Management System			The system should be capable of displaying the previous interaction histories on email / SMS, and the same should be available to voice based users.	This is not the by default feature of any EMS tool, so request to customer please remove this clause	Tender condition prevails																																

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
115	NEC		1.2 Enterprise Management System			The solution should have the native capability to deliver Business Intelligence (BI) reports; using an in-built industry standard BI reporting tool.	Any EMS BI tool is not the inbuilt functionality. So Request to customer kindly modify this clause as below: The solution should have the native capability to deliver Business Intelligence (BI) reports; using an in-built or external industry standard BI reporting tool.	Tender condition prevails
116	NEC	NA				NA	Number of Network devices to be monitored (like Router, Switch, firewall, any SNMP enabled)	Bidder to monitor DGS HQ Mumbai and Cloud DC DR all network and security infrastructure.
117	NEC	NA				NA	Number of Network Links to be monitored	Network links at DGS HQ Mumbai and Cloud DC DR to be monitored
118	NEC	NA				NA	a. Number of Physical and Virtual Servers to be monitored	Please refer RFP section 5.3 Existing e-Governance solution at DGS:
119	NEC	NA				NA	b. Number of End Devices (Workstations)	

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Sr. No.	Company	Tender Reference				Contents of Tender	Points of Clarification Required	Response
		Volume	Section	Page No.	Clause			
120	NEC	NA				NA	Number of Virtual platforms to be monitored (like Hyper-V, VMware, Citrix Xen)	Please refer RFP section 5.3 Existing e-Governance solution at DGS
121	NEC	NA				NA	Number of Databases to be monitored	Please refer RFP section 5.3 Existing e-Governance solution at DGS.
122	NEC	NA				NA	Number of Database Instances to be monitored	Please refer RFP section 5.3 Existing e-Governance solution at DGS:
123	NEC	NA				NA	Number of Applications to be monitored	Please refer RFP section 5.3 Existing e-Governance solution at DGS:
124	NEC	NA				NA	Number of URLs and web servers to be monitored (like Tomcat, Jboss, WebLogic)	Bidder to conduct independent assessment further
125	NEC	NA				NA	Number of IP based Cameras to be monitored	Not in scope as per tender document

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126	NEC	NA				NA	Number of UPS to be monitored	Not in scope as per tender document
127	NEC	NA				NA	Number of SLAs to be monitored	Please refer RFP Vol.3 Service Level Agreement
128	NEC	NA				NA	If Log monitoring is required, what amount of data generated from nodes?	For existing applications Log size approx. 1GB per day / node. Bidder to conduct independent assessment further
129	NEC	NA				NA	If Flow monitoring is required, approx. how many events would be generated per day?	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
130	NEC	NA				NA	If Network Configuration is required, how many devices need to configure (like switches, router, firewall)?	Please refer RFP section 5.2 Roles & Responsibilities of the Parties

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131	NEC	NA				NA	If Helpdesk is required, how many technicians (ticket resolver) would be required?	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
132	NEC	NA				NA	If Asset management is required, how many assets would be required to manage?	Please refer ANNEXURE 2: TECHNICAL REQUIREMENTS (TRS) 1.2 Enterprise Management System (EMS)
133	NEC	NA				NA	HA required at DC site?	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov. Yes, HA (High Availability) is required at DC for Production environment.

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134	NEC	NA				NA	DR site Required?	CDAC Cloud services (DC & DR) would be provided by DGS for the proposed eGov
135	NEC	NA				NA	HA required at DR site?	HA not required at DR site
136	NEC	NA				NA	Smart Assets	Bidder to propose as per Industry Standard and Best Practices and in compliance with DGS requirement
137	NEC	NA				NA	What is the total data size to be backed up for backup software	Database is Oracle 11. Existing data size is 550 GB

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138	Tech Mahindra	NA				NA	1. As per RFP and corrigendum 2 there 4 environments required. Please confirm 2. a. Production b. DR c. QA d. Dev 3. Please confirm whether all the 4 environments will be provided by DGS?	At the DC (i) Production, (ii) Quality, and (iii) Development environment would be available. Only production environment would be available at DR. DGS will provide the cloud environment for proposed eGov project.
139	Tech Mahindra	NA				NA	All the software licenses including security on Production and DR will be provided by DGS, bidder to integrate. Please confirm.	Operating Software, Antivirus, and Security licenses will be provided by DGS on Data Centre and Disaster Recovery Centre
140	Tech Mahindra	NA				NA	For Dev and QA software licenses will be provided by DGS or bidder?	Please refer point no. 107 response

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141	Tech Mahindra	NA				NA	DGS would be providing number for the helpdesk to receive calls?	DGS will provide the helpdesk number
142	Tech Mahindra	NA				NA	Is DGS looking for the development of the application from bidder's location.	No
143	Tech Mahindra	NA				NA	Do you want the application to support latest 3 versions of the common browsers?	Yes, application to support latest three versions of the common browser. For instance, Chrome, Edge, Firefox etc.
144	Tech Mahindra	NA				NA	EDB, MySQL etc is provided as platform as a service. DGS to provide license. Bidder to provide sizing. Please confirm.	Yes, EDB, MySQL would be provided by DGS as Platform as a Service through CDAC cloud infrastructure
145	Tech Mahindra	NA				NA	Tomcat, Wildfly etc is provided as platform as a service. Similarly other softwares will also be provided by DGS. Bidder to provide the sizing. Please confirm.	Yes, Tomcat, Wildfly etc. would be provided by DGS as Platform as a

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								Service. If any specific requirements from the bidder the same can be explored for providing it in PaaS
146	Tech Mahindra	NA				NA	DGS to provide IDAM solution. Please confirm.	Yes, IDAM / PIM would be provided by DGS as a part of security components
147	Tech Mahindra	NA				NA	The bidder needs to provide only application security. Please confirm.	Bidder to design and implement application security as per Security Principle defined in the RFP.
148	Tech Mahindra	NA				NA	As DSC is provided by DGS, It will be a complete solution including PKI. Please confirm.	Please refer RFP Vol-2 Section 2.2.5.8 DSC
149	Tech Mahindra	NA				NA	As the concurrent user has a direct impact on licenses and we need to know the concurrent user. The mentioned number in RFP and corrigendum seems to be very high.	Currently no. of users logged in at any given time is around 5000 - 6000

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150	Tech Mahindra	NA				NA	File Activity monitoring tool mentioned on page#120, point 14 in the RFP will be provided by DGS as a part of DAM solution. Bidder to integrate.	Yes, bidder to integrate DAM solution
151	Tech Mahindra	NA				NA	The data to be migrated is 550GB. Is it only structured data?	Current Software stack would be available on an as is basis. Bidder to conduct independent assessment further
152	Tech Mahindra	NA				NA	Project timelines needs to be extended as development time as refined in the RFP is too short for completion. Request your kind consideration.	The project timeline will remain the same
153	Micro Focus		1.2 Enterprise Management System			The system should be capable of displaying the previous interaction histories on email / SMS, and the same should be available to voice-based users	This is not ideal feature of EMS system wherein displaying previous interaction histories on email/SMS and is available for the voice-based users. Requesting customer to remove this point from the compliance point.	Helpdesk is a part of Enterprise Management System. Please refer ANNEXURE 2: TECHNICAL REQUIREMENTS (TRS) Tender

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								condition prevails
154	Micro Focus		1.2 Enterprise Management System			The solution should have the native capability to deliver Business Intelligence (BI) reports, using an in-built industry-standard BI reporting tool	Requesting customer to tweak this point as below. The solution should have the native capability to deliver Business Intelligence (BI) reports, using an in-built or external industry-standard BI reporting tool. Reason: No EMS reporting tool comes with Inbuilt BI reporting tools and it has be factored externally to achieve BI kind reports	Tender condition prevails

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155	Micro Focus		1.2 Enterprise Management System			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	<p>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?</p> <p>Note: For Network Devices, EMS solution provides SSH/CLI connectivity to carry out operations tasks.</p>	Bidder can propose GUI/CLI/SSH connectivity to carry out remote control operations tasks.

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156	Process IT Global Pvt. Ltd		SIEM			The solution should provide remediation guidance for identified security incident: a) Solution should be able to specify the response procedure (by choosing from the SOPs) to be used in incident analysis/remediation b) The solution should have provision for workflow based multiple levels of escalations. The solution should offer a means of escalating alerts between various users of the solution, such that if alerts are not acknowledged in a pre- determined timeframe, that alert is escalated to ensure it is investigated.	These are dedicated SOAR capabilities which are offered as different solution and not applicable to all SIEM vendors. Hence please suggest if SOAR solution also needs to be proposed or we request you to kindly remove this clause from SIEM specifications	Tender condition prevails

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157	Process IT Global Pvt. Ltd		SIEM			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	Since SIEM is a centralized solution to capture events from different locations hence we request you to amend this clause to read as "The solution should support hierarchical structures for distributed environments. The solution should have capability for correlation of events generated from multiple locations in single management console.	Tender condition prevails
158	Bhandarkar Publications		PQ4			CMMI Level 5 Certification	We requested to allow bidder whose appraisal results are published on SEI (Software Engineering Institute) Website	Tender condition prevails

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159	Bhandarkar Publications		TQ A-1			Additional Marks if No. of Project with value > 15 Crores	We request you to reduce project value to >5 Crore to <= 10 Crore. Not all mid-segment bidders with turnover of between 50 to 75 crores may have more than 4 projects above 15 crores. Apart from above stated reason, we can understand rationale where the bidder gets more marks if projects are for Indian Govt but certainly see no added advantage of giving additional marks just because project value is higher. Hence, by reducing value of projects, DGS may give equitable benefit to all bidders.	Tender condition prevails

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160	Bhandarkar Publications		TQ A-2			Experience of IT solution in Shipping / Maritime domain	<p>The bidder with experience in delivering IT Solutions for various regulatory or autonomous bodies in India just like DGS are equally capable of successful delivery and Go-Live. Usually, for IT Solution implementation project would require just an additional team member or team which can ensure domain related translations to IT Teams.</p> <p>Hence, we request you to amend clause as follows:</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 domain in India and Abroad</p> <p>or</p> <p>IT Software Solution for Autonomous or Regulatory Bodies/ PSUs / Central / State Govt in India as System Integrator* in last 7 years (as on the last date of bid submission)</p>	Tender condition prevails

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161	Bhandarkar Publications		TQ B-3			Subject Matter Expert	As mentioned above, the DGS is more like a regulator and administer maritime subject for Govt. of India. Hence, there is a need to have Subject Matter Expert with domain experience in Indian Regulatory Environment, Processes, Function, etc. Hence, we suggest changing qualification criteria to: Number of Years of Experience working in e-Governance project in India / Shipping Management companies in India or abroad With above changes DGS shall still ask for Subject Matter Expertise from Maritime Domain to be a part of project team. Our view is that the bidder with right qualification and experience should not be left behind in marks tally just because they do not have SME in Maritime Domain.	Tender condition prevails