



Minutes of Pre-bid Meeting, Corrigendum and Clarifications

**Notice Inviting Tender
For
Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS)
Project**

Tender No- 51-ISW/2019-One IAAD One System Project

Tender Id: 2019_CAG_496493_1

CORRIGENDUM NO. 4

Clarifications & Corrigendum – RFP for Selection of System Integrator for Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS) Project

No. 51-ISW/2019-One IAAD One System Project
Indian Audit and Accounts Department

New Delhi, 13th September 2019

To

All Prospective Bidders

Subject: Notice Inviting Tenders for Selection of System Integrator for Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS) Project – Minutes of Pre-bid Meeting.

Reference is invited to the Open Tender issued for Selection of System Integrator for Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS) Project published in CPPP on 22nd August 2019. In this regard, the pre-bid meeting was held on 5th September, 2019.

The following corrigendum/addendum/clarifications are issued, based on the queries / request for clarifications / suggestions received from the prospective bidders through email till 06 September 2019 and those raised during the pre-bid meeting

The final date for bid submission shall be 04 October 2019. No further extension shall be granted.

Enclosed:

- a) Minutes of Pre-Bid Meeting
- (b) Amendments made in the RFP as per Corrigendum 'Annexure – A'
- (c) Additional information as per Addendum 'Annexure – B'
- (d) Reply to the pre-bid queries from prospective bidders as per 'Annexure – C'

Yours faithfully,

Sd/

Sreeraj Ashok
Deputy Director (IS)

1. Minutes of pre-bid meeting

The following are key points of the discussion as part of the pre-bid conference with bidders that was conducted on Sep 5, 2019 for OIOS project. The SIs were invited to present top points that could likely be show-stoppers or high priority issues for discussion. Then, the OEMs were invited to express their compliance issues. The decisions made after careful consideration would be included in the Corrigendum/Clarification/Addendum to be published in the subsequent week.

SI-wise key points

IBM:

- The prequalification criteria with respect to turnover is oriented towards a consulting organization. The same is not fulfillable by the SI. It was requested to modify the same to include system integration turnover excluding Hardware costs and COTS/OEM software product costs.
- The payment terms indicate payment within 60 days. It was requested to modify it to 30 days, with interest clause being applicable after 60 days of non-payment.
- Sub-contracting may be allowed to leverage skills and services of OEM or authorized partners for implementation and customization.
- TRAI guidelines disallow resale of bandwidth. Hence, it was requested to include tripartite agreement with the bandwidth service provider.

NIIT:

Unable to fulfil criteria of turnover in prequal hence it was requested to modify the same to include system integration turnover.

WIPRO:

- Unable to fulfil criteria of turnover in prequal; hence it was requested to modify the same to include application development.
- 2018 guidelines of CVC may be followed for integrity pact.
- The payment terms with regard to 80% on installation may be reconsidered as payment on delivery.
- Penalisation on risk purchase may be reconsidered.
- Sign-offs must be from one point of contact.
- Risk and title transfer on asset delivery and ownership transfer on complete payment. Hence, the insurance has to be purchased by Client and they should charge the SI.
- NDAs prevents the SI from disclosing client references. Hence, it was suggested to reconsider the same.

TCS

- It was requested to reconsider turnover criteria to include SI activities.
- Tax exclusive bid may be considered for financial evaluation.
- 180 days for PBG is too long. Several other RFPs have considered 60 days only. SI is to send a list.
- The termination of convenience clause should be mutual as per MEITY guidelines.
- Integrity pact may be aligned with 2018 CVC guidelines.

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- Penalisation on risk purchase may be reconsidered.
- The sizing is very indicative. It was suggested that any change in number of users and concurrency of users beyond the sizing indicated in Annexure D of Vol I would be considered change management.
- The sizing of data may include as much legacy data as possible.
- The T&M for help desk and training for Phase 3 may be included.

Infosys

- The sentence on existing incorporating best practices from existing IT applications may be removed as it is not in the scope of SI.
- Two more environments (for system testing / sandbox) may be considered.
- The baselining for environments other than production may also be given.
- Considering 60% is gross underutilization of available infrastructure. This may be considered for upward revision.
- References to IndEA, Cloud as PaaS may be removed.
- The cloud terms and conditions may be specified exclusively.
- Reference to PaaS for EMS may be removed.
- The SI may be allowed to use bespoke components instead of Gartner Magic Quadrant listed products (To list specific component for such exemption as a Prebid query).
- Concurrency of users is not provided for sub-components.

L&T

- Turnover is a challenge.
- Client references for projects may be increased to 7 to 10 years.
- Consortium may be allowed.

Other general points

- It was requested to consider retaining of only a sub-set of key resources for the technical presentation.
- It was requested to prioritise and phase onboarding of key resources (TBC).
- Specifications for multi-lingual support may be clearly laid out (TBC).
- For training, a fixed cost instead of/in addition to rate card may be considered (TBC).
- It was requested to clearly specify that any augmentation of infrastructure required to be integrated with data warehousing / data analytics component would be borne by IAAD as change management.
- It was requested to consider fixed cost for setting up of helpdesk and then T&M on ongoing basis.
- O&M to begin at end of phase 1.
- Specify periodicity and requirements for tech refresh, including request for roadmap from OEMs.
- The cost of third-party audit (STQC/Cert-In empanelled vendor) may be borne by IAAD.
- It was suggested to consider designing of MIS reports and dashboards on T&M basis. It was also requested to reconsider number of MIS reports and suggest a number for dashboards.
- It was requested to specify total contract value.
- The BOM includes provisioning of LDAP for 27,000 users which may be reviewed. The exact specifications of NIC LDAP may be mentioned in the RFP.

OEM-wise key points

Palo Alto networks

- The security component should not have any wireless component as they increase vulnerability.
- Re-consider where slashes are provided as they would be read as options.
- SLA must be defined for conversion of unknown attack to known attack.

Oracle

- Provide baselining for non-production environments.
- Continue to have development environment in cloud devops as interoperability between cloud development environment and testing environment in DC/DR is available.
- Provide provisions for upgrades of OEM and not just updates. Ask for support services which include upgrades.

SAP

- Consider an ERP system for processes. The RFP is biased towards platforms. ERP systems also provide for devops and database technologies.
- The areas of non-compliance have been communicated.

CISCO

More specific functional requirements in terms of network requirements such as segmentation need to be laid out. Currently, the RFP only asks for technology component such as access switches. Scope for software defined networks, workflow, informix support, etc may be considered.

Microsoft

- Consider new age technologies for infrastructure.
- Consider cloud only for development.
- Also consider hybrid model where cloud can be leverage for peripheral components such as reporting/BI, etc.

Dell technologies

- All Gartner quadrants may be allowed.
- Software defined virtualisation may be considered.
- The period of retention of devops/toolchain may be specified and may be considered for the entire contract.

SAS

- Data analytics based parametric risk may be considered.
- Transliteration tool for supporting multi-lingual support may be considered.

Trend micro

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- Independent components for firewall, IPS and APT may be considered.

Liferay

- Requirement of portal may be considered.
- Requirement of LMS may be considered.
- Additional score may be provided for opensource products/components.

VMWare: Opensource criteria in virtualization restricts us and hence may be removed.

GIS vendors (Map my India, Hexagon map services): Data services other than Bing, google and bhuvan may be considered.

EDB (Postgresql): The points of non-compliance communicated may be considered.

F5 Networks: Condition to remove financial bids less than 65% of average may be removed.

It was iterated that no extension would be given for the 21-day submission of bid proposals. The deadline for submission of pre-bid queries was extended to Sep 6, 2019 6 pm.

Corrigendum

2. Annexure A: Corrigendum – Amendments to certain clauses/ terms of tender

Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
1.	Clause 1.1 Definitions	Page No. 10, Volume 3	COTS - Commercial off-the-shelf or commercially available off-the-shelf (COTS) products are packaged solutions which are adapted to satisfy the needs of the purchasing organization, rather than the commissioning of custom-made, or bespoke, solutions.	<p>COTS - Commercial off-the-shelf or commercially available off-the-shelf (COTS) products are packaged solutions which are adapted to satisfy the needs of the purchasing organization, rather than the commissioning of custom-made, or bespoke, solutions (Framework/ Packaged Application Software).</p> <p>It is hereby made clear to the bidders that the Purchaser is under no obligation to accept any/all the reusable components including libraries of a Packaged Application Software or a home grown framework, whose source code and IPR vest with the original owner; in case, these are positioned as Commercially Off The Shelf Solution (COTS) product/ equivalent product.</p> <p>Such offerings must adhere to following: -</p> <ul style="list-style-type: none"> a) Such solutions must fulfil/ meet requirement/ specifications mentioned in RFP Volume I Annexure C and Bill of Quantities as per RFP Volume II. b) The proposed COTS products, packaged solutions should have a roadmap published that is publicly available for all the versions, patches and upgrades.
2.	Appendix III, Format 2	Page No. 149, Volume 2	Pre-Contract Integrity Pact	Latest Pre-Contract Integrity Pact for Adoption of Integrity Pact in Government Department/Organisations as per Central Vigilance Commission vide its Circular No. 007/VGL/033/396514 dated 28.09.2018 (Format 2 is attached in the section below)

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
3.	Section 7.4, Section 7.10, Section 7.18, Section 8.3.8, Section 8.3.10	Page No. 72, 102, 124, 196 & 200 respectively, Volume 1, Annexure C	Multiple references w.r.t. PaaS/ SaaS model	All the references to specifications with Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS) in the OIOS RFP volume 1, Annexure C stand deleted.
4.	8.2. Track 2: OIOS Application design, development, roll out & Implementation	Page No. 39, Volume 1	j. Vulnerability Assessment and Penetration Testing (VAPT): The SI is responsible to do VAPT of modules/sub-modules released in the respective release (quarter) of each phase by STQC/any Cert-In empanelled agency and submit the VAPT report to the product owner. The SI shall take necessary corrective actions on the suggestions of the product owner.	j. Vulnerability Assessment and Penetration Testing (VAPT): The SI is responsible to do VAPT of modules/sub-modules released in the respective release (quarter) of each phase by STQC/any Cert-In empanelled agency and submit the VAPT report to the product owner. The SI shall take necessary corrective actions on the suggestions of the product owner. The Cost of VAPT testing shall be borne by the Implementation Agency. This cost shall be included in the “Format 5A. Track 3: Phase 1 - Setting Up of PDC” of RFP Vol 2, Appendix II.
5.	8.2. Track 2: OIOS Application design, development, roll out & Implementation	Page No. 40, Volume 1	I. Security Audit: The selected Bidder shall engage STQC or CERT-In empanelled agency to perform Safe to Host Security Audit of each Phase of OIOS Application Go-Live (Phase 1 and 2).	Format 5A, Appendix II stands revised, kindly refer the below section. I. Security Audit: The selected Bidder shall engage STQC or CERT-In empanelled agency to perform Safe to Host Security Audit of each Phase of OIOS Application Go-Live (Phase 1 and 2) and once each year Post Go-Live. The Cost of Security Audit shall be borne by the Implementation Agency. This cost shall be included in the “Format 5A. Track 3: Phase 1 - Setting Up of PDC” of RFP Vol 2, Appendix II.
6.	SCHEDULE III - AUDIT, ACCESS AND REPORTING, 3. AUDIT RIGHTS	Page No. 63, Volume 3	(v) Security audit and implementation audit of the system shall be done once each year, the cost of which shall be borne by the Implementation Agency.	(v) Security audit and implementation audit of the system shall be done. On each Go-Live of Phase 1 and Phase 2 and once each year Post Go-Live, the cost of which shall be borne by the Implementation Agency.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
7.	4. OIOS Security Requirements A. Information Security Management System (ISMS) - ISO 27001 Certification	Page No. 63, Volume 1 - Annexure C	9. SI should perform the Penetration Testing for all internet facing systems / sub systems. Frequency of assessment shall be yearly.	9. SI should perform the Penetration Testing for all internet facing systems / sub systems. Frequency of assessment shall be quarterly till Phase 2 Go-Live and yearly for Post Go-Live period.
8.	Clause No. 13.2, Invoicing and Settlement, point d)	Page No. 31, RFP Volume 3	The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/ withholds such invoice or part of it provided that such dispute is bonafide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the Purchaser under this Clause shall not entitle the Implementation Agency to delay or withhold provision of the Services.	<p>Escalation Procedure:</p> <p>1. SI should refer the dispute to the Product Owner in writing such a reference and should contain a description of the nature of the dispute, the quantum in dispute (if any) and the relief or remedy sought suitable.</p> <p>2. If no resolution can be reached through mutual discussion within 21 days then the matter should be referred to Steering Committee as per Section 6, Project Governance Structure, page 25 of volume I of the RFP</p> <p>3. In case, if no resolution can be reached within 21 days at the Steering Committee level then either party shall have right to take up the matter as per Clause 24, Governing Law and Dispute Resolution, page 52 of volume 3 of the RFP.</p>
9.	Format 8, Appendix II	Page No. 143, Volume 2, Appendix II	Format for Track 6: Operation and Maintenance Cost	Format 8, Appendix II stands revised, kindly refer the below section.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
10.	Section 8.3. Track 3, Section 6.3.2, Network Connectivity: DC to IA&AD NICNET & NLDC/ Backup Sites	Page No. 40 and Page No. 50, point a & b, Volume 1	Procure, Provide and Configure Network Connectivity between: a. PDC and DRC utilizing two IA&AD NICNET gateways.	SI shall obtain rates from telcos and include it also in financial bid. However, the order to Telco shall be placed by IA&AD. IAAD and SI will enter into a tripartite agreement (as acceptable to IAAD) with the bandwidth service providers (telco). The cost of bandwidth shall be paid to the service provider(s) based on the rates mentioned in the tripartite agreement. The payment for bandwidth would be directly made by IAAD to the service provider as per tripartite agreement. A template for Tripartite Agreement has been provided in below section.
11.	Clause 1.5.21, Performance SLAs	Page No. 37 of Volume 3, Annexure A	<ol style="list-style-type: none"> 1. Bandwidth link – packet drops (individual links) 2. Bandwidth Latency 3. Bandwidth Link Availability 	The referred SLAs have been dropped from SI’s responsibility and would be governed as per Tripartite agreement (added as per this corrigendum).
12.	Section 15. DR Drills/ Testing	Point No. 11, Page No. 30, Annexure C, RFP volume 1	In case of failover to DR site (once disaster is declared), the SLA performance parameters would not be applicable for RTO period only. The DR Site should take over the operations within the RTO period. Post RTO period, all SLA parameters (with exception to parameters for CPU and RAM utilization) would be applicable.	<p>Point No. 11 may be read as:</p> <p>In case of failover to DR site (once disaster is declared), the SLA performance parameters would not be applicable for RTO period. The DR Site should take over the operations within the RTO period. The details of SLA performance parameters, which could be relaxed and the extent of such relaxation during the operations from the DR Site would be decided by IAAD after first DR drill. IAAD reserves the right to modify/amend such relaxations. The SI has to ensure that the operations are switched back from DR to DC site promptly.</p>

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13.	Section 6.3.2, Bandwidth Requirement	Page No. 49, Annexure C, RFP volume 1	Case 1 – Assumption: “Indicative bandwidth requirement as per IAAD estimation is shown in following table:”	Case 1-Assumption may be read as: “Indicative minimum bandwidth requirement as per IAAD estimation is shown in following table:”
14.	Section 7.3.2, IT Infrastructure Section 10, Engagement Models for Project Tracks & Phases Section 12.1.1, IT Infrastructure procurement, supply and installation	Page No. 33, 52, 62, volume 1 RFP	Technology Refresh	All references to tech refresh in RFP volumes have been dropped. Tech Refresh if any shall be taken up for procurement by the IA&AD separately.
15.	Point No. 1 and 5 Section 8.1	Page 37 of Vol 1		“Cloud” or “cloud environment” is replaced with “ Cloud/Equivalent Model ”.
16.	Section 8.8, #1	Page 44 of Vol 1		<i>Clarification – It is planned that the Development Environment for OIOS shall setup in Cloud environment at the earliest (within 3 months), without waiting for the full DC, DR to be set-up.</i>
17.	Section 9 (including Timeline chart)	Page 49 of Vol 1		

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
18.	Section 10, Point 1, Track 1	Page 51 of Vol 1		<i>However, the SI is invited to propose any alternative solution (to Cloud development environment).</i>
19.	Section 12, Point 2.2 (ix) and 2.3 (i) (b)	Page 67 and 68 of Vol 1		
20.	Section 5.1 (including figure)	Page 90 of Vol 1, Annexure B		
21.	Section 3.1	Page 12 of Vol1, Annexure C		
22.	Section 14. Operations, Maintenance and Security Management Requirements	Page No. 78, RFP Volume 1	SI shall provide Operations and Maintenance (O&M) support for envisaged OIOS system for 7 years from the date of OIOS Application Phase 2 Go-live. The Operations, maintenance and security management requirements are detailed in the subsequent sections.	
23.	Section 7.7.1 Pre-Qualification (PQ) criteria, Serial No. 5 in Table, Column: Basic requirement	Page 32 of Vol 2	Sales turnover from IT Consultancy/ IT Advisory	The revised text for O&M phase should be read as: SI shall provide Operations and Maintenance (O&M) support for envisaged OIOS system from the date of OIOS Application Phase 1 Go-live and continue support for the next 7 years post Phase 2 Go-Live. The Operations, maintenance and security management requirements are detailed in the subsequent sections. Sales turnover from IT Consultancy/ IT Advisory/ System integration Services

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
24.	Section 7.7.1 Pre-Qualification (PQ) criteria, Serial No. 5 in Table, Column: Specific requirement	Page 32 of Vol 2	The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017- 18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc.	The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively). This turnover should be on account of the turnover of the Company and not the Composite turnover of its subsidiaries/sister concerns etc. from IT consultancy/IT advisory/ System integration services . The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc. Note: Excluding Supply of hardware.
25.	Section 7.7.1 Pre-Qualification (PQ) criteria, Serial No. 5 in Table, Column: Documents required		Extracts from the audited balance sheet and profit & loss OR Certificate from the statutory auditor or a Chartered Accountant. In case revenues from IT Consultancy/ IT Advisory Services are not separately mentioned in the audit reports, a Certificate from the bidder’s statutory auditor/Company Secretary shall be provided, specifying the relevant turnover for the respective years.	Extracts from the audited balance sheet and profit & loss OR Certificate from the statutory auditor or a Chartered Accountant or Company Secretary . In case revenues from IT Consultancy/ IT Advisory/ System Integration Services are not separately mentioned in the audit reports, a Certificate from the bidder’s statutory auditor/Company Secretary shall be provided, specifying the relevant turnover for the respective years.
26.	Section 7.7.1 Pre-Qualification (PQ) criteria, Serial No. 10. Experience in Data Center	Page No. 34, RFP Volume 2	The bidder should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in the last five financial years. Project Scope must have: 1. Hardware/System software/Network components supply 2. Data Center Commissioning & Operations 3. Training service	The revised Pre-Qualification Criteria may be read as: The bidder should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in the last five financial years. Project Scope must have Hardware/System software/Network components supply. Operation and maintenance services. However, Non-IT infrastructure experience may be done through outsourced service provider.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
			4. Operation and maintenance Services	
27.	Section 7.9, Database OIOS, S.No. 1	Page No. 98, RFP volume I, Annexure C	S.No. 1. RDBMS software should function on 64-bit operating system platforms offered for OIOS like Linux, AIX, and Windows	<p>Revised S. No. 1 may be read as:</p> <p>RDBMS software should function on 64-bit operating system platforms offered for OIOS like Windows and Linux.</p>
28.	Section 8.3.6., Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage) S.No. 63	Page No. 190, RFP volume I, Annexure C	The proposed solution client should support the following platform AIX 5.2, 5.3, 6.1, SUSE 9, 10, 11, Solaris 8, 9, 10, Windows Server 2003, 2008, Red Hat AS 7.2, Red Hat Enterprise 4.0, 5.1, OS/400, HPUX 11i and/or z/Linux etc.	<p>Revised S. No. 63 may be read as:</p> <p>The proposed solution client should support the latest versions (at the time of procurement) of the following platform SUSE / Solaris / Windows Server / Red Hat AS/ Red Hat Enterprise OS/400/ HPUX 11i and/or z/Linux etc.</p>
29.	Section 7.10, Data Repository	Page 102, RFP Volume 1, Annexure C	The OIOS application includes a Data Repository for the data collected by the audit offices from outside sources. This data is, generally, obtained from other Government Departments i.e. outside OIOS Application in the form of database dump file. In order to extract data from database dump file, (at least first) instances of most common RDBMs are	Section 7.10 Data Repository stands deleted

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			<p>needed to be installed on PaaS model. So, the latest version of following RDBMs instances need to be deployed as per BoM:</p> <ul style="list-style-type: none"> a) MySQL b) PostgreSQL c) MS SQL Server d) DB2 e) Oracle <p>The primary user of above system shall be DBA, who shall migrate data from above RDBMS instance to OIOS RDBMS for subsequent analysis purpose. It may be noted that in case any of the above RDBMS are offered for OIOS Application, its individual instance in this section would not be required. The delivery of above component is expected to be in Phase-II.</p>	
30.	Section 7.3, Business Process Management Software, Point b	Page 61, RFP Volume I, Annexure C	Support process modelling based on BPMN2 notation standard.	<p>Revised point b may be read as:</p> <p>Support process modelling based on BPMN2/BPEL 2 notation standard.</p>

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31.	Section 7.3, Business Process Management Software, S. No. 20	Page 65, RFP Volume I, Annexure C	BPM platform should conform to industry workflow standards like BPEL, BPMN2.0. It shall provide a web interface should not require any proprietary software to be installed on client machines.	<p>Revised S. No. 20 may be read as:</p> <p>BPM platform should conform to industry workflow standards like BPEL2.0/ BPMN2.0. It shall provide a web interface should not require any proprietary software to be installed on client machines.</p>
32.	Section 22.2, Conformance to Technology & Standards	Page 111, RFP volume 1	To this end the Solution should be based on Open standards. Interoperability related projects should be compliant to CMIS standards for Content and Document management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0 and BPMN 2.0 for Integration and Workflow. The Web portal should follow the GIGW guidelines	To this end the Solution should be based on Open standards. Interoperability related projects should be compliant to CMIS standards for Content and Document management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0/BPMN 2.0 for Integration and Workflow. The Web portal should follow the GIGW guidelines.
33.	Section 2 OIOS System IT Infrastructure Requirements, point no. 15	Page 10 & 11, RFP volume I, Annexure C	<p>The IT infrastructure (as stated in the subsequent sections in this Report) proposed for OIOS would comply with the Magic Quadrant listed in latest Gartner report.</p> <ul style="list-style-type: none"> • Bidder should consider the latest Gartner report published on or before last date of bid submission. Any Gartner reports published after that should not be considered. • Bidder need to submit a copy of relevant section of the Gartner report along with technical Proposal 	<p>The revised point No. 15 may be read as:</p> <p>All OEM products are to be read with Point 2.15 (as amended) of Section -2 (Pages 10-11) of Annexure -C to Vol.1.</p> <p>15. The IT infrastructure (as stated in the subsequent sections in this Report) proposed for OIOS would comply with the Magic Quadrant listed in latest Gartner report.</p> <ul style="list-style-type: none"> • Bidder should consider the latest Gartner report published on or before last date of bid submission. Any Gartner reports published after that should not be considered. • Bidder needs to submit a copy of relevant section of the Gartner report along with technical proposal.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
			<ul style="list-style-type: none"> • Wherever the Gartner report is not published for any category of the product / solution, the bidder may submit an alternative reputed product analysis report viz Forrester, IDC. • The COTS products related to IT infrastructure must be from vendors in latest report of the Gartner's Magic quadrant as per criteria defined below: <ol style="list-style-type: none"> a. The OEMs must be in Gartner's Leaders/ Challengers/ Visionaries quadrants. The preference would be awarded in this category as - Leaders (highest)/ Challengers/ Visionaries (lowest). b. The product category should have support in India 	<ul style="list-style-type: none"> • Wherever the Gartner report is not published for any category of the product / solution, the bidder may submit an alternative reputed product analysis report viz Forrester, IDC. • The COTS products related to IT infrastructure must be from vendors in latest report of the Gartner's Magic quadrant. The product category should have support in India.
34.	Clause 24, Governing Law and Dispute Resolution, Point no. 3	Page No. 52 of RFP Volume 3	<p>In case the escalations do not help in resolution of the problem within 3 weeks of escalation, Both the parties should agree on a mediator for communication between the two parties. The process of the mediation would be as follows:</p> <ul style="list-style-type: none"> • Aggrieved party should refer the dispute to the identified mediator in writing, with a copy to the other party. Such a reference should contain a description of nature of the dispute, the quantum in dispute (if any) and the relief or remedy sought suitable. 	<p>The revised sub-clause 3 of Clause 24 may be read as:</p> <p>In case the escalations do not help in resolution within the time frame, Either Party shall have the right to refer the matter for mediation. Both the parties should agree as follows:</p> <ul style="list-style-type: none"> • Aggrieved party should refer the dispute to the identified mediator in writing, with a copy to the other party. Such a reference should contain a description of the nature of the dispute, the quantum in dispute (if any) and the relief or remedy sought suitable. • The mediator shall use his best endeavors to conclude the mediation within a certain number of days of his appointment. • (Bullet no. 3 stands revised and may be read as) “If no resolution can be reached through escalation procedure or mediation

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			<ul style="list-style-type: none"> The mediator shall use his best endeavors to conclude the mediation within a certain number of days of his appointment. If no resolution can be reached through mutual discussion or mediation within 30 days then the matter should be referred to Experts for advising on the issue. 	within 30 days then the matter would be governed as per Point No. 4 under this clause.”
35.	Section 8.3.11, Single Sign-On (SSO), Point no. 7	Page no. 202 of RFP volume 1, Annexure C	Support for SSO to legacy applications	Point no. 7 stands deleted
36.	S.No. 12 Presentation requirements, Browser Support	Page No. 44, RFP volume 2	Cross-browser support would be preferred (e.g. IE/ Mozilla/ Chrome). Backward compatibility support for browser versions running on Windows 7 32-bit OS onwards. Browsers on Linux and Mac OS should also be supported.	Revised clause may be read as: Solution must provide for adaptability to latest versions of Chrome, Firefox, Safari, Internet explorer and edge, as of date of RFP. The application should also be compatible with all previous versions of browsers which are supported on Windows 8 and above.
30.	Evaluation Criterion, point 2, Security, sub-point HSM	Page no. 42 of RFP volume 2	HSM sizing and solution for OIOS on Appliance/ Pay as you go model	The revised clause should be read as: HSM sizing and solution for OIOS on Appliance in perpetual model

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
31.	Section: 7.4.7. End-User Experience Management System	Pg No. 89, RFP-Vol.1, Annexure C	12 The proposed solution must be able to provide flexibility by enabling addition of annotations to business indicators to enhance clarity and context around its behavior enabling better information sharing and collaboration.	Deleted
32.	Section: 7.19.1, point no.2	Pg No. 127, RFP-Vol.1, Annexure C	Should support Hot Pluggable & Redundant Management Modules with on board/virtual KVM functionality.	Should support Hot Pluggable/ equivalent (external to chassis) & Redundant Management Modules with on board/virtual KVM functionality.
33.	Section: 7.19.1, point no. 17	Pg No. 129, RFP-Vol.1, Annexure C	Must have the ability to map the remote media to the server and ability to transfer files from the user’s desktop/laptop folders to the remote server with only the network connectivity.	Must have the ability to map the remote media to the server and to connect the server using remote sessions/ equivalent.
34.	Section: 7.19.2, point no. 11	Pg No. 131, RFP-Vol.1, Annexure C	Network server mode	Deleted: Network server mode

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
35.	Section: 7.19.2, point no. 14(b)	Pg No. 132, RFP-Vol.1, Annexure C	Server should support agentless management using the out-of-band remote management port.	Server should support agentless management using the In Band / out-of-band remote management.
36.	Section: 7.19.2, point no. 16	Pg No. 132, RFP-Vol.1, Annexure C	Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.	Should help to proactively identify out-of-date firmware such as BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.
37.	Section 7.4, sub section 7.4.3	Pg No. 78, RFP-Vol.1, Annexure C	7.4.3. Database Monitoring System	Deleted: Informix
38.	Section 7.4, sub section 7.4.1	Pg No. 72, RFP-Vol.1, Annexure C	7.4.1. Server Monitoring	Section 7.4.1 (Point NO. 25) of Annexure C to Vol-I is to be read as "The system may have its native database or capability to use external database like MS-SQL, Oracle etc."

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
39.	Point -18	Pg No. 157, RFP-Vol.1, Annexure C	Solution should support Session based differentiated services code point (DSCP) classification.	Deleted: Solution should support Session based differentiated services code point (DSCP) classification.
40.	Point -23	Pg No. 158, RFP-Vol.1, Annexure C	The proposed solution shall have sandbox behavior-based inspection and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day malware. The solution should support cloud-based analysis. The same should be mentioned on public domain like websites, datasheets.	The proposed solution shall have sandbox behaviour-based inspection and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day malware. The solution should support cloud-based/ on-premise analysis. The same should be mentioned on public domain like websites, datasheets.
41.	Point -27	Pg No. 159, RFP-Vol.1, Annexure C	The proposed security instance shall perform content-based signature matching beyond the traditional hash base signatures and should support SMB/ NetBIOS traffic scan/inspection	The proposed security instance shall perform content-based signature matching beyond the traditional hash base signatures and should support SMB/ NetBIOS traffic scan/inspection or The detection engine must incorporate multiple approaches for detecting threats, including at a minimum exploit-based signatures, vulnerability-based rules, protocol anomaly detection, and behavioral anomaly detection techniques

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
42.	Point -33	Pg No. 160, RFP-Vol.1, Annexure C	It shall provide threat prevention throughput of at least 2 Gbps from on real world/application Mix/ app mix/ enterprise Mix. The min threat prevention features must include features like IPS, Antivirus, Anti Spyware, Zero Day protection etc.	It shall provide threat prevention throughput of at least 2 Gbps from on real world/application Mix/ app mix/ enterprise Mix/ 1024B . The min threat prevention features must include features like IPS, Antivirus/ Anti malware , Anti Spyware, Zero Day protection etc.
43.	Section 7.9, Point no 4	Pg No. 98, RFP-Vol.1, Annexure C	Database solution should have advanced row compression technique that uses two levels of compression dictionaries (table-level and page/Row level) to improve compression ratios, particularly as data changes	Database solution should have row compression technique to improve compression ratios
44.	Section 7.9, Point no 5	Pg No. 99, RFP-Vol.1, Annexure C	Database solution should provide temp table and index level compression with optimizer choosing the best algorithm.	Database solution should provide table and index level compression.
45.	Section 7.9, Point no 18	Pg No. 100, RFP-Vol.1, Annexure C	Database solution should have an ability to self-tune its memory parameters dynamically when the executing workload changes	Database solution should have an ability to tune its memory parameters.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
46.	Section 7.18. Geographic Information System	Pg No. 124, RFP-Vol.1, Annexure C	GIS application with minimal functionalities shall be provided on PaaS subscription model. SI needs to provision for Development/deployment licenses, if required.	GIS application with minimal functionalities shall be provided on perpetual license model. SI needs to provision for Development/deployment licenses, as required.
47.	Section 7.18. Geographic Information System	Pg No. 124, RFP-Vol.1, Annexure C	4. The user would be able to pass the query output directly into a dashboard scenario, wherein the user must be able to design a dashboard as per the user’s requirements using the query output. The dashboard one created should be able to be saved as a local pdf file.	4. User shall fire a query from OIOS dashboard, and the output should be routed to browser based OIOS environment.
48.	Section 7.18. Geographic Information System	Pg No. 125, RFP-Vol.1, Annexure C	5. The product should consume data directly from offered OIOS RDBMs with PostGIS without any bridge or middleware directly from native tables.	5. The product should consume data directly from leading databases including offered OIOS database.
49.	Section 7.18. Geographic Information System	Pg No. 125, RFP-Vol.1, Annexure C	10. The Software should provide Leverage extremely fine-grained security model to assign access, scale and spatial security permissions to every aggregate/dataset in the system per user/role. Should support full SSL	10. The Software should provide Role based access to GIS data/content.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
50.	Section 7.18. Geographic Information System	Pg No. 126, RFP-Vol.1, Annexure C	13. Should have “On-The-Fly Re-projection” and “On-The-Fly Mosaic” functionalities.	Deleted
51.	Section 7.18. Geographic Information System	Pg No. 125, RFP-Vol.1, Annexure C	6. The GIS server software should Deliver data to OGC compliant web applications. The software should facilitate interoperable web service interfaces for data, including OGC/ISO WMS, WMTS, WCS, WFS, and WFS-T with GML, KML, Geo RSS, and SLD support.	Deleted
52.	Section 8.3.4. Data Loss Prevention (System administrators console)	Pg No. 179, RFP-Vol.1, Annexure C	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature, such as applying encryption to a file using the endpoint encryption flex response	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses
53.	Section 8.3.1. Enterprise Network Security, console), point no-26	Pg No. 159, RFP-Vol.1, Annexure C	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, SMTP, POP3, IMAP use by any of application used by the users.	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP by any of application, used by the users.

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54.	Section 8.3.1. Enterprise Network Security, console), point no-30	Pg No. 159, RFP-Vol.1, Annexure C	The security instance must have a provision to highlight visually the rules which are unused within the policy for a long time.	The security instance must have a provision to highlight visually the rules which are unused within the policy.
55.	RFP Vol 2, Section 7.7.1, Page No. 31, Point 1	Pg No. 132, RFP-Vol.1, Annexure C	Bidder must submit EMD of Rs. 25 Lakhs to IA&AD as per RFP.	Addendum: Exemption from submitting EMD: Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) will be exempt from submission of the EMD.
56.	Section 7.7 Criteria for evaluation, Section 7.7.1 Pre-qualification (PQ) criteria, point 11	Pg No. 35, RFP-Vol.2	The bidder must have at least 1000 qualified Software Engineers on the company’s payroll	The bidder must have at least 1000 qualified professionals with experience in software development, testing and other related tasks.
57.	Section 6.2.11. Backup features, Point no. 3	Pg No. 46, RFP-Vol.1, Annexure C	Low cost Object Storage should be utilized as the backup target. If there is need to use the block-based storage for backup target for staging or as a whole, the same should be flagged and explained.	Low cost Storage should be utilized as the backup target. If there is need to use the block-based storage for backup target for staging or as a whole, the same should be flagged and explained.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
58.	Section 28	Pg No. 84, RFP-Vol.1, Annexure A	The users can install the mobile app on top of emulators of mobile operating system (such as Android, iOS, etc.) in their laptop in order to use the big monitor screen of laptop.	Some of the officials might have smart phones. Further it depends on how the SI proposes to provide solution for offline as well as mobile app requirements. It may be emulator based or otherwise as proposed by SI
59.	Background Verification	Pg No. 17, RFP-Vol.1, Annexure C	All key personnel deployed by or on behalf of SI for OIOS project will undergo background check before their deployment. The background verification shall be conducted by SI or an authentic third party.	SI has to ensure that all key personnel deployed by or on behalf of SI for OIOS project have undergone and passed background check. The background verification may be conducted by SI or an authentic third party. The SI would submit a certification in this regard to IAAD.
60.	Clause 1.5. Priority of documents	Pg No. 16, RFP-Vol.3	Priority of Documents: Please refer to the whole section of the original clause. The contentious part of this clause is as follows: "For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and Annexures / Schedules shall prevail over the contents and specifications of the RFP."	Following text is deleted: For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and specifications of the RFP.
61.	Clause 17	Pg No. 39, RFP-Vol.3	Cl. 17 (4): The Implementation Agency shall ensure that all its employees, agents and sub-contractors involved in the project, execute individual non-disclosure agreements, which have been duly approved by the Purchaser with respect to this Project. The implementing agency may submit a declaration that it has	Amended as follows: Cl. 17 (4): The Implementation Agency shall ensure that all its employees, agents and sub-contractors involved in the project, execute individual non-disclosure agreements. The implementing agency would submit a declaration that it has obtained the NDA from its employees and sub-contractors.

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			obtained the NDA from its employees and sub-contractors.	
62.	Clause 13.2 Sub-clause c)	Pg No. 30, RFP-Vol.3	c) Payment shall be made within 60 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till “Go Live”) or SLA penalties (post “Go Live”). The penalties are imposed on the vendor as per the SLA criteria specified in the SLA.	Corrigendum: Point c) It may be read as "IAAD shall endeavour to make payment within 30 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till “Go Live”) or SLA penalties (post “Go Live”) . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 days after submission of invoice. This interest is subject to a limit of 10% of the total contract value."
63.	Section 8.1. Security Architecture	Pg No. 151, RFP-Vol.1, Annexure C	Firewall	<p>RFP Vol 1 Annexure C, 8.1. Security Architecture, may now be read as:</p> <p>a. Militarized security Zone for Production (Database and Application) server Farm (MZ): This will be a secure Militarize Zone (MZ) to host all critical application, Data Base server, Storage etc. The Zone should not be accessible from Internet directly. All user traffic should be able to enter in this security zone through API's only.</p> <p>Deleted: The proposed solution should have provision of dedicated Internal Firewall to secure the critical production (Data base and Application) environment.</p>

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
64.	8.3.8. Hardware Security Module	Pg No. 196, RFP-Vol.1, Annexure C	HSM	RFP Vol 1 Annexure C, 8.3.8. Hardware Security Module 8. Deleted: Container Support – OIOS Solution (if container is used), Docker, Red Hat Open Shift
65.	Section Profile of Team member	Pg No. 47, RFP-Vol.2	Certification - In Vol 2 section Profile of proposed team, the Certification criteria are a) Project Management & Agile Certification for key personnel. While Agile Experience of 5+ years is required	Addendum: Agile experience does not mean agile experience post Agile certification only.
66.	Section 7.7.3	Pg No. 35, RFP-Vol.2	Question- How will scanning of documents by audit teams using mobile phones and uploading of documents and photographic evidences to OIOS?	How will the solution handle scanning of documents by audit teams using mobile phones and uploading of documents and photographic evidences to OIOS?
67.	Section 7.2	Pg No. 56, RFP-Vol.1, Annexure C	•Reconstruction of documents.	Deleted

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
68.	Section 7.2. Document Management System, Point No. 4	Pg No. 57, RFP-Vol.1, Annexure C	Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications and shall support interface with other open-standard systems.	Inter-operability - The DMS shall support interface with other open-standard systems.
69.	Section 7.3. Business Process Management Software Point No. 46	Pg No. 68, RFP-Vol.1, Annexure C	Human Task	Human Task is a heading and not a requirement.
70.	Generic		Help desk team structure	Addendum: CAG Agents (Level 1 functional desk): 15 Concurrency: 50%
71.	Section 8.3.1. Enterprise Network Security, console), point no-11	Pg No. 156, RFP-Vol.1, Annexure C	The proposed solution shall provide Data Loss Prevention - to protect any sensitive information (e.g. Aadhaar number, credit card) leaking out of the network. DLP licenses to be included from day-1.	Volume I 8.3.1. Enterprise Network Security, console) Annexure C, Page 156, point no-11 - deleted.

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72.	Section 8.3.3. Security Information and Event Management, point no. 45	Pg No. 170, RFP-Vol.1, Annexure C	The solution must provide the ability to store/retain both the log meta data and the original raw message of the event log for forensic purposes.	The solution must provide the ability to store/retain both the log, packet and endpoint meta data and the original raw message of the event log for forensic purposes.
73.	Section 8.3.1, point no. 6	Pg No. 155, RFP-Vol.1, Annexure C	The Solution must support identification and control of all types of applications (Business, Social, Encrypted and Custom) within environment without requiring any license/subscription/blade. It should provide detailed analysis on sessions consumed, data transferred and threats involved through the applications.	The Solution must support identification and control of all types of applications (Business, Social, Encrypted and Custom). It should provide detailed analysis on sessions consumed, data transferred and threats involved through the applications.
74.	Section 8.3.1, point no. 8	Pg No. 156, RFP-Vol.1, Annexure C	The security instance must support application identification natively, without requiring any license/subscription/blade. There should not be any requirement to buy any license for application visibility and the must operate at Layer 7 natively.	The security instance must support application identification.
75.	Section 8.3.1. Enterprise Network Security, point no. 22	Pg No. 158, RFP-Vol.1, Annexure C	Should have URL or URL category base protection for user cooperate credential submission protection from phishing attack with malicious URL path.	Should have URL or URL category base protection from phishing attack with malicious URL path.

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76.	Section 7.19.4, Point 15	Pg No. 136, RFP-Vol.1, Annexure C	Shall have capability to use more than 30 drives per array group or raid group for better performance.	Shall have capability to use more than 30 drives per array group / Storage Pool / Raid Group for better performance.
77.	Section 7.19.1, Point 3	Pg No. 127, RFP-Vol.1, Annexure C	Should provide a highly reliable and high performance midplane/ back-plane design in the blade enclosure. Should provide detailed technical information	Should provide a highly reliable and high performance midplane/ back-plane/ equivalent design in the blade enclosure. Should provide detailed technical information.
78.	Section 8.3.6, point no. 43	Pg No. 188, RFP-Vol.1, Annexure C	The solution should have the ability to perform SHA verification every time the session recording is being played to ensure the session recording integrity is not compromised.	The solution should have the ability to perform SHA verification every time the session recording is being played or provide tamper proof session recordings features to ensure the session recording integrity is not compromised. Bidder to include all necessary software components to achieve the functionalities such as to run session recording.
79.	Section 8.3.6, point no. 44	Pg No. 188 RFP-Vol.1, Annexure C	The proposed solution supports more than 2000 concurrent session recordings (*) by a single server. Note: *SI need to synchronize it with as per proposed solution	The proposed solution should support more than 2000 concurrent session recordings. Note: *SI needs to synchronize it with as per proposed solution

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80.	Section 8.3.6, point no. 57	Pg No. 189, RFP-Vol.1, Annexure C	FIPS 140-2 Level 2 validated cryptography, able to achieve FIPS 140-2 Level 3 with built- in hardware security module (HSM)	Sr. No. 57 deleted.
81.	Section 7.19.1, Point 10	Pg No. 128, RFP-Vol.1, Annexure C	The enclosure should support redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays.	The enclosure should support redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays. Or The enclosure should support at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays.
82.	Section 7.19.1, Point 5	Pg No. 130, RFP-Vol.1, Annexure C	Integrated PCIe 3.0 based 12G SAS Raid Controller with RAID 0, 1 with 1GB of Flash backed write cache on board	Integrated PCIe 3.0 based 12G SAS Raid Controller with RAID 0, 1 with minimum 1GB of NV Cache/ Flash backed write cache on board
83.	Section 56.4	Pg No. 139, RFP-Vol.1, Annexure A	Dashboards (13_02) - "The design and development of dashboards is done by the designers, who will deploy the dashboard onto the OIOS application"	The SI is expected to design 200 MIS reports and 20 dashboards. Apart from that, SI is also expected to provide training/capacity building for designing the MIS reports and dashboards

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84.	Section 56.1 MIS reporting on audit process data in OIOS	Pg No. 137, RFP-Vol.1, Annexure A	Module 13 - MIS reports and Dashboards "While we expect SI to aid in preparation of a few complex reports (up to a maximum of 500 for Phases I and II)"	In totality, SI is expected to design 200 MIS reports and 20 dashboards. The development of MIS reports and dashboards (50 MIS reports and 10 dashboards) is included in fixed cost and the remaining (150 reports and 10 dashboards) is included in T&M cost of Phase 3.
85.	Form 5A	Pg No. 83, RFP-Vol.2	Letter from Client to indicate successful completion of projects`	Letter from the Client or Company Secretary to indicate the successful completion of the projects
86.	Section 13.2. Invoicing and Settlement, Point d)	Pg No. 132, RFP-Vol.3	The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the Purchaser under this Clause shall not entitle the Implementation Agency to delay or withhold provision of the Services.	All the disputed invoices must be notified to Implementation Agency within 15 days of receiving such invoice. The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the Purchaser under this Clause shall not entitle the Implementation Agency to delay or withhold provision of the Services. All disputes related to such invoices should be resolved expeditiously and in good faith.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
87.	Clause 22 INSURANCE COVER, Sub-Clause 2. Certificates of currency	Pg No. 46, RFP-Vol.3	The Implementation Agency must, on request by the Purchaser, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this Clause 23. The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation.	The Implementation Agency must, on request by the Purchaser, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this Clause 22 . The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation.
88.	Section 8.3. Track 3: Setting Up of development, UAT, training, pre-production and production environment in PDC and DRC at Tier-3 co-located data centre, Point No. 6	Pg No. 41, RFP-Vol.1,	The data analytics system shall be hosted in the same data centre where the OIOS IT solution is hosted. The SI needs to have provision of adding additional rack spaces in the data centre as well as in the DR for hosting the solution. Other common infrastructure of the DC/DR like network, security, bandwidth and other systems as provided by SI shall be leveraged for hosting the data warehousing / data analytics system. The SI will provide separate quote for the rack space hosting charges in its commercial bid. For data analytics system, a separate program needs to be strategized for integrating the results of the analytics to become inputs for audit planning, audit execution and audit reporting. The SI needs to support the data analytics service provider in terms of integration with the OIOS IT solution as per requirements defined at the time of implementation.	Addendum: The additional rack space and augmentation of resources necessary to facilitate the integration of the data analytics solution shall be taken as change management during the implementation of the data analytics project. The SI shall facilitate this integration.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
89.	Section 12.2.2. Other Requirements, Point 2	Pg No. 66, RFP-Vol.1	SI shall provide for fireproof media storage for storage of tapes, cartridges, etc.	Pt 2 a) deleted.
90.	Section 12.2.2. Other Requirements, Point 5	Pg No. 67, RFP-Vol.1	The internet connectivity required for VPN has to be separately provisioned.	Pt 5 deleted.
91.	Section 12.2.2. Other Requirements, Point 9	Pg No. 67, RFP-Vol.1	Compliance process to the defined international standards and security guidelines such as ISO 27001, for maintaining operations of cloud and ensuring privacy of IA&AD data.	Vol1 Section, 12.2.2. Other Requirements Page 67 -Point 9 deleted
92.	Section 12.2.2. Other Requirements, Point 14	Pg No. 67, RFP-Vol.1	The SI shall provide 24*7 Helpdesk & Technical support services. This will include system maintenance windows	Pt 14 deleted. For helpdesk time, refer to clause 1.5.18 of Annexure A to RFP Vol III.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
93.	Section 4.2	Pg No. 17, RFP-Vol.1	OIOS will bring together the best practices of the various IT applications into one single enterprise-wide end-to-end IT application.	“The best practices have been extensively studied by OIOS team and it is already part of Annexure A of Vol 1 of RFP.” The sentence is deleted.
94.	Section 1.5.20 Backup and Archival Management	Pg No. 35, RFP-Vol.3, Annexure A	a. Incremental backup – every four hours	Back-up details would be as per 6.2.11 of Annex-C. Corrigendum: Section 1.5.20 Backup and Archival Management of Annexure - A to Vol-III: (Point A) Incremental backup – every four hours" may be read as "Daily Incremental with 15-day retention"
95.	Section 22.1. Portal Design Guidelines	Pg No. 110, RFP-Vol.1	NA	Two additional specifications point No. 9. and 10. added to the existing Section 22.1 9. The portal should be able to integrate with all the components. 10. A user may be having more than one post assigned to him at the same time. Portal should be able to distinguish different posts assigned to him and should assist in customizing the dashboard accordingly and should support seamless transition from one post to another.
96.	Section 1.5.17 Security Components Availability	Pg No. 26, RFP-Vol.3	Anti-virus signature update - Availability of latest AV signature on the GST system components	Page 27 of Annexure-A to Vol-III. to be read as - Availability of latest AV signature on the OIOS system components.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
97.	1.5.17 Security Components Availability - 'Reporting of security incidents' and 'Security breach including data theft / loss / corruption)	Pg No. 29, RFP-Vol.3	Description of both sub-sections 'Reporting of security incidents' and 'Security breach including data theft/loss/corruption) is the same	Corrigendum: Section 1.5.17 Description under Reporting of Security Incidents" is to be read as "Any event that results in violation of Government of India's security policies including but not limited to Malware infection, Distributed denial of service attacks, Unauthorized access, Insider breaches, Destructive attacks, Unauthorized privilege escalation, Loss or theft of equipment."
98.	Section 8.3.6. Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage) Management	Pg No. 183, RFP-Vol.1, Annexure C	"1. The proposed could be either: appliance-based, virtual appliance based. 6. The proposed solution should be appliance-based solution with no overhead of installing each component separately 32. The proposed solution should offer in various forms: appliance-based, virtual appliance based."	SI no 1. The proposed could be either: appliance-based, virtual appliance based or software license. Deleted: SI no 6. "The proposed solution should be appliance-based solution with no overhead of installing each component separately." Deleted: SI no 32. "The proposed solution should offer in various forms: appliance-based, virtual appliance based."
99.	Section 8.3.6. Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage) Management	Pg No. 188, RFP-Vol.1, Annexure C	41. The proposed solution should be able to integrate with VMware Vcenter to auto-discover and provision VM images onto the device list.	Deleted.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
100.	Section 8.3.6. Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage) Management	Pg No. 190, RFP-Vol.1, Annexure C	64.The proposed solution should support locally cache credential to reduce network traffic and increase reliability	Sl no 64 deleted
101.	Section 9 - Payment Schedules	Pg No. 49, RFP-Vol.2	Payment Condition - After one Quarter of M4	Term M4 reference deleted from RFP at all instances
102.	Format 18 C. Setting up of Backup Site 2 and Lease Line Provisioning	Pg No. 105, RFP-Vol.2	"PDC to Backup Site 2/NLDC Number: 2"	1. Refer corrigendum for revised BoQ 2. Clarification - Refer S.5 of the Annex C for connectivity amongst DCs and NLDCs
103.	5.1. Specification for RTO/RPO Point no. 2	Pg No. 27, RFP-Vol.1, Annexure B	During normal operations, the Primary Data Center (of the Department) will serve the requests. The Disaster Recovery Site will not be performing any work but will remain on standby. During this period, the compute environment for the application in DR shall be available but with minimum possible compute resources required for a functional DR as per the solution offered. The application environment shall be installed and ready for	Read sl no2 as: During normal operations, the Primary Data Center (of the Department) will serve the requests. The Disaster Recovery Site may be used for non-OIOS functions as approved by IA&AD. For Core Applications, the application environment shall be installed and ready for use. DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center site.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
			use. DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center site	
104.	Section 8.3.1. Enterprise Network Security, Point no. 15	Pg No. 157, RFP-Vol.1, Annexure C	Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability. The proposed security device or its family can also have optional wireless in hardware or software.	Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability.
105.	Section 8.3.1. Enterprise Network Security, Point no. 29	Pg No. 159, RFP-Vol.1, Annexure C	"The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. Can also have optional wireless support in the software proposed device as well as complete family of OEM."	"The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. "
106.	Section 7.8. Server Operating System	Pg No. 96, RFP-Vol.1, Annexure C	3. The product or upgraded version of the Product should have Product life cycle of minimum 10 years after OIOS phase-2 deployment. Further it should not have any end of life mode for technical support.	3. The product or upgraded version of the Product should have Product life cycle of minimum 10 years after OIOS phase-2 deployment.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
107.	Section 7.12. Application Server	Pg No. 104, RFP-Vol.1, Annexure C	"1. Should be completely Java EE 7 Compliant – with Web and Full profile both 6. Java JSE 8 7. Java EE7"	"1. Should be completely compliant to Java latest version – with Web and Full profile both" 6. Deleted 7. Deleted"
108.	Section 12.2. Hosting requirements, Point no. j	Pg No. 63, RFP-Vol.1	The SI shall make the access logs relating to the access for the cage using biometric available every 60 days. The SI shall also provide for video surveillance for the entrance as well as the perimeter of the cage. The video surveillance shall be available for at least 30 days. The live video feed for each of the camera may be made available for viewing at IA&AD premises on real time basis. For this purpose, the internet connectivity at IA&AD premises will be procured by IA&AD. However, connectivity requirement at camera end to be borne by SI.	Addendum: The live feed of cage (within, whole area, entry to cage) is required. However, the recorded feed of common area shall have to be provided by the Co-Location Service Provider through SI at pre-defined interval of every 30 days or frequency mutually decided or on request.
109.	Section 12.2. Hosting requirements, Point no. o)	Pg No. 64, RFP-Vol.1	SI shall evaluate the sizing of rack space required at the facilities for the entire duration of the contract with adequate space for future expansion and scalability requirements. The future requirement for hosting the data warehouse/data analytics system shall also be kept in mind. The payment relating to the hosting charges for the data warehouse/data analytics system including power charges and rack cost shall be paid additionally by IA&AD	Section 12.2. Hosting requirements, point no. O at Page No 85 stands revised. SI shall evaluate the sizing of rack space required at the facilities for the entire duration of the contract. However, for future expansion and scalability requirements, the rate card shall be used. The rates shall be derived as: Unit rate for area A where A is Minimum area (Sq ft) which DC provider shall provide for CoLo rent. In financial proposal, bidder shall input rates as per above correction. Deleted text - The future requirement for

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
			from the date when the IT infrastructure is hosted in these racks by IA&AD.	hosting the data warehouse/data analytics system shall also be kept in mind. The payment relating to the hosting charges for the data warehouse/data analytics system including power charges and rack cost shall be paid additionally by IA&AD from the date when the IT infrastructure is hosted in these racks by IA&AD.
110.	Section 8.1. Track 1: Setting up of development and UAT environment	Page 37, Vol 1	The Phase-I of the OIOS project is envisaged to be rolled out by June 2020	Addendum: All timelines are based on the assumption that the date of signing of contract is on or before 31st December 2019. If there is a delay in signing of contract, the timeliness would be postponed to the extent of delay.
111.	Section 12.3 Exit Management / Transition Requirements, Point B	Page 71, Vol 1	Support IA&AD in migration of the infrastructure, data, content and any other assets to the new environment created by IA&AD or any Agency (on behalf of IA&AD on alternate service provider’s offerings to enable successful deployment and running of the IA&ADs solution	Support IA&AD in migration of the infrastructure, data, content and any other assets to the new environment created by IA&AD or any Agency on behalf of IA&AD to alternate service provider for successful redeployment and running of the IA&AD solution.
112.	Section 13.3 UAT Training & Indicative Trainee Details	Page No. 71, Vol 1	At various stages of the project (for every release), specialized UAT training should be provided to the various users who will conduct acceptance tests of OIOS System.	The word "specialised" may be read as "specific".

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
113	Section 14.2. Clause 1, Termination for Convenience	Page 33, Vol 3	1) The Purchaser may at any time terminate the Contract for any reason by giving the IA a notice of termination that refers to this clause.	<p>May be read as: “The Purchaser may at any time terminate the Contract for any reason by giving the IA a 60-day notice of termination that refers to this clause. The notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD. All cost points during the notice period would have to approved by IAAD prior to incurring. IAAD's approval would be required even for any planned and previously agreed procurement and supply of any goods or services, for which the binding orders have not been placed by the IA to the supplier. For example, but not limited to hardware, CoTS, hiring of staff, place, AMC.”</p>
114	Section 8.3.8 Hardware Security Module	Page 196, Vol 1, Annexure C	HSM solution needs to be offered on PaaS subscription model.	SI No 1 Deleted.
115	Section 22.6. Technology Standards, S No. V.	Page 113, Vol 1	Multilingual interface - The system should provide multilingual interface/labels in languages of minimum English.	May be read as “The user interface/labels may only be in English.”

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
116.	Format 1. Compliance Sheet for Pre-qualification Proposal, S.No 13	Page 77, Vol 2	Self-Certification by the authorized signatory with clear declaration of staff – year wise, level/designation wise.	Year-wise is removed. Addendum: It is not required to provide list of all/ 1000 Software Engineers on rolls. However, summary sheet needs to be provided for various category of Software design, development, maintenance roles.
117.	Section 8.3.5. Host Intrusion Prevention System, Point no. 9	Page 182, Vol 1, Annexure C	9. Correlation should be performed both on the agent and on the Management Centre console. Agent based correlation should be supported. The Management Centre for HIPS should provide all management functions for all HIPS agents in a centralized manner from the security management software to be provided by the bidder.	9. Correlation should be performed on the Management Centre console. The Management Centre for HIPS should provide all management functions for all HIPS agents in a centralized manner from the security management software to be provided by the bidder.
118.	Section 8.3.5. Host Intrusion Prevention System Point no. 14	Page 183, Vol 1, Annexure C	14. HIPS should prevent external USB/CD/DVD drivers	14. deleted
119.	Section 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS), S.No 4	Page 198, Vol 1, Annexure C	"Solution should correlate linkages between users, files, and websites to detect rapidly mutating threats. By analyzing key file attributes, Solution should accurately identify whether a file is good and assign a reputation score to each file, effectively protecting against targeted attacks."	Solution should correlate linkages between users, files, and websites to detect threats. By analyzing key file attributes. Solution should accurately identify if file is infected and effectively protect against targeted attacks.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
120.	Section 8.3.9. Anti-Virus malware and Anti-Spam, S.No 6	Page 198, Vol 1, Annexure C	"Solution should provide protection for business-critical systems by only allowing whitelisted applications (known to be good) to run or by blocking blacklisted applications (known to be bad) from running. Finger printing of applications should be from centralized console. "	Solution should allow only whitelisted applications.
121.	Section 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 7	Page 198, Vol 1, Annexure C	Solution should help identify and protect internal and external security breaches by monitoring application behavior and controlling file access, registry access, processes that are allowed to run, and devices information can be written to	Solution should identify and protect security breaches by monitoring application behavior and controlling file access, registry access, permitted processes.
122.	Section 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 8	Page 199, Vol 1, Annexure C	Should allow administrator to verify and report compliance; quarantine location and peer-to-peer enforcement lockdown and isolate a non-compliant or infected system.	Administrator should be able to verify and report compliance. Solution should isolate a non-compliant or infected system and quarantine infected file.
123.	Section 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 10	Page 199, Vol 1, Annexure C	"Solution must prevent clients from downloading full definition packages."	SI no 8. Deleted

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
124.	Section 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 11	Page 199, Vol 1, Annexure C	"The solution should download content updates when computers are idle. Following conditions should be monitored to check whether the client is idle: The user is not idle. The computer is on battery power. The CPU is busy. The disk I/O is busy. No network connection is present."	Deleted.
125.	Section 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 14	Page 200, Vol 1, Annexure C	Solution should able to collect file fingerprints for all the applications that a group of client computers run for whitelisting or blacklisting.	Deleted.
126.	Section 8.3.1. Enterprise Network Security S.No 15	Page 157, Vol 1, Annexure C	"Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability. The proposed security device or its family can also have optional wireless in hardware or software."	Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability.
127.	Section 8.3.1. Enterprise Network Security - IPS S.No 16	Page 157, Vol 1, Annexure C	"The proposed solution must support different Custom IPS and Application policies for different users and groups. The solution must support FQDN/IP address for static route next hop, policy-based forwarding for next hop and BGP peer address. "	The proposed solution must support different Custom IPS and Application policies for different users and groups.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
128.	Section 8.3.1. Enterprise Network Security - Anti-APT S.No 24	Page 158, Vol 1, Annexure C	"Advance unknown malware analysis engine, detecting VM/container-aware malware to detect and protect from virtual sandbox evading advance unknown malware using bare metal analysis. "	Advance unknown malware analysis engine, detecting VM/container-aware malware to detect and protect from virtual sandbox evading advance unknown malware.
129.	Section 8.3.1. Enterprise Network Security - Threat Protection S.No 29	Page 159, Vol 1, Annexure C	"The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. Can also have optional wireless support in the software proposed device as well as complete family of OEM."	The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware.
130.	Section 8.3.1. Enterprise Network Security - Performance Requirement S.No 37	Page 160, Vol 1, Annexure C	"The solution must provide 8 no 10/100/1000 TX + 4 X 1 Gig SFP and 4x 10Gig SFP+ interfaces populated with desired trans receivers, 2x HA ports and 1 out of band management interface."	The solution must provide 8 no 10/100/1000 TX + 4 X 1 Gig SFP and 4x 10Gig SFP+ interfaces populated with desired trans receivers, and 1 out of band management interface.
131.	Section 7.6. Virtualization software, Point no. 14	Page 94, Vol 1, Annexure C	"14. Virtualization software should be based on open-source hypervisor platform to support vendor agnosticism."	Deleted.
132.	Section 7.6. Virtualization software, Point no. 12	Page 93, Vol 1, Annexure C	12. Virtualization software should embrace OSS with Enterprise support guarantee and remove vendor lock-in.	Deleted.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
133.	Section 9 Payment Schedules: TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)	Page 68, Vol 2	Post End of Quarter of Phase – 1 UAT After one Quarter of M4: 10%; Fixed Cost; One time	Please read M4 as "End of Phase 1 (Phase –1 Go-Live)"
134.	Section 9 Payment Schedules: TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)	Page 69, Vol 2	Post End of Quarter of Phase – 2 UAT After one Quarter of M4: 10%; Fixed Cost; One time	M4' may be read as "End of Phase 2 (Go Live)"
135.	Section-8.3 Track 3	Page 40, Vol 1	Procure, Provide and Configure Network Connectivity between PDC and DRC utilizing two IA&AD NICNET gateways.	2. Procure, Provide and Configure Network Connectivity between: a. PDC and DRC utilizing two lease lines/fiber.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
136.	Section 8 Deliverables & Timelines, Point D3	Page 61, Vol 2	Cloud provisioning document (for development and UAT). Failover Testing	<p>D3. Cloud provisioning document (for development and UAT) A report will be submitted upon completion of this activity and will include the following:</p> <p>Failover Testing Plan Point Deleted</p>
137.	Section 7.2 Document Management System, Point no. 33	Page 61, Vol 1, Annexure C	33) The DMS should allow highlighting any or all parts of a page in scanned pdf document and images. The solution should include linking the highlighted portions to one or multiple places in same or another document.	<p>DMS should have the capability of highlighting/ marking a single/multiple page(s) or portions of page(s) of a scanned (not fit for OCR) multiple page document (stored as single PDF or multiple images as per the solution offered by SI). The user must be able to manually link (hyperlink)/ refer (take to) word(s)/ line(s) of another / same document (not necessarily scanned) with the highlighted/ marked portions of the document. Such referencing/ linking may be many to many.</p> <p>For this purpose, one approach may be to ensure that the highlighted/marked portion of the document may be assigned a unique ID.</p> <p>This is a functional requirement of OIOS. In case no DMS can fulfil this requirement, The SI has to offer another solution in addition to DMS.</p>
138.	Section 12.2.1 Bandwidth Requirements	Page 65, Vol 1		Refer below section for details

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
139.	Format 18 C. Setting up of Backup Site 2 and Lease Line Provisioning	Page 105, Vol 2	2.2 PDC to Backup Site 2/NLDC	Refer below section for details
140.	Section 1,7.3.5. Operations & Maintenance	Page 35, Vol 1	Deploy and manage helpdesk and customer support team for addressing the issues and incidents raised by users; resolve such issues and report the status to the product owner on a periodic basis.	Addendum: IVR: Not in scope Toll-free: Shall be provisioned by IA&AD Landline phones: shall be provisioned by IA&AD laptop: shall be provisioned by SI Ticketing tool: by SI as per RFP
141.	Section 1.6.5 SLA Monitoring Tool - One IA&AD One System	Page 42, Vol 3, Annexure A	The System Integrator shall provide adequate tools for capturing data required for measuring SLAs at no extra cost to either IA&AD or IA&AD.	The System Integrator shall provide adequate tools for capturing data required for measuring SLAs at no extra cost to IA&AD.
142.	Format Commercial format 3B, 4B, 4C, 5A, 5B, 5C	Page 114, Vol 2	Annual Technical Support Y1 to Y7 (Inclusive of Taxes)	Addendum: Note: Separate provisions for taxes have been provided in the new format.

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
143.	Section 1.5.2 Change in named Key Personnel,	Page no. 7, Vol.3, Annexure A	“Service Level Requirement - There should not be any deviation in Key personnel whose names were proposed in the bid/Project Start”	Addendum: Allowed only with prior approval as specified in Section 15.2 of Vol I of RFP
144.	Section 1.5.14 Database/Applications/Web Server Performance, Point a & b	Page no. 16, Vol.3, Annexure A	“Service Level Requirement a. Average CPU Utilization (of VM) over any hour, measured at 5 minute intervals, shall not exceed 60% *. b. Average Memory Utilization over any hour, measured at 5 minute intervals, shall not exceed 60% *.”	a) Average CPU Utilization (of VM) over any hour, measured at 5-minute intervals, shall not exceed 75%*. b) Average Memory Utilization over any hour, measured at 5-minute intervals, shall not exceed 75% *.
145.	Section 1.5.21 Performance	Page no. 38, Vol.3, Annexure A	Bandwidth Latency	Refer below section for details
146.	Section: 7.4.7. End-User Experience Management System	Pg No. 89, RFP-Vol.1, Annexure C	12 The proposed solution must be able to provide flexibility by enabling addition of annotations to business indicators to enhance clarity and context around its behavior enabling better information sharing and collaboration.	Deleted

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Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
147.	Section: 7.19.1, point no. 17	Pg No. 129, RFP-Vol.1, Annexure C	Must have the ability to map the remote media to the server and ability to transfer files from the user’s desktop/laptop folders to the remote server with only the network connectivity.	Must have the ability to map the remote media to the server and to connect the server using remote sessions/ equivalent.
148.	Section 23, Clause 4	Vol 3, Page 48 of Vol 3	c) The Purchaser may assign or novate all or any part of this Agreement and Schedules/Annexures, and the Implementation Agency shall be a party to such novation, to any third party contracted to provide outsourced services to Purchaser or any of its nominees	Sub-clause (c) stands deleted.
149.	Commercial Bid Evaluation, point C, Commercial Bid of the Bidder	Page no. 51 of RFP Volume 2	Calculation for Commercial Bid of the Bidder = Sum total of (Value of Formats 3A + 3B+ 4A + 4B +4C + 4E + 5A + 5B + 5C + 6 +7 +8 + 50% x Format 4D) of Appendix II Financial Proposal Templates	Calculation for Commercial Bid of the Bidder = Sum total of (Value of Formats 3A + 3B+ 4A + 4B + 4E + 5A + 5B + 5C + 6A + 6B +7 +8 + 50% x Format 4D) of Appendix II Financial Proposal Templates
150.	3.4.7. Non-Functional Requirements for architecture Point 3. Multiple language Support,	Page no. 14 of Vol 1, Annexure B	OIOS must be able to capture data in various fields in multiple Indian languages. It should facilitate typing in vernacular languages, including the facility for transliteration and also provide for a dictionary (with words being auto-populated as well as user-added) to facilitate multi-language search. Majority of users for Indian languages would use Hindi, so support for Devanagari script is the first priority	May be read as: “OIOS must be able to capture data in various fields in multiple Indian languages. It should facilitate typing in vernacular languages, including the facility for transliteration and also provide for a dictionary (with words being manually added by a user or uploaded from a csv/Excel file) to facilitate multi-language search. Majority of users for Indian languages would use Hindi, so support for Devanagari script is the first priority”

2.1. Revised Format 5A, Track 3: Phase 1- Setting Up of PDC volume 2, Appendix II

Refer sheet ‘Format 5A’ in Final.OIOS.BOQ.v2.0 Commercial excel sheet

2.2. Revised Format 8, Track6: Operation and Maintenance Cost, volume 2, Appendix II

Refer sheet ‘Format 8’ in Final.OIOS.BOQ.v2.0 Commercial excel sheet

2.3. Revised Format 18 C. Setting up of Backup Site 2 and Lease Line Provisioning, volume 2, Appendix I

S No	Item	Unit of Measurement	Quantity	OEM, Make & Model
1.	Backup Site/NLDC			
1.1	SAN (SAS based, 10TB usable capacity, expendable to 20TB usable)	Number	1	
1.2	UPS (To support above SAN, with 30 min power backup)	Number	1	
2.	Lease line provisioning			
2.1	Leased line between PDC, DCR*	Number	1	
2.2	DCR to Backup Site 2/ NLDC*	Number	1	
2.3	DCR to NICNET Gateway 2*	Number	1	

*Bidder to size the requirement.

2.4. Revised Payment Schedules

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
TRACK 1: SETTING UP OF DEVELOPMENT & TEST ENVIRONMENT						
Approval of IPMP, Product backlog & resource deployment:	<ul style="list-style-type: none"> a. Approval of Integrated Project Management Plan b. Finalization of initial version of Product Backlog c. After Deployment of resources (onsite/offsite) 	5% of Development cost of OIOS Application Phase 1 & Phase 2*	Fixed Cost; One Time Cost (Lumpsum)	T+ completion of <ul style="list-style-type: none"> a. Approval of Integrated Project Management Plan b. Finalization of initial version of Product Backlog c. After Deployment of resources (onsite/offsite) 	RFP volume 2, Appendix II Format 4A	
Setting Up of Development & other Environment	On successful commissioning of Dev & other environment with relevant software	For Subscription Model components – On actuals after 1st quarter;	For Subscription based – after 1 st quarter For Perpetual based – 100% after	T+ successful commissioning of Dev and other environments	Format 3A (Subscription) and 3B (Perpetual)	

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TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
		For Perpetual license-based components - 100% after one month of installation	one month of installation			
OIOS Application Cloud to PDC Migration	On successful migration of OIOS application from Cloud to PDC	100% after successful migration to PDC and signoff	One Time Payment	T + 3 Months	RFP volume 2, Appendix II Format 4E	
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)						
Stage 0 UAT	<ul style="list-style-type: none"> a. On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog b. Acceptance by Product Owner 	40%	Fixed Cost; Every 2 Months invoice may be raised	<p>Up to T + completion of phase 1</p> <p>As per approved Estimate Backlog for Phase - 1 worked out by the SI in consultation with IA&AD</p>	RFP volume 2, Appendix II Format 4A	Prorated estimate of completed user stories as a proportion of estimated effort as per Product backlog ^[1]

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TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
	for functional part					
Stage 1 UAT (5 pilot offices)	On successful Stage 1 UAT in pilot offices	20%	Fixed Cost; (Every two months invoice may be raised)	Up to T + end of stage 1 implementation of phase 1	RFP volume 2, Appendix II Format 4A	As above
Stage 2 UAT (nodal offices): Configurability for 26 nodal offices and HQ offices	On successful Stage 2 UAT in nodal offices	20%	Fixed Cost; (Every two months invoice may be raised)	Up to T + end of stage 2 implementation of phase 1	RFP volume 2, Appendix II Format 4A	As above
End of Phase – 1	At the end of Phase-1; On Integration Testing; all documentation and deliverables	5%	Fixed Cost; One time	At T + completion of phase 1	RFP volume 2, Appendix II Format 4A	On submission of final deliverables, documentation & integration testing
Post End of Quarter of Phase – 1 UAT	After one Quarter of M4	10%	Fixed Cost; One time	At T + one quarter after completion of phase 1	RFP volume 2, Appendix II Format 4A	As per Issue Register for Outstanding issues and Corrective action plan by SI
Phase-1 Procurement of System Software, hardware	On successful commissioning of System Software, hardware components of Phase - I	80% on installation and 20% after commissioning at 5 sites	Stage payments in 80:20	From ‘T’ to T + 6 Months	Format 4B (Perpetual)	The year-wise ATS payment shall be made in advance for the applicable components

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)						
Stage 0 UAT	a. On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog b. Acceptance by Product Owner for functional part	40%	Fixed Cost; Every 2 Months	Up to T + up to completion of phase 2 As per approved Estimate Backlog for Phase - 2 worked out by the SI in consultation with IA&AD	RFP volume 2, Appendix II Format 4A	Prorated estimate of completed user stories as a proportion of estimated effort as per Product backlog ^[2]
Stage 1 UAT (5 pilot offices)	On successful Stage 1 UAT in pilot offices	20%	Fixed Cost; Every 2 Months	Up to T + upto completion of stage 1 of phase 2 implementation.	RFP volume 2, Appendix II Format 4A	As above
Stage 2 UAT (nodal offices): Configurability for	On successful Stage 2 UAT in nodal offices	20%	Fixed Cost; Every 2 Months	Up to T + up to completion of stage	RFP volume 2, Appendix II Format 4A	As above

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TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
26 nodal offices and HQ offices				2 of phase 2 implementation		
End of Phase – 2	At the end of Phase-2; On Integration Testing; all documentation and deliverables	5%	Fixed Cost;	At T + completion of phase 2	RFP volume 2, Appendix II Format 4A	On submission of final deliverables, documentation & integration testing
Post End of Quarter of Phase – 2 UAT	After One quarter of M4'	10%	Fixed Cost;	At T+ One quarter after completion of phase 2	RFP volume 2, Appendix II Format 4A	As per Issue Register for Outstanding issues and Corrective action plan by SI
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-3)						
OIOS APPLICATION PHASE – 3	On fulfilment of work (as mutually agreed upon for the Resource, Time, work schedule before commencement of Phase-3 work)	On Actuals	Time and Material Every 2 Months	From T + completion of phase 2 to T + completion of phase 3	RFP volume 2, Appendix II, Format 4D	SI to raise an invoice every 2 months for Phase – 3 development basis the rate card in 3 bundles subject to mutual consultation

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TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES						
PDC for OIOS Phase 1	On successful commissioning of System Software, Hardware components of Phase - II	80% on installation and 20% after OIOS Application commissioning at 5 offices	Stage payments in 80:20	T + completion of successful commissioning of all components for phase 1 to T + application commissioning in 5 offices	RFP volume 2, Appendix II Format 5A	
PDC for OIOS Phase 2	On successful commissioning of System Software, Hardware components of Phase - II	80% on installation and 20% after OIOS Application commissioning at 5 offices	Stage payments in 80:20	T + completion of successful commissioning of all components for phase 2 to T + application commissioning in 5 offices	RFP volume 2, Appendix II Format 5B	
Setup DRC for OIOS	On Provisioning, configuration, testing & Set Up of DRC for OIOS	80% on installation and 20% after OIOS Application commissioning at 5 offices	Stage payments in 80:20	T + Completion of successful commissioning of all components of DRC to T + application	RFP volume 2, Appendix II Format 5C	

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TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
				commissioning at 5 offices		
Storage Network Setup at 2 IA&AD offices	On Provisioning, configuration, testing & Set Up of Backup Site for OIOS at 2 IA&AD offices	On actuals	Fixed Cost; Quarterly	T to T + Completion of provisioning, configuration and successful testing of backup sites	RFP volume 2, Appendix II Format 5A, 5 C	
TRACK 4: CENTRALISED HELPDESK SETUP AND OPERATIONS						
Centralized Helpdesk Setup and Operations – All Activities	On Setup of: a. Centralised Helpdesk Software b. Deployment of Helpdesk Resources c. Operationalisation of Issue Resolution Framework for Development Team and End-user	On actuals	Time & Material for Resources; Quarterly	On Ongoing basis	RFP volume 2, Appendix II Format 6	SI to raise an invoice for actuals on setup of centralised helpdesk and deployment of helpdesk resources and operationalisation of Issue Resolution Framework

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
TRACK 5: TRAINING & CAPACITY BUILDING						
Training of Product Owner’s Core Team	On completion of training batches for training on Agile Software Engineering Training	On actuals	For each Training conducted Quarterly	T to T + completion of delivery of all training requirements	RFP volume 2, Appendix II Format 7	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support
Master Training OIOS Phase 1 & 2	On completion of training batches for Master training on OIOS Phase 1 & 2	On actuals	For each Training conducted Quarterly	T to T + completion of delivery of all training requirements	RFP volume 2, Appendix II Format 7	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support
UAT training Phase 1 and 2	On completion of training batches for UAT training	On actuals	For each Training conducted Quarterly	T to T + completion of delivery of all training requirements	RFP volume 2, Appendix II Format 7	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
TRACK 6: OPERATIONS AND MAINTENANCE						
OIOS Phase 1 and Phase 2	On successfully meeting the SLAs	EQIs	Fixed Cost Quarterly	From date of go live of Phase 2 UAT, for 7 years	RFP volume 2, Appendix II Format 8	SI to raise an invoice every quarter for O&M payments subject to meeting the Service Level Agreement (SLAs); Format includes One Time Cost of O&M from Phase 1 Go-Live To Phase 2 Go-Live

^[1] For the purpose of payment, the pro-rate would be decided based on estimates in the initial sign off of product backlogs, notwithstanding any subsequent changes in the product back log

^[2] For the purpose of payment the pro rata would be decided based on review of product back log after completion of phase 1, this is not withstanding any subsequent changes in product backlog.

2.5. FORMAT FOR TRIPARTITE AGREEMENT

This Agreement is entered on day of 20... <year> among <name of PURCHASER> constituted by and having its registered office at... (hereinafter called the “PURCHASER”), of the one part

AND

..... <name of SUPPLIER>, a company incorporated under the Companies Act 1956 and having its corporate office at SELECTED IT IMPLEMENTATION AGENCY (SUPPLIER) FOR PROJECT i.e., Party engaged by..... vide LOI No:..... and detailed order no (herein referred to as the “Contract”) for Supply, installation, integration, testing, commissioning and facility management service of System Integration Project covering software, hardware, field survey and networking (Network services, Internet Bandwidth) and Related Services incidental thereto as specified in the Services/ Scope of Work at Section 4 of the said Contract (hereinafter referred to as “SUPPLIER or (name of SUPPLIER) which expression shall unless excluded by or repugnant to the meaning or context thereof be deemed to include its successors and assigns) of the second Part.

AND

.....<name of NETWORK SERVICE PROVIDER (NSP)> a company incorporated under the Companies Act 1956 and having its corporate office at....., being a TELECOM SERVICE PROVIDER/NETWORK BANDWIDTH SERVICE PROVIDER for the referred PROJECT engaged for Providing....., Network services, Internet Bandwidth and connectivity incidental thereto as specified in the Services/ Scope of Work in the agreement between (SUPPLIER) and..... (PURCHASER) (hereinafter referred to as “NETWORK SERVICE PROVIDER (NSP)”) which expression shall unless excluded by or repugnant to the meaning or context thereof be deemed to include its successors and assigns) of the third Part.

“.....(PURCHASER)”, “.....(SUPPLIER)” and “..... NETWORK SERVICE PROVIDER (NSP)”) are individually referred as “Party” and collectively as “Parties”.

WHEREAS (PURCHASER), the party of the first part has contracted(SUPPLIER), the second party, for Turn Key Implementation of<Name of Solution> at <name of SUPPLIER> (hereinafter referred to as “The Project”) vide its Contract No.....

WHEREAS as per the requirements of the project,..... (PURCHASER) requires these services for successful implementation of the project.

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WHEREAS..... (SUPPLIER), in order to service its obligation under the above mentioned RFP to the full satisfaction of the PURCHASER, had proposed “ (NETWORK SERVICE PROVIDER (NSP))” as a service provider vide their letter/ offer no dated and now agrees to associate with..... (NETWORK SERVICE PROVIDER (NSP)) for execution of the part of the order, to provide support services as detailed I the purchase Order (SUPPLIER) and/or indicated in<section> of this agreement to be the responsibility of(NETWORK SERVICE PROVIDER (NSP)), namely, related to required Bandwidth services for the project.

WHEREAS SUPPLIER has done the due diligence with respect to the capabilities, technical or otherwise, of (NETWORK SERVICE PROVIDER (NSP)) for providing the required type of connectivity and services within time frame, quality, security and reliability level as envisaged in the RFP/ SRS before recommending their name.

WHEREAS the bid price quoted by (SUPPLIER) for networking (Network services, Internet Bandwidth and connectivity) and Related Services (“Service”) at locations as specified in CONTRACT (hereinafter referred to as the “Locations”) for the purpose of utilization by the(PURCHASER) and their respective subsidiaries and affiliates as specified in the CONTRACT No.....to (SUPPLIER) placed by(PURCHASER), is passed through to (NETWORK SERVICE PROVIDER (NSP)) in accordance with the bid proposal datedsubmitted to(PURCHASER) by(SUPPLIER), and the Terms & Conditions and SLA of(PURCHASER) with (NETWORK SERVICE PROVIDER (NSP)), for carrying out the networking and Related Services.

WHEREAS (NETWORK SERVICE PROVIDER (NSP)) has Category ‘A’ ISP license having its network spread across India. The Purchase Order placed vide/to be placed by (PURCHASER) to (NETWORK SERVICE PROVIDER (NSP)) shall form an integral part of this agreement. (SUPPLIER), shall be responsible for (i) coordinating /entering into a tripartite agreement with the NSP along with the Purchaser (ii) getting the work executed by the NSP as per the Contract for Bandwidth as well as SLA’s (iii) the replacement, if any, of the NSP without changing any penalty/LD criteria. However, the new NSP has to meet the qualification criteria. Any breach or failure to fulfil the obligations as mentioned in the Tripartite Agreement which has a material impact on the performance of the Contract shall be treated as a breach of the terms of ‘The Contract’.

WHEREAS by virtue of this agreement, the parties..... (SUPPLIER) and (NETWORK SERVICE PROVIDER (NSP)) bind themselves to the terms & conditions that are embedded in the contract between the first two parties.

Now these presents witness and it is hereby agreed by and between the parties hereto as follows:

1. APPLICATION

This Agreement details the general terms and conditions for the provision of the Services to be rendered by (NETWORK SERVICE PROVIDER (NSP)) [as per CONTRACT placed vide.... /to be placed by PURCHASER] and by (SUPPLIER) [as per CONTRACT No.....with (PURCHASER)]. Upon signing the scope, duration and other services to be so rendered under this Agreement the parties agree to accept and be bound by these terms and conditions.

2. PROVISION OF SERVICE

The provision of the Services is subject to these terms and conditions stated in this Agreement. Where..... (NETWORK SERVICE PROVIDER) shall accept the Order from..... (PURCHASER)..... (NETWORK SERVICE PROVIDER) shall provide the Services required by..... (PURCHASER), and by (SUPPLIER) on behalf of (PURCHASER), within a timeframe, quality, security and reliability level agreed with between (PURCHASER), (NETWORK PROVIDER) and (SUPPLIER). The SUPPLIER shall provide (NETWORK PROVIDER) with a complete network diagram of the set-up along with the details of connectivity at the Locations and services will be provisioned to the..... (PURCHASER) accordingly. It is the responsibility of SUPPLIER, to ensure and of (NETWORK SERVICE PROVIDER) to provide proper network monitoring and network management as per SLA like uptime, proper bandwidth etc. and to submit the SLA performance report of the (NETWORK SERVICE PROVIDER) to the (PURCHASER) on monthly/as and when required basis.

- i. The network links will be provided by..... (NETWORK SERVICE PROVIDER) and the SUPPLIER will monitor and report any problems on behalf of(NETWORK SERVICE PROVIDER) to (PURCHASER).
- ii. Where it is necessary, due to materiel breach by the NETWORK SERVICE PROVIDER, the PURCHASER shall instruct the SUPPLIER to replace the..... (NETWORK SERVICE PROVIDER) with another NETWORK SERVICE PROVIDER. In case of replacement of NETWORK SERVICE PROVIDER, the SUPPLIER shall terminate forthwith all agreements/contracts other arrangements with such NETWORK PROVIDER and find suitable replacement for such NETWORK PROVIDER to the satisfaction of the.... (PURCHASER) at no additional charge. The SUPPLIER has to execute the contract as per agreed schedule and SLA and as per contractual provision entered between PURCHASER and SUPPLIER.
- iii. (SUPPLIER) shall ensure that Requisite Services from(NETWORK SERVICE PROVIDER) for project area (town) are available on time when its own system/works

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iv. The..... (NETWORK SERVICE PROVIDER) shall not use the establishments and services installed under this agreement for organizations other than (PURCHASER).

3. SERVICE TERM

The term of the Services is initially for..... years (as per CONTRACT) from the date of commencement of service, and if required, thereafter, shall be extended from time to time by written consent of the parties. The Service Commencement Date shall be set forth in accordance with the Purchase Order placed vide...../to be placed by(PURCHASER) on..... (NETWORK SERVICE PROVIDER).

4. TERMINATION OF SERVICE

The Termination of this Agreement and Services shall be as per provisions of Termination clause as appearing in main CONTRACT

5. RESPONSIBILITIES OF THE PARTIES

Responsibility of(PURCHASER)	Responsibility of(SUPPLIER)	Responsibility of(SUB-CONTRACTOR)
<p>To monitor the project progress against time frame & quality and performance with, quality, security and reliability levels of required services as per agreement with..... (SUPPLIER) and (NETWORK SERVICE PROVIDER).</p> <p>To disburse the payment to the (NETWORK SERVICE PROVIDER) upon achievement of the SLA on the basis of performance reports/ SLA reports.</p> <p>To provide safe access and conditions to (SUPPLIER) and (NETWORK SERVICE PROVIDER)'s employees or appointed personnel while in the premises</p>	<p>To arrange through a licensed network service provider, Network services, Internet Bandwidth and connectivity, incidental thereto as specified in the Scope of Work in the agreement between (SUPPLIER) and (PURCHASER).</p> <p>The Suppliers overall liabilities and responsibilities shall in no case be less or more than the liabilities as mentioned in the contract, with respect to ‘The Project’, executed between the Supplier and the Purchaser.</p> <p>Ensuring Timely execution of the part of the order related to required Bandwidth for the project.</p> <p>To provide..... (NETWORK SERVICE PROVIDER)</p>	<p>To provide Network services, Internet Bandwidth and connectivity, incidental thereto as specified in the Scope of Work as per CONTRACT placed by PURCHASER to (SUPPLIER) and (NETWORK SERVICE PROVIDER).</p> <p>To provide the Services (as per SLA) required by..... (PURCHASER), and by..... (SUPPLIER) on behalf of..... (PURCHASER), Within the timeframe, quality, security and reliability level agreed with between..... (PURCHASER), (NETWORK SERVICE PROVIDER) and..... (SUPPLIER).</p> <p>Not to use the establishments and services installed under this agreement for</p>

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<p>with a complete network diagram of the set-up along with the details of connectivity at the Locations and services provisioned to the..... (PURCHASER)</p> <p>Proper network monitoring and network management as per SLA like uptime, proper bandwidth etc. and submit SLA report to the PURCHASER on monthly/as and when required basis.</p> <p>To monitor and report any problems on behalf of (NETWORK SERVICE PROVIDER).</p> <p>To ensure that the (NETWORK SERVICE PROVIDER) comply with all relevant and applicable provisions of the Contract.</p> <p>To obtain and arrange for the maintenance in full force and effect of all applicable government approvals, consents, licenses, authorizations , declarations, filings, and registrations as may be necessary and advisable for the performance of all of the terms and conditions of this Agreement.</p>	<p>organizations other than</p> <p>(PURCHASER).</p> <p>To raise direct invoices against the works/services performed, as per the terms of the Purchase Order with PURCHASER.</p> <p>To ensure compliance of Indian Telecom regulation & statutory requirements while performing the works/services under this agreement.</p> <p>To obtain and arrange for the maintenance in full force and effect of all government approvals, consents, licenses, authorizations, declarations, filings, and registrations as may be necessary and advisable for the performance of all of the terms and conditions of this Agreement.</p>
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6. INVOICE AND PAYMENT

- i. (NETWORK SERVICE PROVIDER) shall raise direct invoices against the Requisite Services so rendered, as per the terms of the Contract and..... (PURCHASER) shall directly make the payment to..... (NETWORK SERVICE PROVIDER) based on the SLA report and confirmation made by (SUPPLIER).
- ii. The other terms and conditions shall remain applicable as per(PURCHASER’S) CONTRACT No..... with (SUPPLIER).

7. DISPUTES WITH REGARDS TO INCORRECT INVOICING

Disputes with regard to incorrect Invoicing shall be governed by (PURCHASER’S) CONTRACT No.with (SUPPLIER).

8. ACCESS TO PREMISES

..... (PURCHASER) shall allow or obtain the required permission to enable..... (NETWORK SERVICE PROVIDER) employees or authorized personnel, appointed distributors, agents or subcontractors to enter at all times during the normal working hours of (PURCHASER) into the premises where the Services are provided for periodical inspection with seven (7) days prior notice, installing, maintaining, replacing and removing equipment hardware and/or software prior to, during and after the provision of the Services, as well as to inspect the network and/or to the CPE or any other equipment used in or in connection with the Services. The (PURCHASER) shall render all assistance in this regard and shall provide safe access and conditions for (NETWORK SERVICE PROVIDER)'s employees or appointed personnel whilst in the premises (NETWORK SERVICE PROVIDER)'s employees or appointed personnel shall comply with security and confidentiality policies and procedures while on the (PURCHASER)'s premises.

9. NOTICES

Any party may deliver notices to the other by personal delivery or by postal delivery at - (PURCHASER)(SUPPLIER).....
.....(NETWORK SERVICE PROVIDER)
..... Notices shall be deemed delivered on the date of actual receipt.

10. ENTIRE UNDERSTANDING

This Agreement constitutes the entire understanding of the parties related to the subject matter hereof. The agreement may be amended only in writing when it is signed by..... (NETWORK SERVICE PROVIDER),..... (SUPPLIER) and (PURCHASER),

11. MISCELLANEOUS

- a) The terms of this Agreement shall not be construed to constitute a partnership, joint venture or employer/employee relationship between the parties. This Agreement along with any other relevant document constitutes the whole of the agreement and understanding between the parties about the subject matter.
- b) In the event of any provision of this Agreement being held or becoming invalid, unenforceable or illegal for any reason, this Agreement shall remain otherwise in full force apart from the said provision which will be deemed deleted. The parties shall however attempt to replace the deleted provision with a legally valid provision that reflects the same purpose of the deleted provision to the greatest extent possible.

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- c) Headings used in this Agreement are for the convenience and ease of reference only, and shall not be relevant to or affect the meaning or interpretation of this Agreement.
- d) No forbearance, relaxation or inaction by any party at any time to require the performance of any provision of this Agreement shall in any way affect, diminish, or prejudice the right of such party to require the performance of that or any other provision of this Agreement or be considered to be a waiver of any right, unless specifically agreed in writing.
- e) Each Party shall obtain and arrange for the maintenance in full force and effect of all government approvals, consents, licenses, authorizations, declarations, filings, and registrations as may be necessary and advisable for the performance of all of the terms and conditions of this Agreement.
- f) The (NETWORK SERVICE PROVIDER) and..... (SUPPLIER) shall ensure compliance of Indian Telecom regulation & all other statutory requirements while performing the works/ services under this agreement.

12. APPLICABLE LAW

The Agreement shall be governed by and construed in accordance with Indian Law. Subject to arbitration provision stated hereinafter the Courts at Delhi shall have the jurisdiction.

13. ARBITRATION

Any disputes which may arise out of this Agreement, and which cannot be settled in discussions or negotiations between the Parties, shall be referred to the appropriate management or higher authorities of the respective parties to resolve such dispute in good faith. In case no settlement is reached the parties shall refer it to a sole arbitrator appointed and selected by parties. Arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any other subsequent modifications or enactments thereof. The venue for Arbitration proceedings shall be The Arbitration shall be conducted in English Language and the award shall be binding upon all Parties.

14. LIMITATION OF LIABILITY

Limitation & liability with respect to Main Agreement and also this Agreement shall be governed by (PURCHASER’s) Contract with (SUPPLIER). For the sake of clarity, the parties agree that this Limitation of Liability shall be a part of overall limitation of liability for the entire scope of work under the contract, with respect to ‘The Project’, executed between the Supplier and the Purchaser. IN WITNESS WHEREOF the parties hereto have executed these presents the day and year first above written

SIGNED AND DELIVERED BY (on behalf of PURCHASER) **in the presence of**

Signature **Signature**

Name & Designation **Name & Designation**.....

Address

ARTICLE IV.....

ARTICLE V.....

SIGNED AND DELIVERED BY (on behalf of SUPPLIER) **in the presence of**

Signature **Signature**

Name & Designation..... **Name & Designation**.....

Address

ARTICLE VI.....

ARTICLE VII.....

ARTICLE VIII

ARTICLE IX

SIGNED AND DELIVERED BY (on behalf of SUBCONTRACTOR.....) **Signature** **Signature**

..... **Name & Designation**.....

Name & Designation **Address**

Address

ARTICLE XI

ARTICLE X.....

2.6. FORMAT – 2 Integrity Pact (Revised)

This is to be executed on a duly notarised stamp paper of Rs 100,

INTEGRITY PACT

Between

Indian Audit and Accounts Department (IA&AD) hereinafter referred to as "**The Principal**",

and

..... hereinafter referred to as "**The Bidder/ Contractor**"

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for Selection of System Integrator for Implementation, Rollout & Operation and Maintenance of 'One IA&AD One System' (OIOS) Project. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members or through intermediaries, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

1. The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
 - a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm or through intermediaries, offer, promise or give to any of the Principal's employees

Clarifications & Corrigendum – RFP for Selection of System Integrator for Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS) Project

involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

- b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
 - c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
 - e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
2. The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to

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demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise or any Government Department in India that could justify his exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders / Contractors / Subcontractors

1. In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Subcontractor.
2. The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s) Contractor(s) /Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the Purchaser.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform the Purchaser and recuse himself / herself from that case.

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5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Purchaser within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Purchaser, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Purchaser has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Purchaser IA&AD.

Section 10 - Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder/ Contractor)

Clarifications & Corrigendum – RFP for Selection of System Integrator for Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS) Project

(Office Seal)

(Office Seal)

Place _____

Date _____

Witness 1: _____

(Name & Address) _____

Witness 2: _____

(Name & Address) _____

Addendum

3. Annexure – B: Additional Information

3.1. Section 7.3.3, Page No. 25, Volume 2, Earnest Money Deposit (EMD)/ Bid Security

Earnest Money Deposit (EMD)/ Bid Security shall not be applicable to Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) as per Rule 170 Bid Security of General Financial Rules (GFR) 2017.

3.2. Key activities/milestones mapping with deliverables and payments

Track #	Key activities/milestones	Deliverables	Payment (%)
Track 1	Set up of development & other environment		
	Set up of dev/UAT environment in cloud	D2, D3	On actuals
	Migration to Tier-3 co-located DC/DR	D4	On actuals
	All other activities (Approval of IPMP, Product Backlog)	D1, D5	5% of P1&P2
Track 2	OIOS Application design, development, rollout & implementation		
Phase 1	OIOS Application Phase 1		
	Design, development & system testing	D6, D7, D8, D9	40%
	Stage 0 UAT		
	Stage 1 UAT (pilot offices)	D10	20%
	Stage 2 UAT (nodal offices)	D11	20%
	End of Phase 1	D12, D13, D15	5%
	Post End of Quarter of Phase-1 UAT	D11	10%
	Phase-1 Procurement of System Software, hardware (Format 4B)	D17, D18	80/20
	Onboarding of remaining offices		
Phase 2	OIOS Application Phase 2		
	Design, development & system testing	D6, D7, D8, D9	40%
	Stage 0 UAT		
	Stage 1 UAT (pilot offices)	D10	20%
	Stage 2 UAT (nodal offices)	D11	20%
	End of Phase 2	D12, D14, D15, D16	5%
	Post End of Quarter of Phase-2 UAT	D11	10%
	Phase-2 Procurement of System Software, hardware (Format 4C)	D17, D18	80/20
	Onboarding of remaining offices		
Phase 3	OIOS Application Phase 3		T&M; On actuals

Clarifications & Corrigendum – RFP for Selection of System Integrator for Implementation, Rollout and Operations & Maintenance of ‘One IA&AD One System’ (OIOS) Project

Track #	Key activities/milestones	Deliverables	Payment (%)
Track 3	Setting Up of development, UAT, training, pre-production / production environment at Tier-3 co-located DC/DR		
	PDC/DRC for OIOS Phase 1 (Format 5A)	D17, D18	80/20
	PDC/DRC for OIOS Phase 2 (Format 5B)	D17, D18	80/20
	PDC/DRC for OIOS Phase 3 (Format 5C)	D17, D18	80/20
	NW Setup, NLDC at 2 IA&AD offices	D17, D18	On actuals
Track 4	Helpdesk Setup and Operations		
	All activities	D19	T&M; On actuals
Track 5	Training and Capacity Building		
	Training of product owner’s team	D20, D21, D22, D23	On actuals
	Master Training OIOS Phase 1 and 2		
	UAT Training		
Track 6	Operations and Maintenance		
	OIOS Phase 1 & 2	D12, D15, D24,	EQI
	OIOS Phase 3	D25, D26, D27	EQI

3.3. Indicative Schedule for Installation of resources for PDC, DRC & NLDC

Activity	Timeline
PDC/DRC for OIOS Phase 1	Award of Contract + 3 Months
PDC/DRC for OIOS Phase 2	Go-Live (phase-1) + 3 Months
PDC/DRC for OIOS Phase 3	Go-Live (phase-2) + 3 Months
NW Setup, NLDC at 2 IA&AD offices	Award of Contract + 6 Months

3.4. Responsibility Matrix for Section 14.1 User Centralized Helpdesk Requirements, Page No.

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Helpdesk Component	SI Responsibility (Offsite)	IAAD Responsibility (Onsite)
RESOURCES		
Centralized Helpdesk Support Resources (L1, L2 & L3)	Yes; at SI Contact Center premise (as a service; on a subscription model; RFP Volume 1, page 81, Year wise Resource Requirement)	--
L1 Support	--	Yes; 15 Functional L1 Support resources at IAAD, will use Web-based Contact Center Helpdesk application. 50% concurrency may be assumed.
SOFTWARE		
Web-based Contact Center Helpdesk application	Yes; as a Service	--
Computer Telephony Integration (CTI) with Interactive Voice Response (IVR), functionality to automatic call back, call recording, click to call etc.	Yes; as a Service	--
Automatic Call Distribution (ACD) and Call Manager; queue management	Yes; as a Service	--
Periodic Reporting	Yes, as per specifications provided in Section 7.5 RFP volume 1, Annexure C	--
Ticketing Solution	Yes; Helpdesk tool to be integrated with SLA Monitoring Tool (EMS) as per Section 7.14, RFP volume 1, Annexure-C	--
Provision of IA&AD E-mail address	-	Email addresses for SI's helpdesk resources would be provided.
HARDWARE		
Server and Storage	The server and storage proposed for OIOS Application shall be used for installation and configuration of the Contact Center application	
Primary Rate Interface (PRI) Lines	As a Service	Yes
Toll-free number	As a Service	Yes
Procurement of Softphone on the desktop/ Hard phone/ IP Phone for IA&AD L1 Technical Support	As a Service	Yes

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Helpdesk Component	SI Responsibility (Offsite)	IAAD Responsibility (Onsite)
Desktops, Headset & L3 device -	Yes; for SI Contact Center (As a Service);	Yes
Furniture, AC, LAN	--	Yes
SLA Management & Monitoring	Yes	--
Annual Technical Support (ATS)	Yes	--
Helpdesk Service in English & Hindi	Yes	Yes
Support through phone or email or web-app or live chat	Yes	--
Creation of Knowledgebase on FAQs for Self Service Help to users	Yes	--
Bandwidth	SI to do sizing and provision at its own contact center	Existing NICNet

3.5. Format 6A introduced to capture Centralized Helpdesk Hardware & Software Costs

Refer sheet ‘Format 6A’ in Final.OIOS.BOQ.v2.0 Commercial excel sheet

3.6. SLAs that shall be applicable to the ISP under the Tripartite Agreement for Bandwidth provisioning:

Bandwidth Link - packet drops (individual links)	Bandwidth Link - packet drops at DC/DR/NIC Net location	<1%	Liquidated damages will be levied as per the following table:	<p>Quarterly payment will be levied as additional liquidated damages. Note: This liquidated damage to be calculated for each link</p>								
			For each additional drop of 0.5% in performance below 2.5%, 1% of									
			<table border="1"> <thead> <tr> <th data-bbox="1153 598 1370 885">% of packet drops</th> <th data-bbox="1370 598 1742 885">Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase</th> </tr> </thead> <tbody> <tr> <td data-bbox="1153 885 1370 946">< 1.5% & > 1%</td> <td data-bbox="1370 885 1742 946">0.5%</td> </tr> <tr> <td data-bbox="1153 946 1370 1048">< 2% & > = 1.5%</td> <td data-bbox="1370 946 1742 1048">1%</td> </tr> <tr> <td data-bbox="1153 1048 1370 1147"><= 2.5% & >= 2%</td> <td data-bbox="1370 1048 1742 1147">2%</td> </tr> </tbody> </table>		% of packet drops	Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase	< 1.5% & > 1%	0.5%	< 2% & > = 1.5%	1%	<= 2.5% & >= 2%	2%
% of packet drops	Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase											
< 1.5% & > 1%	0.5%											
< 2% & > = 1.5%	1%											
<= 2.5% & >= 2%	2%											

<p>Bandwidth Latency</p>	<p>Bandwidth Latency measured at DC/DR/NIC Net location</p>	<p><100 ms</p>	<p>Liquidated damages will be levied as per the following table:</p> <p>For each additional drop of 100 milliseconds in performance, 3% of</p> <table border="1" data-bbox="1153 327 1742 799"> <thead> <tr> <th data-bbox="1153 327 1406 612">Average bandwidth latency (In milliseconds)</th> <th data-bbox="1406 327 1742 612">Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase</th> </tr> </thead> <tbody> <tr> <td data-bbox="1153 612 1406 675"><120 & >= 100</td> <td data-bbox="1406 612 1742 675">0.5%</td> </tr> <tr> <td data-bbox="1153 675 1406 737"><150 & >= 120</td> <td data-bbox="1406 675 1742 737">1%</td> </tr> <tr> <td data-bbox="1153 737 1406 799"><200 & >= 150</td> <td data-bbox="1406 737 1742 799">2%</td> </tr> </tbody> </table> <p>link</p>	Average bandwidth latency (In milliseconds)	Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase	<120 & >= 100	0.5%	<150 & >= 120	1%	<200 & >= 150	2%
Average bandwidth latency (In milliseconds)	Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase										
<120 & >= 100	0.5%										
<150 & >= 120	1%										
<200 & >= 150	2%										

Quarterly payment of Operation and Maintenance cost will be levied as additional liquidated damages.

Note: This liquidated damage to be calculated for each

<p>Bandwidth Link Availability</p>	<p>Bandwidth link availability at DC/DR/NIC Net</p>	<p>Minimum 99.5% on quarterly basis</p>	<p>Liquidated damages will be levied as per the following table:</p> <p>For each additional drop of 1% in performance below 98%, 1% of</p> <table border="1" data-bbox="1153 327 1742 799"> <thead> <tr> <th data-bbox="1153 327 1406 612"> <p>% of throughput observed</p> </th> <th data-bbox="1406 327 1742 612"> <p>Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase</p> </th> </tr> </thead> <tbody> <tr> <td data-bbox="1153 612 1406 675"> <p>< 99.5% & > = 99%</p> </td> <td data-bbox="1406 612 1742 675"> <p>0.5%</p> </td> </tr> <tr> <td data-bbox="1153 675 1406 737"> <p>< 99% & > = 99.5%</p> </td> <td data-bbox="1406 675 1742 737"> <p>1%</p> </td> </tr> <tr> <td data-bbox="1153 737 1406 799"> <p>< 98% & > = 99%</p> </td> <td data-bbox="1406 737 1742 799"> <p>2%</p> </td> </tr> </tbody> </table> <p>Quarterly payment will be levied as additional liquidated damages. Note: This liquidated damage to be calculated for each link</p>	<p>% of throughput observed</p>	<p>Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase</p>	<p>< 99.5% & > = 99%</p>	<p>0.5%</p>	<p>< 99% & > = 99.5%</p>	<p>1%</p>	<p>< 98% & > = 99%</p>	<p>2%</p>
<p>% of throughput observed</p>	<p>Liquidated damages as % of the Quarterly payments during Operations & Maintenance Phase</p>										
<p>< 99.5% & > = 99%</p>	<p>0.5%</p>										
<p>< 99% & > = 99.5%</p>	<p>1%</p>										
<p>< 98% & > = 99%</p>	<p>2%</p>										

3.7. Section 7.5 Reporting, RFP Volume 1, Annexure C, page no. 90

The OEM should fall in the Gartner’s Magic quadrant or featured in Forrester Wave / IDC report for Reporting Solution

3.8. Illustration of payment for development based on product backlog

Assume, that the development cost for Phase 1 quoted is Rs. Y and Phase 2 is Rs. Z.

The amount payable upon completion of the following is 5 % of Y. (5% for Phase 2 development cost of Rs. Z is also paid at the same time)

- a. Approval of Integrated Project Management Plan
- b. Finalization of initial version of Product Backlog
- c. After Deployment of resources (onsite/offsite)

The payable amounts during development are listed below.

S. No.	Item in backlog	Estimated effort (weights)	Pro-rata	Amount payable on Stage 0 acceptance	Amount payable on Stage 1 acceptance	Amount payable on Stage 2 acceptance	Amount payable on Phase acceptance	Amount payable on One quarter after Go-Live
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
1	User story 1	10	10/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y	5 % of Y	10% of Y
2	User story 2	20	20/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
3	User story 3	15	15/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
4	User story 4	30	30/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
5	User story 5	25	25/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
6	User story 6	5	5/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
7	User story 7	10	10/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
8	User story 8	20	20/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
9	User story 9	10	10/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
10	User story 10	10	10/155	40% of (D) * Y	20% of (D) * Y	20% of (D) * Y		
	Total	155						

Pre-Bid Query/Clarifications Response

4. Annexure – C: Response to the pre-bid queries received via email from prospective bidders

1. The Note mentioned at page no. 204 & 205 of Annexure C of RFP volume I shall be applicable for all the OIOS Solution Components mentioned in the Annexure C.
2. Response to the pre-bid queries in separate PDF is enclosed.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AA1	RFP Vol. -2 Reference Number: 51-ISW/2019-'One IA&AD One System' Project Section 7.1.1 Eligibility of Bid Page No. 19 Point no. e	Consortium is not allowed.	We request you to allow consortium	Suggestion		No consortium is allowed as per RFP
AA2	RFP Vol. -2 Reference Number: 51-ISW/2019-'One IA&AD One System' Project Section 7.7.1.5 Pre-qualification (PQ) criteria at Page No. 32 Sl no. 5	The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18) respectively. This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc.	Turn over of the company seems to be on higher side. We request you to kindly reconsider as per your guidelines.	Suggestion		Refer Corrigendum
AB1	Volume 1, Section no. 22.1, Page 110	Portal Design Guidelines	As this RFP is being evaluated using QCBS methodology and quality is one of the important parameters, so we recommend that PORTAL/CMS being core component for OIOS application should be considered from OEMs products which are in leaders in Gartner MQ/Forrester wave for Web Content Management (WCM). Additionally the complete presentation layer/website can be built on WCM.	Suggestion	Emphasis on Quality Products and Solutions for CAG, in line with benchmarked/proven technologies	Bidder to assess and propose a solution that best meets the RFP requirements (01.00 OIOS RFP Vol 1. 22. Adherence to Standards, Policies and Guidelines, Page 110)
AB2	Page 22, VOLUME – I – Annexure A Section 1.4.16	Provide a platform to do data entry through prescribed web forms with the facility to upload attachments.	As in CAG OIOS system various services including Audits will be conducted through forms based on information provided in the RFP, so our recommendation is that CAG should consider forms (online and offline) in your current architecture using which you can conduct real time audits or migrate legacy data. The forms solution must have provision to create dynamic forms by configuring the fields with basic and cross-page validation checks for all e-Form, both in online and offline forms (downloaded e-Forms). If the forms are downloaded for off-line filling, there must be option to save the partially filled data in offline. End users must not be able to make any design changes to offline forms. Offline forms should be in PDF format for data security.	Suggestion	Enhanced process control, besides ease of processing and convenience of end user	The RFP condition remains unchanged.
AB3	Page 22, VOLUME – I – Annexure A Section 1.4.16	Provide a platform to do data entry through prescribed web forms with the facility to upload attachments.	As users can access the Forms from various devices including tablets, laptop, desktop - Our suggestion is the online forms must be adaptive and responsive in nature to adopt to various devices and the layout of forms rendered on smart phones, tablets and desktop browsers should be different to fit the smaller screens, including navigation to different tabs or pages of the forms	Suggestion	Enhanced User Experience	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AB4	Page 114, VOLUME – I Section 22.6 Point XVIII	The Mobile Application should work in both online and offline mode and have the capability to synchronize with the central application once the data generated in offline mode gets the required connectivity.	During field inspection and audit, all Forms will be required both in online mode as well as in offline mode through mobile app and mobile app should have capability to synchronize with the central application once the data generated in offline mode gets the required connectivity	Suggestion	Enhanced process control, besides ease of processing and convenience of end user	The RFP condition remains unchanged.
AB5	Page 98, VOLUME – I – Annexure A Section 31.1, page no. 98	Generation based on a template	Since the proposed CAG OIOS application would generate various documents based on templates - Our recommendation is that proposed application should generate secured , tamperproof PDF based certificates which will have security features to prevent the edit, copy and should include watermarks . The documents generated in HTML /Word format are not secure and can be modified by user during print, so tamperproof PDF based documents are universally adopted in Industry.	Suggestion	Document Security	The RFP condition remains unchanged.
AB6	Volume 1, Section 7.3.2, Page 33	The Selected Bidder shall identify and inform product owner about the usage of Digital Signatures for various officials in the business process workflow.	As in the approval of transaction in proposed OIOS system through workflow management system , multiple users will be involved so our understanding is that multiple users can eSign/digitally sign the attached document in a single transaction. This feature is needed in the Solution	Suggestion	Better Compliance and Document Security	The RFP condition remains unchanged.
AB7	Volume-1, Annexure A, Section 1.6.1,Page 27	Upload and link attachments such as documentation of approval of competent authority, deliberations/minutes of meeting/committees regarding the formation of office	Combining multiple files of different formats to generate single PDF file - The Application/Forms Solution must allow CAG field officials to combine, rearrange and augment PDF and non-PDF document (other pdf document, images, xls, doc, ppt files) into a single flat PDF document. This will not only ensure ease of submission, upload but also provide better administrative control	Suggestion	Ease of User Convenience; better Compliance	The RFP condition remains unchanged.
AB8	Volume-1, Annexure A, Section 23.8, Page no. 77	While uploading Key documents on the OIOS system, the audit team will define the security classification of the documents as Unrestricted/Restricted/Confidential/Secret, if and wherever necessary. The access to key documents will be based on the security classification	CAG shares lots of confidential communication with internal and external stakeholders. Some of these documents are digital signed, but most of them are not signed or editable easily post download. The document exchange between officials and other Governme	Suggestion	Enhanced Document Security	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AB9	General	Other Suggestion	Similar to Gartner reference for OEMs for IT Infrastructure, BPM, DMS - CAG will also benefit with Gartner/Forrester/IDC references for other critical Solutions in scope in this RFP like Portal, Forms through associated Quadrants like Web Content Management, Digital Experience Platforms	Suggestion	Uniformity across Solutions with proven capabilities for CAG	The RFP condition remains unchanged.
AC1	01.00.OIOS.RFP.Vol.1,Annexure C , 7.4.7. End-User Experience Management System pg 87	3 The proposed system must be able to detect user impacting defects and anomalies and report them in real-time: <ul style="list-style-type: none"> - Slow Response Time - Fast Response time - Low Throughput - Partial Response - Low Throughput - Missing component within transaction 	Change suggested 3 The proposed system must be able to detect user impacting defects and anomalies and report them in real-time: <ul style="list-style-type: none"> - Latency (Response time) metrics such as: E2E ,host,network,redirect, page render time. - Report on Throughput - Network Throughput - Network load transferred 	OEM specific. Kindly Alter specification as suggested to be more meaningful.	Slow response / fast response/partial response are indirect metrics for measuring Latency. The SLA for application performance dictates what response times must be met basis which multiple latencies and throughput needs to be measured as suggested.	No changes
AC2	01.00.OIOS.RFP.Vol.1,Annexure C , 7.4.7. End-User Experience Management System pg 88	5The proposed system must be able to provide user usage analysis and show how user's success rate, average time and transaction count has changed over a specific period of time such as current week versus previous week.	Change suggested The proposed system must come built in with end-user monitoring to provide visibility into end-to-end transaction time and availability, and browser page performance and availability, for your web-based applications. it should allow to detect and respond when users are experiencing slow response times and outages.	OEM Specific. Kindly Change as per suggestion in previous column	OEM Specific.	No changes

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AC3	01.00.OIOS.RFP.Vol.1,Annexure C , 7.4.7. End-User Experience Management System pg 88	<p>8The proposed solution should be capable of identifying the problem domain (browser, network or application) thereby it should monitor the browser side metrics and provide reports in real time for:</p> <ul style="list-style-type: none"> • DOM Construction Time (ms) • Page Load Time (ms) • Previous page unload time (ms) • Browser Render Time (ms) • Page Roundtrip Time (ms) • Responses Per Interval (browser activity) 	<p>Change suggested</p> <p>8The proposed solution should be capable of identifying the problem domain (browser, network or application) thereby it should monitor the browser side metrics and provide reports in real time for:</p> <p>. DOM Metrics . Transaction errors and latency wrt to application server , web services and database.</p> <ul style="list-style-type: none"> • Page Load Time • Page Render Time • TCP Roundtrip Time • Page idle time . Think Time 	OEM Specific. Kindly Change as per suggestion in previous column	OEM Specific.	No changes.
AC4	01.00.OIOS.RFP.Vol.1,Annexure C , 7.4.7. End-User Experience Management System pg 89	12 The proposed solution must be able to provide flexibility by enabling addition of annotations to business indicators to enhance clarity and context around its behavior enabling better information sharing and collaboration.	<p>Remove clause.</p> <p>The product comes labelled with self explanatory metrics and labels for clear understanding.</p>	OEM Specific. Kindly Remove specification	OEM Specific.	Deleted
AC5	01.00.OIOS.RFP.Vol.1,Annexure C , 7.4.7. End-User Experience Management System pg 89	11The proposed solution must be able to work consistently on a variety of mobile devices such as iOS, Android OS based etc.	11The proposed solution must come enabled with component for monitoring and analyzing web traffic for mobile devices. Important metrics to collect should be : -Client os , browser -Sessions Impacted -Availability -Performance	OEM Specific. Kindly Change as per suggestion in previous column	OEM Specific.	No changes
AD1	Volume 1. Annexure C Section: 7.19.1, point no.2 Page No: 127	Should support Hot Pluggable & Redundant Management Modules with on board/virtual KVM functionality.	Kindly change the clause to "Should support Redundant Management Modules with on board/virtual KVM functionality"	Compliance issue	Not all vendors has the same architecture. Few vendors provide their Management Module external to the chassis hence those cannot be hot pluggable.	Should support Hot Pluggable/ equivalentmnt (external to chasis) & Redundant Management Modules with on board/virtual KVM functionality.
AD2	Volume 1. Annexure C Section: 7.19.1, point no.8 Page No: 128	The enclosure should support redundant network / converged module / with at least 4 10G uplink ports, up-linkable to the Data Center switch	Kindly change the clause to "The Blade solution should provide redundant network / converged module / with at least 4 10G LAN uplink ports or equivalent Bandwidth per switch , up-linkable to the Data Center switch"	Suggestion	Request to mention the uplink requirement clearly like Port Type is Ethernet or something else. The ports are required per Switch or across Redundant switches.	Bidder to propose.

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AD3	Volume 1. Annexure C Section: 7.19.1, point no.10 Page No: 128	The enclosure should support redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays.	Kindly change the clause to "The Blade solution should provide redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplink ports or equivalent Bandwidth uplinkable to the Datacenter SAN switch"	Compliance issue	Not all vendors has the same architecture where few offers end to end FCoE solution hence there are no separate 16G FC downlinks with the server bays. The FC & Ethernet protocols are distributed at the converged switch level which is already allowed as per the Specs.	No change
AD4	Volume 1. Annexure C Section: 7.19.1, point no. 16 Page No: 129	Must have a real time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide web browsing options.	Kindly change the clause to "Must have a Virtual KVM functionality and be able to perform a remote Power sequence or ON/OFF. Must provide web browsing options"	Compliance issue	Real time KVM is typically not mentioned in the OEM product documents. Also, we understand remote power On/Off using the virtual remote session is what required. Request to confirm.	Remote power On/Off is part of remote Power sequence. This functionality is required to keep least manual intervention.
AD5	Volume 1. Annexure C Section: 7.19.1, point no. 17 Page No: 129	Must have the ability to map the remote media to the server and ability to transfer files from the user's desktop/laptop folders to the remote server with only the network connectivity.	Kindly change the clause to "Must have the ability to map the remote media to the server and to connect the server using remote sessions"	Compliance issue	File transfers from Laptop/Desktop to the remote servers typically does not falls under the server Management System preview. These tasks are performed at Operating System/Hypervisor Layer/Software's.	Must have the ability to map the remote media to the server and to connect the server using remote sessions/ equivalent.
AD6	Volume 1. Annexure C Section: 7.19.2, point no. 2 Page No: 130	128 GB RAM total scalable to at least up to 1TB, using DDR4 Load Reduced DIMM (LRDIMM) memory modules.	Kindly change the clause to "128 GB RAM total scalable to at least up to 1TB, using DDR4 RDIMM/LRDIMM memory modules."	Suggestion	LRDIMM's are costly compared to RDIMM's and are suggested for the server requiring very high memory requirements. For 128GB Memory requirement per server LRDIMM would increase the customer TCO.	No change
AD7	Volume 1. Annexure C Section: 7.19.2, point no. 5 Page No: 130	Integrated PCIe 3.0 based 12G SAS Raid Controller with RAID 0, 1 with 1GB of Flash backed write cache on board.	Kindly change the clause to "Integrated PCIe 3.0 based 12G SAS Raid Controller with RAID 0, 1 "	Suggestion	Blade servers comes with Two internal Drive Bays hence can only perform RAID 0 or 1. Since for any further RAID types more than two drives are required. The RAID card with cache module also increases the Card cost and overall TCO of the Blade server.	No change
AD8	Volume 1. Annexure C Section: 7.19.2, point no. 11 Page No: 131	Network server mode	Request to remove this clause.	Compliance issue	Also, Request to share more details about Network Server Mode and its requirement.	Deleted: Network server mode
AD9	Volume 1. Annexure C Section: 7.19.2, point no. 14(b) Page No: 132	Server should support agentless management using the out-of-band remote management port.	Kindly change the clause to "Server should support agentless management using the In Band / out-of-band remote management."	Compliance issue	Due to difference in architecture, Few vendors provide InBand Management and there is no separate port for the same.	Server should support agentless management using the In Band / out-of-band remote management.
AD10	Volume 1. Annexure C Section: 7.19.2, point no. 16 Page No: 132	Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.	Kindly change the clause to "Should help to proactively identify out-of-date Firmware and enable the central Management & update of system software/firmware components for all servers at DC, DR or edge locations."	Compliance issue	Request to include all firmware upgrades for all components in the Blade server. Request also to incorporate the next generation technology where all updated & Management happens from a single location.	Should help to proactively identify out-of-date firmware such as BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.
AD11	Volume 1. Annexure C Section: 7.19.6, point no. 1 Page No: 141	SAN switches shall be configured where each SAN switch shall be configured with minimum of 12 ports scale up to 24 port.	Kindly change the clause to "SAN switches shall be configured where each SAN switch shall be configured with minimum of 16 ports scale up to 32 port."	Suggestion	There will be no cost impact of a 24 Port SAN switch compared to 32 port SAN switch. However, you will get enough scalability for future requirements.	No change

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AD12	Volume 1. Annexure C Section: 7.19.6, point no. 3 Page No: 142	Should deliver 8 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 24 ports in an energy-efficient fashion	Kindly change the clause to "Should deliver 16 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 24 ports in an energy-efficient fashion"	Suggestion	As 8Gbps is a very old technology and SAN switches are available with 32Gbps ports.	No change
AD13	Volume 1. Annexure C Section: 7.19.6, point no. 4 Page No: 142	Should protect existing device investments with auto-sensing 4, 8, and 16 Gbit/sec capabilities.	Kindly change the clause to "Should protect existing device investments with auto-sensing 4, 8, 16, 32 Gbit/sec capabilities."	Suggestion	As 8Gbps is a very old technology and SAN switches are even available with 32Gbps ports.	No change
AD14	01.00.OIOS.RFP.Vol.1, Section 9, page no. 49	9. Project Timelines: High Level Implementation Timelines of OIOS Project	Application will be developed and deployed in phases. However, we understand that the hardware has to be installed in one go for all the phases. Please clarify	Suggestion	We suggest that Architecture should be agile in nature and should be installed in one go as application development will require resources form time to time. And application development may get delayed due to resource unavailability	No. Hardware deployment would be in phase-wise manner. Refer RFP
AD15	01.03.OIOS.RFP.Vol.1.Annex.C, Section 7.19, sub section 7.19.8, page no. 146	7.19.8. Access Switch	We suggest to provide the functional requirement for the software data networking along with spine and leaf specifications	Suggestion	As we understand that the applications are critical and multiple segments are required to limit east to west traffic. It will be better to use software define networking with microsegmentation.	No change.
AD16	01.03.OIOS.RFP.Vol.1.Annex.C, Section 6.2, sub section 6.2.9, page no. 44	6.2.9. DC Networking features	Additional specs for the Network Fabric	Suggestion	Fabric is the CLOS Architecture defined using Spine, Leaf and VXLAN + ISIS or VXLAN + EVPN Protocol. Fabric must have following functionalities - Flexibility : allows workload mobility anywhere in the DC Robustness : while dynamic mobility is allowed on any authorized location of the DC, the failure domain is contained to its smallest zone Performance: full cross sectional bandwidth (any-to-any) – all possible equal paths between two endpoints are active Deterministic Latency : fix and predictable latency between two endpoints with same hop count between any two endpoints, independently of scale. Scalability : add as many Leaf as needed to achieve desired scale in terms of number of servers while maintaining the same oversubscription ratio everywhere inside the fabric. Fabric must provide deeper visibility into the fabric in terms of latency and packet drop between VM to VM, VM to Physical server and vise versa, Leaf to another leaf. Fabric must integrate with best of breed* L4 - L7 Physical and virtual appliance and manage using single pane of glass. Fabric must provide open programmable interface using python SDK, Jason SDK from the Central Management appliance / controller for programming/configuring the entire fabric.	No change
AD17	01.03.OIOS.RFP.Vol.1.Annex.C, Section 7.4, sub section 7.4.3, page no. 78	7.4.3. Database Monitoring System	We request you to make Informix support optional considering the long term supportability of the Database Monitoring solution.	Suggestion	Informix is nearly end of support, as a result none of the leading APM vendors support it	Deleted: Informix

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AD18	01.03.OIOS.RFP.Vol.1.Annex.CSection 7.4, sub section 7.4.1, page no. 72	7.4.1. Server Monitoring	We request to make multi-manager solution as optional	Suggestion	Multi-manager restriction will keep more efficient solutions to be proposed and cost more interms of the required infrastructure reducing the overall monitoring solution efficiency. If this requirement can be removed or made optional then more efficient solutions can be proposed which will be less resource intensive.	Query is not clear.
AD19	01.03.OIOS.RFP.Vol.1.Annex.CSection 7.4, sub section 7.4.1, page no. 72	7.4.1. Server Monitoring	We request you to make the external DB support as optional.	Compliance issue	Keeping the external DB requirement optional rather than mandatory would help propose industry leading solutions.	Refer corrigendum: Section 7.4.1 (Point NO. 25) of Annexure C to Vol-I is to be raed as "The system may have its native database or capability to use external database like MS-SQL, Oracle etc."
AD20	01.03.OIOS.RFP.Vol.1.Annex.CSection 7.4, sub section 7.4.1, page no. 72	7.4.1. Server Monitoring	We request you to make capacity planning feature as a separate section or make it an optional feature.	Compliance issue	Capacity planning should ideally be a separate requirement and not to be made part of Server monitoring as it has to take into account various factors like, server, DB, application and network to accurately provide capacity models.	No change
AD21	RFP Vol-1- Annexure C Page no. 157. Point -15	Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability. The proposed security device or its family can also have optional wireless in hardware or software.	Please change the clause to "Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability. ."	Compliance issue	This is specific to OEM	Duplicate query: Refer corrigendum
AD22	RFP Vol-1- Annexure C Page no. 157. Point -18	Solution should support Session based differentiated services code point (DSCP) classification.	Kindly remove this clause.	Compliance issue	This is function of switch and hence request removal	Deleted: Solution should support Session based differentiated services code point (DSCP) classification.
AD23	RFP Vol-1- Annexure C Page no. 157. Point -14	The security instance must have a provision to highlight visually the rules which are unused within the policy for a long time.	Please change the clause to "The security instance must have a provision to highlight visually the rules which are unused within the policy for a long time or should support hit count for policy"	Compliance issue	Different OEM use different mechanism and request you to make the generic clause so major oems can be qualified.	Duplicate query
AD24	RFP Vol-1- Annexure C Page no. 158. Point -23	The proposed solution shall have sandbox behavior-based inspection and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for d	Please change the clause to "The proposed solution shall have sandbox behavior-based inspection and protection of unknown viruses/malware and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day malware/threat score. The solution should support on-premise based malware analysis appliance. The same should be mentioned on public domain like websites, datasheets	Compliance issue	Different OEM use different mechanism and hence requesting change. Also, as per our understanding no file can be submitted in cloud and hence requesting to include on-premise based appliance.	The proposed solution shall have sandbox behavior-based inspection and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day malware. The solution should support cloud-based/ on-premise analysis. The same should be mentioned on public domain like websites, datasheets.

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AD25	RFP Vol-1- Annexure C Page no. 159. Point -27	The proposed security instance shall perform content-based signature matching beyond the traditional hash base signatures and should support SMB/ NetBIOS traffic scan/inspection	Please change the clause to "The proposed security instance shall perform content-based signature matching beyond the traditional hash base signatures and should support SMB/ NetBIOS traffic scan/inspection or The detection engine must incorporate multiple approaches for detecting threats, including at a minimum exploit-based signatures, vulnerability-based rules, protocol anomaly detection, and behavioral anomaly detection techniques	Compliance issue	Different OEM use different mechanism and request you to make the generic clause so major oems can be qualified.	The proposed security instance shall perform content-based signature matching beyond the traditional hash base signatures and should support SMB/ NetBIOS traffic scan/inspection or The detection engine must incorporate multiple approaches for detecting threats, including at a minimum exploit-based signatures, vulnerability-based rules, protocol anomaly detection, and behavioral anomaly detection techniques
AD26	RFP Vol-1- Annexure C Page no. 159. Point -30	The security instance must have a provision to highlight visually the rules which are unused within the policy for a long time.	Please change the clause to "The security instance must have a provision to highlight visually the rules which are unused within the policy for a long time or should support hit count for policy"	Compliance issue	Different OEM use different mechanism and request you to make the generic clause so major oems can be qualified.	Duplicate query: Refer corrigendum
AD27	RFP Vol-1- Annexure C Page no. 160. Point -33	It shall provide threat prevention throughput of at least 2 Gbps from on real world/application Mix/ app mix/ enterprise Mix. The min threat prevention features must include features like IPS, Antivirus, Anti Spyware, Zero Day protection etc.	Please change the clause to "It shall provide threat prevention throughput of at least 2 Gbps from on real world/application Mix/ app mix/ enterprise Mix/1024B. The min threat prevention features must include features like IPS, Antivirus/Antimalware, Anti Spyware, Zero Day protection etc.	Compliance issue	Different OEM use different mechanism and request you to make the generic clause so major oems can be qualified.	It shall provide threat prevention throughput of at least 2 Gbps from on real world/application Mix/ app mix/ enterprise Mix/1024B. The min threat prevention features must include features like IPS, Antivirus/ Anti malware, Anti Spyware, Zero Day protection etc.
AD28	RFP Vol-1- Annexure C Page no. 160. Point -35	The proposed solution must support at least 100 IPsec VPN tunnels and up to 1000 SSL VPN Users from Day one without requiring any license.	Please change the clause to "The proposed solution must support at least 100 IPsec VPN tunnels and up to 1000 SSL VPN Users from Day one with/without requiring any license."	Suggestion	Some include offer VPN as free while most has a cost. So both OEM should be allowed to offer their solution	Bidder need to provide desired VPN features and it could be with/without requiring any license
AD29	Threat Prevention RFP Vol-1- Annexure C Page no. 159. Point -29	The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. Can also have optional wireless support in the software proposed device as well as complete family of OEM.	Please change the clause to "The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware."	Compliance issue	This is specific to OEM	Duplicate query: Refer corrigendum
AD30	Performance Requirement RFP Vol-1- Annexure C Page 160 Point -32	Security instance shall provide application aware throughput of at least 4 Gbps from day one. The OEM must publish performance claims on public domain like websites, datasheets. Letter head performance claims will not be entertained.	Please change the clause to "Security instance shall provide application aware throughput of at least 4 Gbps from day one. The OEM must publish performance claims on public domain like websites, datasheets or should provide undertaking"	Compliance issue	Since the objective is ensure performance is met and hence requesting change	No change

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AD31	6.2.7. Governance & Risk Assessment features RFP Vol-1- Annexure C, sub section 6.2.7, page 41	Governance & Risk Assessment features	Please add this clause -The analytics platform should be able to automatically generate per application whitelist policy and be able to enforce policy using built in host firewall on application workload allowing only the required traffic, blocking everything else	Suggestion	With increased E-W traffic communication in the application environment. It is critical to have an application whitelist policy which will ensure secure communication between all app tiers. In case there is any malicious activity then the workload itself can block the traffic, thus ensuring 100% security in the environment.	No change
AD32	6.2.7. Governance & Risk Assessment features RFP Vol-1- Annexure C, sub section 6.2.7, page 41	Governance & Risk Assessment features	Please add this clause - The platform should provide continuous review of the whitelist policy using real-time or historic data and provides versioning and change logs for audit and to track compliance deviations	Suggestion	For auditing purpose, the environment needs to have a view of the policies being deployed in the environment and any compliance deviations.	No change
AD33	8.3.1. Enterprise Network Security RFP Vol-1- Annexure C, sub section 8.3.1, page 154	Enterprise Network Security	Please add this clause - The solution should include an application analytics and forensics tool to should detect Malicious activity and provide isolation of devices as the attack vector has been identified.	Suggestion	There should be an application analytics and forensics tool in the environment to ensure there is isolation of devices and adequate proof to figure out why the attack had been performed to ensure the environment is future ready.	No change
AD34	8.3.1. Enterprise Network Security RFP Vol-1- Annexure C, sub section 8.3.1, page 154	Enterprise Network Security	Please add this clause -It should support Micro Segmentation capability (application by port, application tier, workload) on application end host and provide process-based segmentation for dynamic port applications to provide application process inventory baseline	Suggestion	In a large setup, the solution should have features of enhanced security by providing micro-segmentation capability by port, application tier or the workload. This will ensure the applications are 100% secure	No change
AD35	8.3.1. Enterprise Network Security RFP Vol-1- Annexure C, sub section 8.3.1, page 154	Enterprise Network Security	Please add this clause - It should Detect multiple forms of process behavior deviations such as shellcode, raw socket creation, user Login suspicious behavior, interesting File Access, file Access from a different user, unseen Command etc.	Suggestion	There are unwarranted activities carried out during application access to provide real time security, request you to include as part of the solution	No change
AD36	8.3.1. Enterprise Network Security RFP Vol-1- Annexure C, sub section 8.3.1, page 154	Enterprise Network Security	Please add this clause - The platform should provide accurate inventory of the installed software packages on the workloads and quickly identify any know vulnerabilities and exposures In real time along with risk assessment score	Suggestion	All industry analysts predict, 98% of the attacks are carried out by known vulnerabilities in the environment. There should be a platform to track the software packages real time & provide information on any known vulnerability running on it real time giving a risk score in the applied environment. This will ensure the deployed solution is secure. Request to add	No change
AD37	3.1. OIOS Network Infrastructure Requirements RFP Vol-1- Annexure C section 3.1, page 12	Network Infrastructure	Please add this clause - The platform should provide TCP performance statistics for all traffic flowing the DC for viewing per flow SRTT latency, TCP retransmissions, TCP window-size changes, TCP Maximum Segment Size (MSS) change.	Suggestion	All communications between network & app are carried on TCP, there should be real time information available for TCP performance to ensure application uptimes	No change

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AD38	3.1. OIOS Network Infrastructure Requirements RFP Vol-1- Annexure C section 3.1, page 12	Network Infrastructure	Please add this clause - The solution should have capability to capture each and every flow and analyze them to provide rich telemetry information about network i.e. Buffer utilization, packet drops, network latency etc. and application i.e. process ID, process owner, application latency etc.	Suggestion	To ensure app uptime, the solution should tie, network performance & application latency the solution should provide information on packet drops, network latency's to improve application performance	No change
AD39	7.19.1. Blade Chassis RFP Vol-1- Annexure C, page 127	Blade Chassis	Please add this clause - The solution should use AI/ML technologies for Automated infrastructure management for patch upgrades, version upgrades ,etc., for hardware and software	Suggestion	For patch upgrades and version changes on firmware there should be an automated tool that provides push access to the infrastructure & ensures consistent upgrades &updates.	No change
AD40	7.19.1. Blade Chassis RFP Vol-1- Annexure C, page 127	Blade Chassis	Please add this clause - Server must be populated with all internal mLOM, PCI-e slots with Connectivity cards to offer maximum throughput to the overall Network on Day 1.	Suggestion	For path level redundancy, the solution should have network cards populated on blade servers to ensure highest throughput is delivered to the applications	No change
AD41	7.19.1. Blade Chassis RFP Vol-1- Annexure C, page 127	Blade Chassis	Please add this clause - The blade server to be provided with port level & card level redundancy	Suggestion	There should be redundant network paths, right from the blade level, request you to add this to ensure, a failure in network card, does not result in application downtime	No change
AD42	Server Operating System RFP Vol-1- Annexure C,section 7.8, page 96	Server Operating System	Please add this clause - The solution should support multiple hypervisors access information about the managed VM's, Hosts, datastores and execute commands such as provisioning, resizing or reconfiguring entities in the environment. can perform system monitoring, report on wasted storage, recommend actions, execute moves for VMs and VM storage, and execute VM reconfiguration (change CPU count, memory, etc.), also provide view on DB transactions such as SQL, DB	Suggestion	Request you to elaborate optimum use of virtualization technology. As the VM's provisioned need to provide intelligent VM optimization services which will ensure performance during peaks and would assist in capacity planning & provide recommended actions.	No change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AD43	Server Operating System RFP Vol-1- Annexure C,section 7.8, page 96	Server Operating System	Please add this clause - The solution shall provide a single pane of glass for automated provisioning with model-based orchestration of compute, network, storage ,applications and custom services through a unified multi-tenant IT service catalog	Suggestion	All the IT infrastructure components should be provisioned form single console for enhanced operations and troubleshooting.	No change
AE1	Vol. 1, Section 12.2.2. Other Requirements, Point no. 3, Page 67	The database server storage has to be provided on high speed disks (SSD's) for better performance.	Observation	Suggestion	Pls specify the capacity and Qty of SSD drive to be populated within the DB server	Bidder to assess and propose a solution that best meets the RFP requirements. Refer SAN requirement/ specifications in Annexure -C to Vol 1.
AE2	Vol. 1, Annexure-C, 6.2.11. Backup features, Point no. 3, Page No. 46	Low cost Object Storage should be utilized as the backup target. If there is need to use the block-based storage for backup target for staging or as a whole, the same should be flagged and explained.	Observation	Performance issue	Purpose Built backup appliances are designed to give the dep-up efficiency and reduction in backup window which is not possible with object storage as first backup target so looking at the requirement of 6 hours backup windows which can be achieved with purpose built backup appliance kindly consider the suggested change. However object storage can be used for long term retention. Looking at the performance benchmarking, we also request here to mention the backup appliance specification.	Duplicate query
AE3	Vol. 1, Annexure-C, 6.2.11. Backup features Page No. 46	d) Monthly Full with 30 days retention on Object Storage and 12 months retention on Long Term storage Yearly Full with 30 days retention on Object storage and 5 Years retention on Long term storage	Observation	Performance issue	Purpose Built backup appliances are designed to give the dep-up efficiency and reduction in backup window which is not possible with object storage as first backup target so looking at the requirement of 6 hours backup windows which can be achieved with purpose built backup appliance kindly consider the suggested change. However object storage can be used for long term retention.	Duplicate query
AE4	Vol. 1, Annexure-C, 7.19.4. SAN storage 40 TB, Point no. 15 Page No. 136	Shall have capability to use more than 30 drives per array group or raid group for better performance.	Observation	Issue	Please change the clause as below "Shall have capability to use more than 30 drives per array group / Storage Pool / Raid Group for better performance".	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AE5	Vol. 1, Annexure-C, 7.19.4. SAN storage 40 TB, Point no. 16 Page No. 136	Offered storage array shall be supplied with Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity.	Observation	Suggestion	Please change the clause as below "Offered storage array shall be supplied with Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity and Volume and File Volumes."	No change
AE6	Vol. 1, Annexure-C, 7.19.1. Blade Chassis, Point no. 03 Page No. 127	Should provide a highly reliable and high performance midplane/ back-plane design in the blade enclosure. Should provide detailed technical information	Observation	Suggestion	Different OEMs have different Blade Chassis Architectures. Dell Blade Chassis does not have any midplane/Backplane for the Ethernet connectivity. Hence suggest to revise the clause as "If the Chassis supports Midplane/back plane, then should provide a hi	Duplicate query: refer corrigendum
AE7	Vol. 1, Annexure-C, 7.19.1. Blade Chassis, Point no. 06 Page No. 127	Should support simultaneous housing of FCoE /Ethernet/ FC/ SAS/ InfiniBand interconnect fabrics offering Hot Pluggable & Redundancy as a feature	Observation	Compliance issue	"Hot pluggable and redundancy" has to be removed, since the same is not provided by any of the OEMs.	No change
AE8	Vol. 1, Annexure-C, 7.19.1. Blade Chassis, Point no. 07 Page No. 127	Blade Server Interconnect to: LAN/ Network/ converged	Observation	Suggestion	Kindly amend the clause as "Blade Server Interconnect to: LAN/ Network/ converged. Should support scalable L2 and L3 switching with automated network Quality of Service"	No change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AE9	Vol. 1, Annexure-C, 7.19.1. Blade Chassis, Point no. 10 Page No. 128	The enclosure should support redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays.	Observation	Compliance issue	Since our architecture supports direct SAN connectivity, without the need for SAN Switches within the Chassis, hence request to revise the clause as "The enclosure should support at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb	SAN switches are required. No change
AE10	Vol. 1, Annexure-C, 7.19.2 - Blade Server, Page no. 130	The OEM should fall in the Gartner's magic quadrant for Blade Servers.	Observation	Suggestion	Suggest to amend the clause as "The OEM should be in the Leaders category of the Gartner's magic quadrant for Modular Servers for at least 2 times in the last 3 published reports".	No change
AE11	Vol. 1, Annexure-C, 7.19.2 - Blade Server, Point no. 4, Page no. 130	2 * 600 GB hot plug SFF SAS drives.	Observation	Suggestion	Kindly amend the clause as " 2* 600 GB Hot Plug SFF SAS Drives and scalable upto 6 hot plug hard hard drives per compute node using internal drives or shared storage sled within chassis".	No change
AE12	Vol. 1, Annexure-C, 7.19.2 - Blade Server, Point no. 5, Page no. 130	Integrated PCIe 3.0 based 12G SAS Raid Controller with RAID 0, 1 with 1GB of Flash backed write cache on board	Observation	Suggestion	Request to change as "NV Cache/ Flash backed write cache" as this is the latest technology. Request to change 1GB to "minimum 8 GB Cache across a single Controller"	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AE13	Vol. 1, Annexure-C, 7.19.2 - Blade Server, Point no. 9, Page no. 131	Minimum of 2Nos of cards supporting Converged/ Ethernet/ FC adapters/ SAS/ IB adaptors	Observation	Suggestion	Pls clarify that this statement means that 2 cards (1 for Ethernet and 1 for FC connectivity) needs to be provisioned for each blade.	Duplicate query
AE14	Pg 454, 7.19 - Data Centre Hardware	-	Suggestion	Suggestion	Kindly add a few clauses related to the security features as mentioned below: Should have a cyber resilient architecture for a hardened server design for protection, detection & recovery from cyber attacks Should protect against firmware which executes before the OS boots Should provide effective protection, reliable detection & rapid recovery using: - Silicon-based Hardware Root of Trust - Signed firmware updates - Secure default passwords - Persistent event logging including user activity	No change
AE15	Page 473, 7.19.8 Pt 1	1	24 RJ-45 autosensing 10/100/1000 ports and 2 x 1G/10G SFP+ uplink ports	24 x10 G SFP+ ports and 2 x 40/100GSFP+ uplink ports	Schedule of requirement has access switch as 10G Switch. Kindly clarify.	These switches shall be used in DC for interconnect as and where required.
AE17				Software Defined Managemnet for the Infrastructure should be asked	This will Provide Centralized single Console for the Server , Storage and Network and Virtualization layer	No change

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AE18				Clos Architecture of 2x Spine and 4 c Leaf (24 port 10G SFP+ Switch)		No change
AE19				Aggregation Switch supporting 32x 40/100 G to Be Spine	To connect to Top of Rack 24 port Access switch	No change
AE20				Spine Switches should Support Hot swappable power supply and Redundant fans	High Availability is required	No change
AE21				Switch should support Open Softwrae deined Fabric		No change

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AF1	01.02.OIOS.RFP.Vol.1.Annex.B.pdf Page 27, Point 3	In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centers so that when an outage occurs, failover to the surviving data center can be accomplished within the specified RTO. This is the period during which the Compute environment for the application shall be equivalent to DC.			It totally depends on the manual intervention. DC to DR switch will not be automatic.	Agreed.
AF2	01.03.OIOS.RFP.Vol.1.Annex.C.pdf Page 98, 7.9, Point no 4	Database solution should have advanced row compression technique that uses two levels of compression dictionaries (table-level and page/Row level) to improve compression ratios, particularly as data changes		Compliance Issue. We don't have this technique of advanced row level compression because it will result in slow DML execution.	This point will not allow Open source based cost effective but equally competent RDBMS to be able to participate and to lower over-all cost of project.	Corrigendum: Database solution should have row compression technique to improve compression ratios
AF3	01.03.OIOS.RFP.Vol.1.Annex.C.pdf Page 99, 7.9, Point no 5	Database solution should provide temp table and index level compression with optimizer choosing the best algorithm.		Compliance Issue. No, We don't have any index level compression.		Database solution should provide table and index level compression.
AF4	01.03.OIOS.RFP.Vol.1.Annex.C.pdf Page 100, 7.9, Point no 18	Database solution should have an ability to self-tune its memory parameters dynamically when the executing workload changes		Compliance Issue. No, We don't have that	There are 3 main parameters used for the memory: Shared buffer, effective_cache_size and work_mem. Every change will require restart.	Database solution should have an ability to tune its memory parameters.

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AG1	01.00.OIOS.RFP.Vol.1 8.1. Track 1: Setting up of development and UAT environment Page 37	1. SI shall set up the development and testing environment in a cloud environment.	Observation		Kindly confirm at the time of proposing the UAT, development on cloud environment does bidder need to propose the DC and DR both the sites ?	Refer section 8.1. point 1 to 5. The statements are self explanatory
AG2	01.00.OIOS.RFP.Vol.1 12.2. Hosting requirements Page 63	g. For each of the site (DC & DR) there has to be Near DC/Near DR, which will be hosted at IA&AD provided space in the same city. No other compute infrastructure except storage, UPS is proposed to be hosted at these sites.	Observation		Kindly confirm does Bidder need to propose the only Near DC site or Only Near DR site or need to propose the BothNear DC as well as the Near DR site	Refer section 12.2. Hosting requirements. For each of the site (DC & DR) there has to be Near DC/Near DR as applicable.
AG3	01.00.OIOS.RFP.Vol.1 12.2. Hosting requirements Page 63	g. For each of the site (DC & DR) there has to be Near DC/Near DR, which will be hosted at IA&AD provided space in the same city. No other compute infrastructure except storage, UPS is proposed to be hosted at these sites.	Observation		Proposing the Near DC/DR site will increase the risk of data loss as both PDC/DR site and Near DC/DR site will prone to the same natural calamities hence we would request you to relax the NearDC/DR clause	No change, Bidder has to comply with the RFP terms
AG4	01.00.OIOS.RFP.Vol.1 12.2. Hosting requirements Page 63	i. The hosted IT infrastructure in the facilities of DC/DR shall be housed in a separate caged environment dedicated to IA&AD at each site. The cage should have biometric based access along with facility to put lock and key.	Observation		kindly confirm does bidder need to propose the Caged environment at Near DC and Near Site also ?	Caged environment is required only for DC, DR.

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AH1	01.03.OIOS.RFP.Vol.1.Annex.C 7.18. Geographic Information System Page 124	GIS application with minimal functionalities shall be provided on PaaS subscription model. SI needs to provision for Development/deployment licenses, if required.			As per our understanding CAG is looking for a secured In-premise behind firewall solution, hence we request to change this requirement.	GIS application with minimal functionalities shall be provided on perpetual license model. SI needs to provision for Development/deployment licenses, as required.
AH2	01.03.OIOS.RFP.Vol.1.Annex.C 7.18. Geographic Information System Page 124	4. The user would be able to pass the query output directly into a dashboard scenario, wherein the user must be able to design a dashboard as per the user's requirements using the query output. The dashboard one created should be able to be saved as a local pdf file.			We understand CAG is looking for a browser based configurable & dynamic dashboard.	4. User shall fire a query from OIOS dashboard and the output should be routed to browser based OIOS environment.
AH3	01.03.OIOS.RFP.Vol.1.Annex.C 7.18. Geographic Information System Page 125	5. The product should consume data directly from offered OIOS RDBMs with PostGIS without any bridge or middleware directly from native tables.			In order to ensure the application is truly scalable to meet current and future requirement we suggest to enhance the scope of compatibility with all major industry standard RDBMS including IBM DB2, SQL Server, Terradata, SAP HANA etc.	5. The product should consume data directly from leading databases including offered OIOS database.
AH4	01.03.OIOS.RFP.Vol.1.Annex.C 7.18. Geographic Information System Page 125	10. The Software should provide Leverage extremely fine-grained security model to assign access, scale and spatial security permissions to every aggregate/dataset in the system per user/role. Should support full SSL			Kindly elaborate the exact use case for fine grained security. The word aggregate/dataset are not clear, are they referring to Erdas Apollo's software description of files, if not kindly provide details.	10. The Software should provide Role based acces to GIS data/ content.

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AH5	01.03.OIOS.RFP.Vol.1.Annex.C 7.18. Geographic Information System Page 126	13. Should have "On-The-Fly Re-projection" and "On-The-Fly Mosaic" functionalities.			Kindly elaborate the exact use case for On-the-Fly mosaic functionality.	Deleted
AH6	01.03.OIOS.RFP.Vol.1.Annex.C 7.18. Geographic Information System Page 125	6. The GIS server software should Deliver data to OGCcompliant web applications. The software should facilitate interoperable web service interfaces for data, including OGC/ISO WMS, WMTS, WCS, WFS, and WFS-T with GML, KML, Geo RSS, and SLD support.			Kindly elaborate the exact use case for GeoRSS and SLD support	Deleted
AI1	Volume I; Annexure C; Section 8.3.1 Enterprise Network Security Point no 35, Page 160	The proposed solution must support at least 100 IPsec VPN tunnels and up to 1000 SSL VPN Users from Day one without requiring any license.	Since while accessing SSL VPN, users put their credentials and other confidential information on the portal and sometimes user browsers are affected with malwares etc., in such scenarios its necessary to ensure that user credentials and sensitive paramete	Suggestion	System should support ability to encrypt the user credentials in real time to protect the credentials especially password/Aadhar number or any other sensitive parameter as defined by to protect from keyloggers and credential stealing malware residing in the end users' browsers	No change
AI2	New Clause , Page 160		The SSL VPN and Single Sign on and Web Application Firewall should be on the same operating system/appliance in order to ensure consolidated security and should be able to generate OTP. In view of above, request you to change the clause to:"The proposed S	Suggestion	This would ensure that a user who connects to vpn is given integrated sign sign on access to applications protected by web application firewall, hence these solutions can work best in conjunction on same platform for robust security.	No change

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AI3	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 1, Page 161	Web Application Firewall should be present in latest Gartner Magic	Since Gartner Magic Quadrant has multiple categories and the Web Application Firewalls which are capable and have been providing robust security to applications are placed in Leaders & Challengers Quadrant. In view of above, request you to change the clau	Suggestion	This would ensure that CAG does not limit to one analyst & uses the best of the breed product for Web Application Firewall.	No change
AI4	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 2, Page 161	The proposed WAF can be a dedicated appliance or part of security solution with minimal latency	As it's a web application firewall which is a critical component of application server security, hence its necessary to ensure the security standard and certifications of the web application firewall itself. Also, the latency should be a defined paramete	Suggestion	This would ensure industry recognized security standard and certification for the web application firewall with minimal latency.	No change
AI5	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 3, Page 161	Should have throughput to meet functional requirement of OIOS	Throughput of the web application firewall should be specified. Its dependent on the number of applications and their throughput, that are being inspected by WAF. Since its mentioned for other components like Access Switch etc. hence required for WAF as w	Suggestion	For sizing of the web application firewall throughput and number of interfaces with the required bandwidth per interface is a necessity.	Bidder to assess sizing and propose a solution that best meets the RFP requirements.
AI6	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 4, Page 161	Traffic ports as required	Traffic ports bandwidth and number of ports for each bandwidth is required for sizing the solution. Since its mentioned for other components likes Access Switch etc. hence required for web application firewall as well. In view of above, request you to cha	Suggestion	For sizing of the web application firewall throughput and number of interfaces with the required bandwidth per interface is a necessity.	Bidder to assess sizing and propose a solution that best meets the RFP requirements.

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AI7	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 6, Page 161	The solution must be able to handle OWASP Top 10 attacks and Web Security Attack Classification.	Since OWASP Top 10 and Web Security Classification, lists the basic application attacks, however there are DDOS attacks and zero days attacks which are latest in security trends and also needs to be addressed by WAF. In view of above, request you to chan	Suggestion	Since DDOS attacks can cause downtime for application and make it unavailable. Also there are different way DDOS attacks can happen like cause stress on server or heavy url, hence in order to ensure application protection against it we need to have Application(L7) DDOS protection which can protect against zero days attacks by doing behavior analysis.	Refer Section 4. OIOS Security Requirements, RFP Vol 1, Annexure C
AI8	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 8, Page 161	Hiding Sensitive Content Parameters:It should be able to Mask values of sensitive parameters (for example, passwords, credit card and social AADHAR)	Sometimes user browsers are affected with malwares etc., in such scenarios its necessary to ensure that user credentials and sensitive parameters (for example, passwords, credit card and social AADHAR) are encrypted in the user browser for the request mad	Suggestion	System should support ability to encrypt the user credentials in real time so as to protect the credentials especially password/Aadhar number or any other sensitive parameter as defined by to protect from keyloggers and credential stealing malware residing in the end users' browsers	Refer Section 6.1. Security Architecture, RFP Vol 1, Annexure B
AI9	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 9, Page 161	It should be able to extract the attack source IP address	Extracting IP Address should be complemented with taking actions based on the ip address or blacklisted ip address by either dropping or as defined.In view of above, request you to change the clause to: "It should be able to extract the attack source IP address and validated if it's Blacklisted and drop or take restrictive action based on that."	Suggestion	Its required as per security best practices to ensure that blacklisted ip address are dropped or restricted.	The RFP specs are only giving technical specs, the solutioning part i.e. "validated if it's Blacklisted and drop or take restrictive action based on that" is to be proposed by Bidder
AI10	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 10, Page 161	Known Types of Attack Protection	From a web application security perspective, it should be secured from known as well as unknown, zero day or new attack.In view of above, request you to change the clause to: "Known Types of Attack Protection & protect against unknown, zero-day attacks by a combination of negative and positive security."	Suggestion	The web application firewall should provide complete security for known and unknown attacks to save application servers from being compromised.	The RFP specs are only giving technical specs, the solutioning part i.e. "protect against unknown, zero-day attacks by a combination of negative and positive security." is to be proposed by Bidder

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AI11	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 11, Page 162	Zero Day Attack Blocking	Since web application firewall is placed in front of the Application servers hence its required for the WAF to understand the behavior of the application server and monitor its performance, response time etc so that it has intelligence to trigger attack m	Suggestion	The web application firewall should provide comprehensive security based on web servers health and performance monitoring as well.	Bidder to assess and propose a solution that best meets the RFP requirements
AI12	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 15, Page 162	Web Crawler	There are some good bots that needs to be allowed, however the bad bots need to be blocked so the WAF solution should be capable to protect against bots using Proactive BOT Defense. In view of above, request you to change the clause to: "Web Crawler, WAF s	Suggestion	WAF should be able to distinguish between good bot and bad bot and have Proactive bot protection mechanism to efficiently protect applications from bots.	Bidder to assess and propose a solution that best meets the RFP requirements
AI13	Volume I; Annexure C; Section 8.3.2 Web Application Firewall Point no 19(a), Page 164	Customizable dashboards, reports, and notifications	As OWASP Top 10 is elementary protection done by web application firewall hence its required to have a dashboard for visibility and analysis of Owasp Top 10 In view of above, request you to change the clause to: "Customizable dashboards, reports, and notif	Suggestion	Reporting should also include OWASP Top 10 dashboard for visibility into attacks.	No change
AI14	Volume I; Annexure C; Section 8.3.10 Identity Access Management Point no 1, Page 200	Software as a Solution (SaaS) offering	Since integrating multiple platforms eases management and ensures better security, hence the Web Application Firewall and Identity Access Management and SSL VPN as well as Single Sign on should be part of same operating system/appliance. In view of above,	Suggestion	For enhanced application security and access management request to ensure consolidation of all the solutions.	Duplicate query refer to corrigendum

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AI15	Volume I; Annexure C; Section 8.3.11 Single Sign On (SSO) Point no 16, Page 203	Solution must ensure all user credentials are encrypted in storage (local) and in transit between all components of the system	Sometimes user browsers are affected with malwares etc, in such scenarios its necessary to ensure that user credentials and sensitive parameters (for example, passwords, credit card and social AADHAR) are encrypted in the user browser for the request made	Suggestion	System should support ability to encrypt the user credentials in real time to protect the credentials especially password/Aadhar number or any other sensitive parameter as defined by to protect from keyloggers and credential stealing malware residing in the end users' browsers	No change
AI16	Volume I; Annexure C; Section 8.3.12 Access Control and Authentication Management Point no 9, Page 203	Solution must ensure all user credentials are encrypted in storage (local) and in transit between all components of the system	Sometimes user browsers are affected with malwares etc, in such scenarios its necessary to ensure that user credentials and sensitive parameters (for example, passwords, credit card and social AADHAR) are encrypted in the user browser for the request made	Suggestion	System should support ability to encrypt the user credentials in real time to protect the credentials especially password/Aadhar number or any other sensitive parameter as defined by to protect from keyloggers and credential stealing malware residing in the end users' browsers	No change
AI17	Volume I; Annexure C; Section 2 OIOS System IT Infrastructure Requirements Point no 15, Page 10	The IT infrastructure (as stated in the subsequent sections in this Report) proposed for OIOS would comply with the Magic Quadrant listed in latest Gartner report. <ul style="list-style-type: none"> • Bidder should consider the latest Gartner report published on or before last date of bid submission. Any Gartner reports published after that should not be considered. • Bidder need to submit a copy of relevant section of the Gartner report along with technical proposal. Wherever the Gartner report is not published for any category of the product / solution, the bidder may submit an alternative reputed product analysis report viz Forrester, IDC. <ul style="list-style-type: none"> • The COTS products related to IT infrastructure must be 	Request you to change this clause to "The IT infrastructure (as stated in the subsequent sections in this Report) proposed for OIOS should be in latest Gartner Magic Quadrant / Forrester Wave / IDC MarketScape report. <ul style="list-style-type: none"> • Bidder should consider the latest Gartner Magic Quadrant / Forrester Wave / IDC MarketScape report published on or before last date of bid submission. Any Gartner Magic Quadrant / Forrester Wave / IDC MarketScape reports published after that should not be considered. • Bidder need to submit a copy of relevant section of the Gartner/Forrester/IDC report along with 	Suggestion	Existing RFP clauses give more weightage to Gartner analyst report. However, there are similar reports available from other reputed analysts (like Forrester & IDC) and these should be considered at par with Gartner to allow more OEMs participate in this project.	No change
AI18	Volume I; Annexure C	New Clause	We recommend DDOS to be included in Datacenter IT Infrastructure Layer. Distributed denial-of-service (DDoS) attacks remain a top concern and leading cause of business service outages facing organizations today. Often used as a smoke screen for more dang	Suggestion	DDOS Diffeence is crtical part of Datacenter security and it protects the entire network and infrastructure from critical attacks hence it's a necessary requirement of the architecture.	No change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AI19	Volume I; Annexure C	New Clause	We recommend SSL Orchestrator to be included in Datacenter IT Infrastructure/Security Layer. This is a critical component for load balancing, health monitoring, and SSL offload capabilities to scale your security services with high availability. Even if y	Suggestion	This is critical requirement for the Datacenter security components to work efficiently for encrypted traffic and protect against hidden attacks by providing visibility in encrypted traffic and reducing application delay with increased performance of security components like firewall, IPS, DLP, Proxy etc.	No change
AI20	Volume I; Annexure C	New Clause	We recommend ADC (Application Delivery Controller) to be included in Datacenter IT Infrastructure/Security Layer. This is a critical component for load balancing, health monitoring, and SSL offload capabilities to scale your security services with high availability. Even if your organization handles substantial traffic loads, ADC is equipped to best optimize your security solutions. Through its built-in load balancing capabilities, ADC enables your Applications Server investment to scale and monitor as well as enhance performance, even in the most demanding environments. It increases application availability by doing load	Suggestion	A load balancer increases uptime of applications, provides better scalability and redundancy and also ensures security with better performance of servers by doing caching, compression, SSL offloading and monitoring.	No change
AI21	Volume I; Annexure C	New Clause	We recommend DNS Solution with DNS Security to be included in Datacenter IT Infrastructure and Perimeter Layer. Since the Architecture is for DC and DR and applications will be available across Datacenters, hence for automated failover and optimization of	Suggestion	In Order to ensure effective DC DR functionality and optimum application availability as well as best resource utilization, the solution should provide comprehensive and reliable support for Active-Active & active standby between DC-DR. Support for DNS monitor to perform intelligent health checks for all identifies business critical services that require site failover. Able to support application-centric monitoring, persist user connections across applications and data centers and be automatically routed to the appropriate data center or server, based on application state, ensuring that users are directed back to the same site regardless of their entry point.	No change
AI22	Vol 2, Section 7.7.1 (S No 5), Page 32	Sales turnover from IT Consultancy / IT Advisory Services: The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc.	Request you to change "IT Consultancy/ IT Advisory Services" to "IT System Integration Services"	Suggestion	Request you to consider our submission as this is a IT System Integration project involving Supply & Implementation of IT products along-with Data Center Setup & Commissioning.	Refer Corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AI23	Vol 2, Section 7.7.5 (S No c), Page 32	Commercial Bids which are less than 65% of the average of the commercial bid values of the other technical qualified bidders will be disqualified. For calculating the average commercial bid value, the commercial bid values of all the bidders except of the bidder for which the bid is being evaluated shall be taken. This condition shall be applicable if at least three bidders qualify the Technical round.	Request you to delete this clause	Suggestion	Request you to consider our submission as inclusion of existing clause may result in scenario where bidders may form cartel to quote high prices & eliminate genuine bidder quoting reasonable price. This will result in commercial loss to CAG. Also, we would like to bring to your attention that RFPs from CAG are considered as reference RFPs by all State/Central Government Departments & inclusion of such clauses can have cascading impact & result in huge commercial loss to Government.	No change
AJ1	8.3.4. Data Loss Prevention (System administrators console) Volume 1 Annex C , Page 179	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature, such as applying encryption to a file using the endpoint encryption flex response	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature/Remediation script, such as applying encryption to a file using the endpoint encryption flex response/remediation script	Flex response is an OEM term where the DLP should get integrated with encryption via API to provide such remediation	OEM specific	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses
AJ2	DLP additional points	DLP should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	Data owner should have the right to release the data to the outsider by reviewing the same when it is sent from their reportee to keep the process of datasharing easy with audit when business has the requirement			The RFP condition remains unchanged.
AJ3	8.3.1. Enterprise Network Security , console) Volume 1 Annex C , Page 156, point no-11	The proposed solution shall provide Data Loss Prevention - to protect any sensitive information (e.g. Aadhaar number, credit card) leaking out of the network. DLP licenses to be included from day-1.	Request removal of this clause	DLP is always recommended as dedicated solution which is already been asked in the RFP. Not all OEM provide DLP in the NGFW	DLP is always recommended as dedicated solution which is already been asked in the RFP. Not all OEM provide DLP in the NGFW	The RFP condition remains unchanged. Refer section 8.3.1 sl no 2 Note.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AJ4	8.3.1. Enterprise Network Security , console) Volume 1 Annex C , Page 159, point no-26	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, SMTP, POP3, IMAP use by any of application used by the users.	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, use by any of application used by the users.	SMTP,IMAP & POP is email protocol and is been taken care by the dedicated email security solution	SMTP, IMAP & POP is email protocol and is been taken care by the dedicated email security solution	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, used by any of application, users.
AJ5	8.3.1. Enterprise Network Security , console) Volume 1 Annex C , Page 159, point no-30	The security instance must have a provision to highlight visually the rules which are unused within the policy for a long time.	The security instance must have a provision to highlight visually the rules which are unused within the policy.	Mentioning time is OEM specific clause	Mentioning time is OEM specific clause	The security instance must have a provision to highlight visually the rules which are unused within the policy.
AJ6	8.3.1. Enterprise Network Security , console) Volume 1 Annex C , Page 160, point no-33	It shall provide threat prevention throughput of at least 2 Gbps from on real world/application Mix/ app mix/ enterprise Mix. The min threat prevention features must include features like IPS, Antivirus, Anti Spyware, Zero Day protection etc.	Clarification needed as every OEM mentions the throughput in different way and we don't mention the threat prevention throughput . Request you to allow it on the letter head confirmation	Clarification needed as every OEM mentions the throughput in different way and we don't mention the threat prevention throughput . Request you to allow it on the	Clarification needed as every OEM mentions the throughput in different way and we don't mention the threat prevention throughput . Request you to allow it on the letter head confirmation	Functional requirement is overall 2 Gbps so that the overall throughput of single/ multiple boxes does not fall below this level. Bidder is free to offer solution(s) to meet this functional requirement.
AK1	RFP Vol 2, Section 7.7.1, Page No. 31, Point 1	Bidder must submit EMD of Rs. 25 Lakhs to IA&AD as per RFP.	Will there be any relaxation on EMD for MSME?	Clarification	This will help us as MSME/Globtior and give us the initial waiver benefit.	Exemption from submitting EMD:Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) will be exempt from submission of the EMD.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AK2	RFP Vol 2, Section 7.7.1, Page No. 32, Point 5	Sales turnover from Consultancy/ IT Advisory Services The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017- 18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc.	Will there be any relaxation on annual turnover for MSME category and if yes, then what will be turnover requirement for MSME?	Clarification	This will help MSME/Globtiter to participate in the bidding process. With this high level turnover expectation it would be next to impossible for a MSME to even become eligible and participate with such requirement set forth.	No. The RFP remains unchanged.
AK3	RFP Vol 2, Section 7.7.1, Page No. 32, Point 7	Certifications: The Bidder should have : (i) Valid CMMI Level 5 (ii) ISO 27001 The certifications should be valid on the date of bid submission. In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the det	Will there be any relaxation on CMMI Level 5 Certification for MSME category and if yes, then what will be requirement for MSME?	Clarification	This will help MSME/Globtiter to participate in the bidding process.	No. The RFP remains unchanged.
AK4	RFP Vol 2, Section 7.7.1, Page No. 34, Point 9	Technical Capacity: The Bidder should be an IT-solutions- provider incorporated in India and should have successfully implemented project(s) in the last five financial years as below: i. One S	Will there be any relaxation on Technical Capacity for MSME category and if yes, then what will be the revised Technical Capacity for MSME?	Clarification & Suggestion	This will help MSME/Globtiter to participate in the bidding process & showcase its capability. With this high level expectation it would be difficult for lot of MSME to even become eligible with such criteria setforth.	No. The RFP remains unchanged.
AK5	RFP Vol 2, Section 7.7.1, Page No. 34, Point 10	Experience in Data Center The bidder should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in the last five financial years. Project Scope must have: 1.Hardware/System software/Network components supply 2. Data	Will there be any relaxation on Experience in Data Center for MSME category?	Clarification	If the relaxation is provided to the MSME, this will help us to participate in the bidding process & showcase our capability.	No. The RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AK6	RFP Vol 2, Section 7.7.1, Page No. 35, Point 11	Manpower Strength The bidder must have at least 1000 qualified Software Engineers on the company's payroll	Will there be any relaxation on Manpower Strength for MSME category?	Clarification	If the relaxation is provided to the MSME, this will help us to participate in the bidding process & showcase our capability.	No. The RFP remains unchanged.
AL1	Vol II, 7.7 Criteria for evaluation, 7.7.1 Prequalification (PQ) criteria, point # 5, Page #: 32	Sales turnover from IT Consultancy/ IT Advisory Services: The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/ sister concerns, et	Request to amend the clause as:-Sales turnover from IT Consultancy/ IT Advisory/ICT/IT/ITES Services: The Bidder should have an annual average turnover of not less than INR 900 Crores in last three financial years (F.Y. 2016-17, 2017-18, 2018-19 respectively). This turnover should be on account of IT Consultancy/ IT Advisory /ICT/IT/ITES Services/only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/ sister concerns, etc	Suggestion	For maximum, competitive and healthy bid	Turnover threshold remains unchanged
AL2	Vol II, 7.7 Criteria for evaluation, 7.7.1 Pre-qualification (PQ) criteria, point # 7, Page #: 33	Certifications The Bidder should have : (i) Valid CMMI Level 5 (ii) ISO 27001	Request to amend the clause as:-Certifications The Bidder should have : (i) Valid CMMI Level 3 (ii) ISO 27001	Suggestion	For maximum, competitive and healthy bid	No change, Bidder has to comply with the RFP terms
AL3	Vol II, 7.7 Criteria for evaluation, 7.7.1 Pre-qualification (PQ) criteria, point # 9, Page #: 34	Technical Capacity The Bidder should be an IT-solutions-provider incorporated in India and should have successfully implemented project(s) in the last five financial years as below: i. One System Integration / e-Governance project of minimum – INR 60 Crores ii. Two System Integration / e-Governance projects of minimum – INR 45 Crores each iii. Three System Integration / e-Governance projects of minimum – INR 30 Crores each	Request to amend the clause as:-Technical Capacity The Bidder should be an IT-solutions-provider incorporated in India and should have successfully implemented project(s) in the last five financial years as below: i. One System Integration / ICT project of minimum – INR 60 Crores ii. Two System Integration / ICT projects of minimum – INR 45 Crores each iii. Three System Integration / ICT projects of minimum – INR 30 Crores each	Suggestion	For maximum, competitive and healthy bid	No change, Bidder has to comply with the RFP terms

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AL4	Vol II, 7.7 Criteria for evaluation, 7.7.1 Pre-qualification (PQ) criteria, point # 10, Page #: 34	Experience in Data Center The bidder should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in the last five financial years.Project Scope must have: 1.Hardware/System software/Network components supply 2. Data Center Commissioning & Operations 3. Training service 4. Operation and maintenance services	Request to amend the clause as:- Experience in Data Center The bidder should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in the last five financial years.Project Scope must have: 1.Hardware/System software/Network components supply 2. Data Center Commissioning & Operations 3. Operation and maintenance services	Suggestion	For maximum, competitive and healthy bid	SI No. 3 Training Service to me removed
AL5		Project Value should be: - One project of not less than 20 CrOR - Two projects each of not less than 10 CrOR - Three or more projects each of not less than 7 CrOn Going Projects: Project should be Live and in Operations and Maintenance phase.Note: Supply of PC, Laptop, Printers, non-DC accessory components shall not be counted for Project value.	Project Value should be: - One project of not less than 20 CrOR - Two projects each of not less than 10 CrOR - Three or more projects each of not less than 7 Cr On Going Projects: Project should be Live and in Operations and Maintenance phase.Note: Supply of PC, Laptop, Printers, non-DC accessory components shall not be counted for Project value.			No change, Bidder has to comply with the RFP terms
AL6	Vol II, 7.7 Criteria for evaluation, 7.7.1 Pre-qualification (PQ) criteria, point # 11, Page #: 35	The bidder must have at least 1000 qualified Software Engineers on the company's payroll	We request you to kindly amend this clause as:The bidder must have at least 1000 qualified Engineers on the company's payroll	Suggestion	For maximum, competitive and healthy bid	The bidder must have at least 1000 qualified professionals with experience in software development, testing and other related tasks.
AL7	8.3.4. Data Loss Prevention (System administrators console) Volume 1 Annex C , Page 177	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature, such as applying encryption to a file using the endpoint encryption flex response	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature/Remediation script, such as applying encryption to a file using the endpoint encryption flex response/remediation script	Flex response is an OEM term where the DLP should get integrated with encryption via API to provide such remediation	OEM specific	Refer Clarification

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AL8	DLP additional points	DLP should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	Data owner should have the right to release the data to the outsider by reviewing the same when it is sent from their reportee to keep the process of datasharing easy with audit when business has the requirement			Refer Clarification
AL9	8.3.1. Enterprise Network Security , console) Volume 1 Annex C , Page 156, point no-11	The proposed solution shall provide Data Loss Prevention - to protect any sensitive information (e.g. Aadhaar number, credit card) leaking out of the network. DLP licenses to be included from day-1.	Request removal of this clause	DLP is always recommended as dedicated solution which is already been asked in the RFP. Not all OEM provide DLP in the NGFW	DLP is always recommended as dedicated solution which is already been asked in the RFP. Not all OEM provide DLP in the NGFW	Refer Clarification
AL10	8.3.1. Enterprise Network Security , console) Volume 1 Annex C , Page 159, point no-26	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, SMTP, POP3, IMAP use by any of application used by the users.	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, use by any of application used by the users.	SMTP,IMAP & POP is email protocol and is been taken care by the dedicated email security solution	SMTP,IMAP & POP is email protocol and is been taken care by the dedicated email security solution	Refer Clarification
AL11	8.3.1. Enterprise Network Security , console) Volume 1 Annex C , Page 159, point no-30	The security instance must have a provision to highlight visually the rules which are unused within the policy for a long time.	The security instance must have a provision to highlight visually the rules which are unused within the policy.	Mentioning time is OEM specific clause	Mentioning time is OEM specific clause	Refer Clarification

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AL12	8.3.1. Enterprise Network Security , console) Volume 1 Annex C , Page 160, point no-33	It shall provide threat prevention throughput of at least 2 Gbps from on real world/application Mix/ app mix/ enterprise Mix. The min threat prevention features must include features like IPS, Antivirus, Anti Spyware, Zero Day protection etc.	Clarification needed as every OEM mentions the throughput in different way and we don't mention the threat prevention throughput . Request you to allow it on the letter head confirmation	Clarification needed as every OEM mentions the throughput in different way and we don't mention the threat prevention throughput . Request you to allow it on the	Clarification needed as every OEM mentions the throughput in different way and we don't mention the threat prevention throughput . Request you to allow it on the letter head confirmation	Refer Clarification
AM1	Vol1 Annex C,Section 2 OIOS System IT Infrastructure Requirements, Point 15 (a), Page no. 11	The OEMs must be in Gartner's Leaders/ Challengers/ Visionaries quadrants. The preference would be awarded in this category as - Leaders (highest)/ Challengers/ Visionaries (lowest).	The OEMs must be in Gartner's Leaders quadrants for the offered product. In case there are less than 3 OEM in Gartner's Leaders quadrant, OEM from challenger can be included.		Gartner leader quadrant denotes quality products with rich feature set prevailing in the industry segment, roadmap and OEM sbility to execute. Hence request change to Gartner leader quadrant to ensure benchmarked OEM products for the project.	No. Refer corrigendum for modified clause.
AM2	Vol1 Annex C,Section 2 OIOS System IT Infrastructure Requirements, Point 15 (b), Page no. 11	The product category should have support in India	The product category should have support in India from OEM (direct)		Direct OEM support ensure that in case of change of partner or distributor, support is continued.	The RFP condition remains unchanged.
AM3	Vol1 Annex C,Section 4 OIOS Security Requirements, Page no. 14	4. OIOS Security Requirements	Addition - Server hardware administration changes should have video record/playback.		Requested change to strengthen security standard of product and deployment	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AM4	Vol1 Annex C,Section 4 OIOS Security Requirements, Page no. 14	4. OIOS Security Requirements	Addition - Server should have security dashboard displaying important security features. Also should detect and address possible security vulnerabilities in current server setup		Requested change to strengthen security standard of product and deployment	The RFP condition remains unchanged.
AM5	Vol1 Annex C,Section 4 OIOS Security Requirements, Page no. 14	4. OIOS Security Requirements	Addition - Server should have immutable root of trust to prevents any possibility of tampering of security signatures throughout the supply-chain		Requested change to strengthen security standard of product and deployment	The RFP condition remains unchanged.
AM6	Vol1 Annex C, Section Information Security Management System (ISMS) - ISO 27001 Certification, Point 4, Page no. 18	SI will maintain separate environment for production, test and development to reduce the risks of unauthorized access or changes.			Does bidder need to provision separate ToR and core switches for production and non production environments or production and non production can share same TOR switches. Similarly components in DMZ and MZ can share same TOR or need to be hosted on different TOR switches.	The RFP condition remains unchanged.
AM7	Vol1 Annex C, Section 5 Business Continuity Planning and Disaster Recovery, point no. 3, Page no. 26	RPO - 15 min	RPO - 0		As NL data center are provisioned RPO should be zero	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AM8	Vol1 Annex C, Section 5 Business Continuity Planning and Disaster Recovery, point no. 9, Page no. 27	Compute Size: 50% of Primary DC			Please clarify DR site to be deployed in non HA or HA as compute size asked is 50%.	Refer RFP Vol-2, Format 5C
AM9	Vol1 Annex C,				Please specify the storage sizing for NLDC- 1 and NLDC-2 sites as well	Refer to Volume 2, Format 3A, 5A, 5C
AM10	Vol1 Annex C, Section 6.2.11. Backup features, Point no. 3, Page no. 46	Low cost Object Storage should be utilized as the backup target. If there is need to use the block-based storage for backup target for staging or as a whole, the same should be flagged and explained.	Low cost Storage should be utilized as the backup target.		There are other low cost storage option than object storage also it would restrict the number of bidder in this category. Request you to allow the low cost storage option for backup purpose	Low cost Storage should be utilized as the backup target. If there is need to use the block-based storage for backup target for staging or as a whole, the same should be flagged and explained.
AM11	Vol1 Annex C, Point no. 6, Page no. 127	Should support simultaneous housing of FCoE/Ethernet/ FC/SAS/ InfiniBand interconnect fabrics offering Hot Pluggable & Redundancy as a feature	Should support simultaneous housing of FCoE/Ethernet/ FC/SAS/ InfiniBand interconnect fabrics offering Hot Pluggable & Redundancy as a feature		Request to remove Infiniband interconnect.	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AM12	Vol1 Annex C, Point no. 8, Page no. 128	The enclosure should support redundant network / converged module / with at least 4 10G uplink ports, up-linkable to the Data Center switch	The enclosure should support redundant network / converged module / with at least 40G uplink bandwidth via multiple uplink, up-linkable to the Data Center switch		Request you to specify the bandwidth uplink requirement instead of port and speed as different OEM have different design.	The RFP condition remains unchanged.
AM13	Vol1 Annex C, Point no. 10, Page no. 128	The enclosure should support redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays.	The enclosure should support redundant Fiber Channel SAN/ converged module with at least 64Gbps via multiple uplinks auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks or converge downlink to all server bays.		Request you to specify the bandwidth uplink requirement instead of port and speed as different OEM have different design. Also allow converge module approach for downlink which does not segregated for downlink	The RFP condition remains unchanged.
AM14	Vol1 Annex C, point no. 15, Page no. 129	Must provide a remote management functionality to operate the server in in-band/ out-of-band. Must be part of the server without the need to install any additional hardware or software.	Must provide a remote management functionality to operate the server in in-band and out-of-band. Must be part of the server without the need to install any additional hardware or software.		Please ask for in band and out of band management capability as out of band management capability would provide capability to manage infrastructure even when OS is not available or system is not powered ON.	The RFP condition remains unchanged.
AM15	Vol1 Annex C, page no. 130	The OEM should fall in the Gartner's magic quadrant for Blade Servers.	The OEM should fall in the Gartner's leader magic quadrant for Blade Servers.		Request to ask OEM from leader quadrant of Garter's report	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AM16	Vol1 Annex C, point no. 2, page no. 130	128 GB RAM total scalable to at least up to 1TB, using DDR4 Load Reduced DIMM (LRDIMM) memory modules	128 GB RAM total scalable to at least up to 3TB, using DDR4 Load Reduced DIMM (LRDIMM) memory modules. It should also support NVDIMM		Request you to change scalability as per latest generation products.	The RFP condition remains unchanged.
AM17	Vol1 Annex C,Point no. 6, Page no. 130	Dual 10 Gbps Ethernet ports/FCOE, Should have 2x16 Gbps for FC/FCOE			As ethernet port and FC port bandwidth has been defined. Request you to specify converge port bandwidth as Dual 20 Gbps converge ports.	The RFP condition remains unchanged.
AM18	Vol1 Annex C,Point no. 9, Page no. 131	Minimum of 2Nos of cards supporting Converged/ Ethernet/ FC adapters/ SAS/ IB adapters	Minimum of 2Nos of cards supporting Converged/ Ethernet/ FC adapters/ SAS		Request you to remove IB adapters	The RFP condition remains unchanged.
AM19	Vol1 Annex C,Point no. 11, Page no. 132	FIPS 140-2 Level-2 certification			Request to remove FIPS certification requirement	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AM20	Vol1 Annex C,Point no. 1, Page no. 133	The OEM should fall in the Gartner's magic quadrant for General purpose Disk Array	The OEM should fall in the Gartner's magic leader quadrant for General purpose Disk Array		Request to ask OEM from leader quadrant of Garter's report	The RFP condition remains unchanged.
AM21	Vol1 Annex C,Point no. 3, Page no. 133	The storage array should support offered OS.	The storage array should support offered OS. Storage should support all three flavours of OS i.e Windows, Linux and UNIX		It is important to have a storage which does not have limitations w.r.t. OS support capability.	The RFP condition remains unchanged.
AM22	Vol1 Annex C,Point no. 5, Page no. 134	Offered Storage Array shall be given with minimum of 64GB cache which shall be used only for Data and Control information. OS overhead shall not be done inside cache.	Offered Storage Array shall be given with minimum of 64GB cache which shall be used only for Data and Control information. OS overhead shall not be done inside cache. Cache shall be completely dynamic for read and write operations and vendor shall not off		Requested change to ensure offered cache is effectively used for any workload requirement be it Read intensive or write intensive.	The RFP condition remains unchanged.
AM23	Vol1 Annex C,Point no. 7, Page no. 134	Controllers shall be true active-active with no single point of failure while supporting all the major functionalities like Thin Provisioning, Data tiering etc.	Controllers shall be true active-active with no single point of failure while supporting all the major functionalities like Thin Provisioning, Data tiering etc. Storage should be scalable to four controller without federation		Request change to have scalability at controller level to add additional performance in future, if required.	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AM24	Vol1 Annex C, 134	Storage 40 tb- Addition	<p>1.Offered storage array shall be tightly integrated with virtualisation engine and shall be certified for VVOL.</p> <p>2. Offered Storage array VASA provider shall be certified by virtualisation OEM for VVOL - Storage based replication.</p>		Requested change for integration of virtualisation engine at storage level.	The RFP condition remains unchanged.
AM25	Vol1 Annex C, 134	Storage 40 tb- Addition	Storage subsystem shall be supplied with Thin provisioning, Snapshot, Clone, Performance Monitoring, Online Raid Migration, Online Volume conversion (thin to thin compressed, thin to thin de-dup etc.), Quality of services, Sub-LUN data tiering, Flash cache, and File services on day 1 for the maximum supported capacity of array.		Requested change to avoid additional license requirements in feature to enable any feature being offered by product.	The RFP condition remains unchanged.
AM26	Vol1, 7.3.4. Training and capacity building, Page no. 35	35 (Vo.1)	7.3.4: Hand-holding support for core team of product owner and empower them to support UAT testing and support during on-boarding of offices other than pilot and nodal offices.	Please specify the support elements that are expected from the bidder for on-boarding of offices other than pilot and nodal offices. Our understanding is that the	Query	The support elements include training and clarifying questions as and when necessary.
AM27		42 (Vo.1)	8.5, Point-1: Training on agile/scrum methodology (or any another flavor of agile methodology which was prescribed by SI and accepted by product owner) and toolchain to the members the core team of product owner before the commencement of the OIOS Applica	Our understanding is to provide the 'Basic' level of training on Agile/Scrum and Toolchain. This will be more of an 'awareness' training as per the scope mentioned in	Query	The SI is expected to provide basic training on the methodology and training on using the toolchain to such an extent that it can be used by Product Owner's team

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AM28		72 (vol.1)	13: Training and Capacity Building Requirements - Training Batches.	Please clarify the spread of training batches (overlap of batches / parallel run) across training days so that we could calculate the number of trainers that will be required	Query; Please clarify the overlap and parallel run of batches for each type of training (sec. 13.1, 13.2 and 13.3).	There may be utmost 12 paralld batches.
AM29		72 (vol.1)	13.1: Training on the functional help desk tool.	Please specify if there is any specific help desk tool on which the training needs to be conducted.	Query	The related requirements are detailed in Section 14.1 of Volume I
AM30		74 (vol.1)	13.4: Point-2 (Tool chain methodology) - SI to train on the specific toolchain and using the same for defining and updating backlogs, updating statuses, watching progress of user stories, etc.	Please clarify the 'specific toolchain' and its components on which the training needs to be conducted.	Query	SI to propose the tool chain.
AM31		75 (vol.1)	13.4: Master Training Coverage - Self-study material / elearning	Please specify the approximate learning duration of the self-study / elearning content that needs to be provided (for Master Trainers and System	Query	SI to propose via training plan

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AM32		75 (vol.1)	13.4: Master Training Coverage - Self-study material / elearning	For publishing the self-study / elearning content, please clarify whether IA&AD already have a Learning Management System (LMS), or does the bidder need to provide this as well? In case	Query	IA&AD is planning to have a LMS. The bidder does not need to provide for one.
AM33		76 (vol.1)	13.6: Training Infrastructure and Location	Query	Location: For training sessions conducted at locations outside of Delhi/NCR, please clarify whether IA&AD will bear the travel, accommodation and food cost of the trainers?	Yes travel accomodation and food costs are included IT infrastructure related Training shall be conducted at Delhi NCR.
AM34		76 (vol.1)	13.6: Training Infrastructure and Location	Infrastructure: As mentioned, IA&AD will provide the necessary training infrastructure for conducting the classroom training batches (LTs). However, please clarify if	Query	Yes.
AM35		77 (vol.1)	13.8: Online Help	We believe that the 'Online Help' component should be a part of application development (Track-2).	Change; 'Online Help' is considered a part of the application interface and it doesn't relate to training.	Online help refers to OIOS Application. Please refer RFP.

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AM36		77 (vol.1)	13.8: Online Help	Integrating multimedia learning material and eLearning in the Online Help menu can put extra load on the OIOS application and cause it to slow down. An LMS is the ideal tool for publishing such material, which can do bookmarking, provide learner transcript and provide seamless learning experience where the	Change; An LMS is the industry standard for publishing self-study multimedia videos and eLearning content. Also, as mentioned on the first line of page-47 in RFP vo.1 (Annexure-1), "IA&AD is also planning to invest in an e-learning platform.", we strongly recommend including an LMS platform in this solution.	IA&AD is planning to have a LMS. The bidder does not need to provide for one.
AM37		N/A	Training Content	We presume that all training content and deliveries will be in English. However, please confirm.	Query	Yes.
AM38		77 (vol.1)	Note regarding Technical Format 12	1. Point-b mentions about training for phase-3, whereas in other references across RFP volumes, the training scope appears to be for phase-1 and 2 only. Please	Query	1. Training of Phase 3 will be decided later. 2. There is no specific format.

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AN1	Vol 1 Sec 4.3, Page -17	OIOS will be a web-enabled solution with support for multiple languages, accessible in a platform- independent manner.	Please elaborate the meaning of multilingual support and specify the number of languages . Please elaborate whether the expectation is for multilingual UI or multilingual data/documents.	Query	Scope needs to be clearly defined. Multilingual support for indian languages is infancy stage and will lead to scope , timeline, cost escalations. Please clearly specify if any existing transliteration tools needs to be integrated if required specify the govt approved tools for the same (CDAC).	The support for multiple language is not required for the user interface. The data to be stored in would be multiple languages. For example, the address of the auditee would be maintained in different languages. We also require transliteration tools to facilitate typing the content. All languages in 8th schedule of constitution are to be supported with Unicode format. We also need multi-language search. Refer clarification.
AN2	Vol 1 Sec 6, Page -26	Product Owner	Product owner should be full time allocated to the project. His involvement is mandatory in Stand ups, Playbacks and Retrospectives. He should have the ownership and final authority to reprioritize the backlog, move items out of the backlog to bring in new changes etc.	Suggestion		The product owner or his designated team member would be part of stand up meetings, playbacks and retrospectives.
AN3	Vol 1 Sec 7.2.2, Page - 29	Acceptance of development	The product owner should clearly define the "Definition of Done" for each user story. The acceptance tests will be done on the basis of the "Definition of Done"	Suggestion		Yes.
AN4	Vol 1 Sec 7.2.6. Others, Page-32	Data Migration	Please specify the the nature and volume of data that is required to be migrated for sizing and effort estimation.	Query		The nature of the data to be migrated has been detailed in Chapter of Annexure A of Vol 1 of RFP. The data cannot be quantified.

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AN5	Vol 1 Sec 7.2.6. Others, Page-32	Data Migration	Digitizing of historic audit data is not assumed to be in scope of the RFP. Kindly confirm	Query		Yes. Digitising the legacy is not within the scope of the RFP and is the responsibility of IA&AD
AN6	Vol 1 Sec 7.3.1. Project Management, Page-32	He / She will be responsible for all the activities within the OIOS project and will report to Product owner	In a hybrid agile format, the PM will not report to the Product Owner. The RACI and the Org Structure will be defined in the response.	Query		He / She will be responsible for all the activities within the OIOS project, to the Product owner and his team.
AN7	Vol 1 Sec 7.3.3. Design and development Page-34	Coordinate with System Integrators of other relevant identified systems such as VLC, IFMS, PFMS, etc., as required, for ensuring that OIOS system seamlessly exchange data with them.	What kind of interface and integration points are supported by these applications? kindly provide details of the same .	Query		The envisaged solution should be designed in such a manner that it has inherent capability and can exchange data by interfacing/ integration with any third party external systems such as PFMS, GST, IFMS etc. However such integrations shall be part of Phase-3.
AN8	Vol 1 Sec 16.2. Documentation relating to training and capacity building, Page- 95	Quarterly Release Training documentation	Is the Support team expected to release updated training documentation on a quarterly basis? Or is this only during the Implementation Phase? Shouldn't the training documents accompany the release in the Implementation phase	Query		The documentation is to be prepared by the SI during the implementation phase of the release and covers incremental changes relating to the release.

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AN9	Vol 3 Annex A Section 1.5Service levels, sub section 1.5.1, Page- 6	Team Mobilization	The resources will be onboarded as per the plan which will be in the RFP Response based on the proposed project plan. We request flexibility on the same.	suggestion		Bidder has to comply with the RFP terms
AN10	Vol 3 Annex A Section 1.5Service levels, sub section 1.5.3, Page- 8	Delay in any of the Project Milestones	This SLA is valid only if the delay is purely attributed to an SI failure to provide the service. Typically delays are encountered in signoffs, UAT etc. These delays which are not in the purview of the SI will be highlighted in the Weekly Sprint Retrospectives and the same will not be considered while measuring the SLA	Clarification		Kindly refer to Clause 1.6.3 of RFP Volume III-Annexure A
AN11	Vol 3 Annex A Section 1.5Service levels, sub section 1.5.4, Page- 9	Delay in setting up of DC-DR	This SLA is valid only if the delay is purely attributed to an SI failure to provide the service.	Clarification		Kindly refer to Clause 1.6.3 of RFP Volume III-Annexure A
AN12	Vol 3 Annex A Section 1.5Service levels, sub section 1.5.5, Page- 9	Delay in Phase 1 Go-live date	This SLA is valid only if the delay is purely attributed to an SI failure to provide the service.	Clarification		Delays purely attributed to the client will not affect SLA. Kindly refer to Clause 1.6.3 of RFP Volume III- Annexure A.

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AN13	RFP Vol1, Section 4.3, page 19	Limited offline functionality, as also a mobile app, will be available as a back-up to the field audit teams.	The word "back-up" means - the mobile application will not be mainly used by the field audit team, but will be used only as a back-up arrangement?	Query		Yes. Only in the places where internet connectivity is poor. We need both an offline solution and a mobile app. The purposes and features required are different.
AN14	RFP Vol1 Annex A, Section 28, page 84	The users can install the mobile app on top of emulators of mobile operating system (such as Android, iOS, etc.) in their laptop in order to use the big monitor screen of laptop.	Why the mobile application to be installed on emulators instead of actual phones? Using emulators will not allow app to use phone features like camera, GPS etc. Application distribution and version upgrading also will be an issue.	Suggestion		Some of the officials might have smart phones. Further it depends on how the SI proposes to provide solution for offline as well as mobile app requirements. It may be emulator based or otherwise as proposed by SI
AN15	RFP Vol1 Annex A, Section 28.1, page 85	OIOS would provide for a mobile application to scan the documents and store internally and then upload the same to the OIOS server.	Storing scanned documents, pics and videos on internal storage of phone depends on the information such as - What is the maximum size of data a field audit team member collects, in terms of MBs/GBs during the day? Mobile offline databases are efficient for light weight data only. Usually it is not recommended to store large amount of data on phone storage space.	Suggestion		Cannot be predicted.
AN16	Vol 3, Page 48, Bullet 3	Implementation agency shall only subcontract work related to (a. user centrsilised help desk. And b) training and capacity building to the extent indicated in vol 1 with purchaser's prior written consent.	Request to provide flexibility to allow subcontracting to partner for OEM scope or other scope.	Suggestion	Cost optimisation and quality	No. RFP conditions remain unchanged

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AN17	Vol 3, Page 48, Bullet 4	Generic	Whose responsibility is Roll-out to offices other than pilot offices.? Please confirm if SI-project team need to trave to location outside delhi for roll-out	Query	Cost impact	Roll out is responsibility of IA&AD. SI team need not travel outside Delhi-NCR Refer Section 5.1.1 Implementation Strategy (Three Stage) of RFP Volume I.
AN18	Vol 3, Page 48, Bullet 5	Generic	We assume audit template creation/modification/change is CAG responsibility. Please confirm	Query		Yes. Refer Section 1.4.7 Audit Reporting (07) RFP volume 1, Annexure A
AN19	RFP Vol1 Annex A, Section 28.1, page 86	Figure 6 scanning of documents during audit execution	As shown in the picture, the overall features of mobile application will be to scan documents, take pic/ videos and approval by supervisor? Please specify if any other features are expected in mobile application.	Query		No other features have been envisaged now.
AN20	RFP Vol1 Annex A, Section 23.8, page 76	In case of the documents being in paper form, the same would be scanned by the audit team members using mobile app of OIOS (as described in the sub-module (06_06 subsequently) or by other means.	will the documents be scanned by some other means, apart from the mobile app? Can you please provide more details?	Query		They may be scanned by hand held scanners, in which case, they will be uploaded using the online/offline application

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AN21	RFP Vol1 Annex A, Section 23.8, page 76	In case of the documents being in paper form, the same would be scanned by the audit team members using mobile app of OIOS (as described in the sub-module (06_06) subsequently) or by other means.	Section 06_06 on pg 86, doesn't provide details of scanning through mobile app?	missing		Need to be corrected as 06_07
AN22	Generic	NA	The mobile application to be published/ distributed through Google play store and Apple app store? We suggest to have an enterprise application store for this because the application will only be used by field officers and not by general public. Is there a need of Mobile Device Management system?	Suggestion		Refer Section 28 Offline Utility (06_07) of Annexure A of RFP volume 1. Enterprise application store is not envisaged at this stage.
AN23	RFP Vol1 Annex A, Section 13.1, page 53	The name and address of the auditee entity may be stored in English as well local languages.... The input of the multiple language will be through transliteration facility.	Is it required for mobile app as well? How many languages to be supported for application interface?	Query		Yes, transliteration tools required for mobile app as well to facilitate typing the content. All languages in 8th schedule of constitution are to be supported with Unicode format.
AN24	Generic	NA	Please provide mobile application features list. What user roles will be using the mobile application? Field audit team will be loggin in the mobile app using LDAP authentication? The mobile app will be installed on field auditors personal phones (BYOD) or a smart phones will be provided by the department, to them, for this purpose?	Query		User roles and login as defined by the main application. The mobile app will be installed on field auditor's personal phones.

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AN25	RFP Vol1 Annex A, Section 23.8, page 76	During the upload of key documents (scanned files, photos, videos, etc.), the system needs to verify ...	What kind of pictures and videos are referred here? What will be their size(MBs/GBs) in general?	Query		The solution should support indicative picture formats such as TIFF, JPEG, GIF, PNG, RAW Image Files, etc. and video file formats such as MP4, 3GP, OGG, WMV, WEBM, FLV, AVI, Quick Time, WAV, MPEG, VOB etc.
AN26	Vol 1, Section9, page 50 . Project Plan	While the helpdesk is setup starting Q3 2020, the Ops/Maint team is setup starting Q3 2021. What would the help desk team do during this period as there is no Ops/Maint team.	The Ops and Maint should also start along with the first go Live (Q3 2020)	Suggestion		Refer Corrigendum
AN27	Vol 1, Section9, page 50 . Project Plan	Phase 1 Go-Live is at Q1 2021 while Ops/Maint starts at Q3 2021.. who would support any issue during this period.	The Ops and Maint should also start along with the first go Live (Q1 2021)	Suggestion		Refer Corrigendum
AN28	Vol 1, Section9, page 50 . Project Plan	Shows 6 years of Ops and Maint , while at other places, it is mentioned to be for seven years.	Please confirm if the duration of Ops/Maint is for 6 years or 7 years.	Query		The O & M period is seven years from "Go-Live" from Phase 2. The cost of O&M between "Go-Live" of Phase 1 and Phase 2 may be separately indicated as part of changed Format 8 of Volume 2.

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AN29	Vol1, Section 13, Page 72	No training is envisaged during the Operation and Maint phase.	Any training requirement in this phase would be on Change Request basis, pl confirm	Query		Yes.
AN30	Vol 3, Annex A, page 31	Patch Updates	Only Patches to be covered. All the software updates and upgrades would be covered as part of Change Requests, Please confirm	Query		Updates /patches are offered by OEM as part of ATS. SI/ OEM shall maintain and support the product for 7 years or end of life. Any upgrade shall be taken up seperately.
AN31	Vol1, Section 14.1. , page 81 ,help desk team	Help Desk team structure	Only 1 L2 and 1 L3 person covering both infra and Application would be insufficient. If additional resources are required, the same would be based on T&M additional billing Where would this team be located			Yes, it is agreed. Additional persons will be on Rate Card basis. As detailed in Section 14.1 of Vol 1, the location is offsite. However, IA&AD may request for onsite location. Hence, premium for onsite location may be provided separately.
AN32	Vol1, Section 14.5, Ops and Maint team page no. 84	Team structure	Is this the complete team required to support Ops and Maint Where would this team be located			Yes. The location is offsite. However, IA&AD may request for onsite location. Hence, premium for onsite location may be provided separately. Further, For Phase-1,2 the team size provided is minimum and indicative and bidder need to propose team size.

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AN33	Vol 1 Section 8.3. Track 3., Page 40	Procure, Provide and Configure Network Connectivity between: a. PDC and DRC utilizing two IA&AD NICNET gateways.	Party with ISP License can only sell Bandwidth / Connectivity	Compliance issue		SI shall obtain rates from telcos and include it also in financial bid. However order to Telco shall be placed by IA&AD.
AN34	Vol 1 Section 12.2, sub section a Hosting requirements, Page 63	a. Bidder shall enter into a tri-party agreement with Data Center Service Provider and IA&AD for required Data Center Services, however sole responsibility to provide the services as per the RFP requirements shall lie with SI	Reason for tri-party as sole party to manage.	Query		No changes
AN35	Vol 1 Section 12.2.2 Clause 8, Page 67	DR drills need to be performed by the Bidder half yearly and/or on demand basis to check disaster preparedness.	Please specify Total number of DR drills in year for on demand scenarios.	Query		Clarification: Refer Section 5 (Page 28) of Annexure -C of Vol-I for details about DR Drills. The number of on-demand DR drills cannot be quantified at this stage
AN36	Vol2 Page 113 Format 3a	The Rate has been asked for Unit Price = 64 Core/256 GB RAM, Storage /per month. This should be as per system requirements	Is this Indicative? As this has to be driven by sizing by application team	Query		This is minimum indicative requirement. SI may propose higher configuration as part of Technical proposal and financial proposal.

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AN37	Vol 1 Page No 65	Scalability of Bandwidth	Based on business volumetrics mentioned in Appendix D the sizing and cost of the bandwidth will be shared by SI. However order has to be released by CAG to ISP for any increase and decrease.	Query		The provisioning of bandwidth services from Licensed Service Provider shall be made available to IAAD through SI. However the order and payments shall be released to the bandwidth service provider directly.
AN38	Vol 1 Page No 66, f, g	Bandwidth increased and maintain 70% at all times.	Based on business volumetrics mentioned in Appendix D the sizing and cost of the bandwidth will be shared by SI. However order has to be released by CAG to ISP for any increase and decrease.	Query		The provisioning of bandwidth services from Licensed Service Provider shall be made available to IAAD through SI. However the order and payments shall be released directly to the bandwidth service provider directly.
AN39	Generic	NA	Media Movement Responsibility not defined	Missing		It is SI's responsibility.
AN40	Vol 1. Page 78	Toll Free Number to be taken by CAG	Party with ISP License can only sell Bandwidth / Connectivity	Compliance issue		Yes.

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AN41	Vol 1 Page 81	Application Availability has been asked 24 x 7, Infrastructure team window is 0900 to 1800 hrs	Service window is not clear (Moday to Friday or Moday to Saturday or seven days).	Query		Refer Clause 1.4, of volume 3 Annexure A of the RFP
AN42	Vol1 Page 102 of Annexure C	Database in PAAS models	Vol2 Format 4B, Format 4C mentions Database as core Request clarity on licensing model for all software	Query		Section 7.10 Data Repository in RFP Volume 1 Annexure C stands deleted.
AN43	Vol 1 Appendix C Page 129	Remote Management	Is Remote Management from Remote Center / Shared Resouces to manage Infrastructure allowed?	Query		Key activities such as Database administration, Security monitoring, Privelege access management shall be done afron IA&AD premise. For remaining Application, Infrastrucure management activities; SI can manage it remotely.
AN44	RFP Volume 1 / Annexure B / Page 8	Decoupling of business parameters/ workflows/ rules engine/ master data from the rest of solution architecture and making them configurable will allow flexibility.	We Understand that for Core application you are looking for 1. DMS , BPM , Rules and Capture/Scanning solution components. As you are looking for a decoupled architecture. We understand the solution will be having independent components for each function so that there will be minimal impact on solution in case of a change. Kindly confirm the same.	Query	Help in designing modular architecture	Yes.

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AN45	RFP Volume 1 / Annexure B / Page 12/3.4.1	OIOS application shall prefer open source software (OSS) to closed source software (CSS). OIOS applications must comply by the "Policy on Adoption of Open Source Software for Government of India". For Further details, please refer to: http://meity.gov.in/sites/upload_files/dit/files/policy_on_adoption_of_oss.pdf	What all application can be considered as Open Source applications. In another section at Page 84 , Volume 2 of RFP. The DMS component which will be essential for a content centric BPM Process movements has been kept in supporting software section. We request you to consider the core components like DMS , BPM and Rules Engine as COTS based an Not Open Source.	Query	In light of the Supreme Court judgement in the Indsind Bank	Specific requirements has been specified in sections concerned in Vol I Annexure C. Please refer to that.
AN46	RFP Volument / Annexure D/ Page 4 / 2.3/ DataSizing	The data sizing may be divided into three categories, viz. a) Application data (including meta-data and workflow data) b) key documents c) Audit products and d) Auditee information. Since, this is the first enterprise level application that is envisaged to be rolled out, IA&AD is not in a position to size application data requirements. IA&AD is also not in a position to size the volume of Auditee Information, since we do not have historic information on this. However, the indicative sizing for key documents and audit products are detailed below.	The Sizing data has been Provided for No of users and Documents. However as the BPM and Rules related trasactional data is not available. Request you to please share as How many workflows will be Initiatited in OIOS system.	Query	Would be required to size the solution component	Refer Section 30.2.2 Configuration of Workflow for each audit product as provided in volume 1 of the RFP, Annexure A
AN47	RFP Volument / Annexure D/ Page 4 / 2.3.1/ Key Documents	The sizing of the key documents based on assignment types is detailed below. It is important to note that the sizing per assignment is only approximate. The data retention time period is around 25 years. However, the OIOS IT solution should provide a scalability of at least 07 times (expected lifespan of the hardware).	what would be the overall scanning requirements. Do we need to setup the scanning solution. If yes then , How many documents Pages are to be OCRed daily. Please elaborate the scanning requirements.	Query	Cost impact	There is no scanning/ OCR requirement
AN48	Vol. 3, Definitions Pg. 8 Vol 3, Cl. 12 _ Entire Agreement, Pg. 51 Vol 2. Cl. 7.8.4 - Performance Guarantee, Pg. 54	Agreement: means this Master Services Agreement, Service Level Agreement and Non-Disclosure Agreement together with all Articles, Annexures, Schedules and the contents and specifications of the RFP;	Given the complexity of the deal it is pertinent that our porposal is also made a part of the final contract set. Kindly confirm if the proposal/sow doucument would be made a part of the final document set.	Compliance issue	Given the complexity it is pertinent that both the Parties understand and agree on the same scope for the purpose of this engagment.	Yes. Refer Clause 1.5 Priority of Documents of volume 3 of RFP

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AN49	Vol 3, Definitions, Pg. 11 Vol 3. PBG, Cl. 25, Pg. 53	Performance Guarantee Term: Means the guarantee provided by a Commercial Bank in favour of the Implementation Agency. The amount of Performance Security shall be 10% of the overall cost of the project. This performance security shall be valid till six months after the completion of the project i.e. 8 years from the date of signing of contract or for such time as is required under this Agreement.	While we are in principle agreement with this clause, we reckon that CAG will return the PBG soon after the completion of the agreed Term (including the claim period) as mentioned under the Contract failing which, any costs associated with maintaining the PBG will be borne by the Customer. Additionally, we also presume that it is understood that the Customer has no right to make any claim under the PBG beyond their PBG term period. Please confirm.	Compliance issue	In light of the Supreme Court judgment in the Indsind Bank	No change.
AN50	Vol 3, Definitions Pg. 12	Required Consents: means the consents, waivers, clearances and licenses to use Purchaser's Intellectual Property Rights, rights and other authorizations as may be required to be obtained for the software and other items that Purchaser or their nominated agencies are required to make available to Implementation Agency pursuant to this Agreement;	We presume that the Customer would defend and hold the Implementation Agency harmless if there are any third party claims that might arise as a result of Customer's failure to have obtained the required consent to use or access any information or material as discussed under this section.	Compliance issue	Implementation Agency should be absolved of any claims in case of failure on part of the Purchaser to provide required consents.	No change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AN51	Vol 3. Cl. 1.5 , Pg. 16	<p>Priority of Documents: Please refer to the whole section of the original clause. The contentious part of this clause is as follows: "For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and Annexures / Schedules shall prevail over the contents and specifications of the RFP."</p>	<p>Please note that we are in principle agreement with this clause. However, we will kindly request you to maintain the statement expressly provided under Cl. 1.4 (b) above wherein it has been suggested that "unless otherwise agreed in the schedules/annexures the terms of the Agreement would prevail". The statement provided under Cl. 1.5 in the current form is conflicting and hence request deletion of the same.</p>	Clarification	The change will ensure consistency with respect to the MSA's approach towards interpreting any conflicting terms or documents.	<p>Following text is deleted: For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and specifications of the RFP.</p>
AN52	Vol 3, Cl. 3, Pg. 17	<p>Term and Duration of the Agreement: This Agreement shall come into effect from date of signing (hereinafter the 'Effective Date') and shall continue till date of handing over and successful meeting of criteria defined under Exit Management Schedule II, subject to other ongoing and continuous obligations and liabilities on account of both the purchaser or its nominated agencies and the Implementation Agency, unless terminated earlier (as per clause 14), in which case the contract will get terminated on fulfilment of all obligations mentioned as per clause 14 and Schedule-II.</p>	<p>the clause does not clarify the term in exact terms. While this clause suggests that the term would commence from the effective date of this Agreement, section 2 above suggests that the Implementation Agency would develop and manage the OIOS system for a period of 7 years from the date of Go-live. Does this mean that the contract is meant for 7 years or more than 7 years if one were to take into consideration the period from the effective date until Go-live date. Request more clarity.</p>	Clarification	This is required so as to assess the overall costing aspect and risks associated with the entire duration of the project.	<p>Refer Clause 8 Commencement and Duration of this Agreement of volume 3 of the RFP that clearly mentions the project duration.</p>

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AN53	Vol 3, Cl. 4.2 (a), Pg. 18	<p>Conditions precedent of the Implementation Agency:</p> <p>(i) To provide a Performance Security/Guarantee, and other applicable guarantees/ payments within 15 days of issue of Letter of Interest by the purchaser or on or before the day of signing the contract; and</p> <p>(ii) Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract e.g. clearances from Government authorities for importing equipment, exemption of Tax/Duties/Levies, work permits/clearance, etc.</p>	<p>With respect to sub clause (i), we reckon an LOA will be issued only after the parties have agreed to all the terms and conditions and other nuancec applicable to this engagement.</p> <p>As for sub clause (ii), we reckon this requirement is primarily in the context of all the approvals that may be required to be obtained by the Implementation Agency in the capacity of an IT Services provider to provide relevant services under the Agreement. We assume all other approvals/consents which are more specific to the contract would be dealt with as per the required consent/approval clause envisaged under Cl. 9 of this agreement. Please confirm.</p>	Compliance issue	It is no logical for Implementation Agency to be aware of all the approvals that may be required at this stage itself. Given this, we will request to make this a mutual clause where both the parties need to work as a team in ensuring all the approvals are in place as required for the purpose of this engagement.	No change
AN54	Vol 3, Cl. 12.4 , Pg. 28	<p>Security & Safety:</p> <p>(a) The Implementation Agency shall comply with the technical requirements of the relevant security, safety and other requirements specified in the Information Technology Act or Telegraph Act including the regulations issued by the Dept. of Telecommunication (wherever applicable), IT Security Manual of the Purchaser as specifically stated in the RFP and follow the industry standards related to safety and security (including those as stated in the RFP), insofar as it applies to the provision of the Services.</p> <p>(e) The Implementation Agency shall ensure compliance to all extant laws regarding safety and security.</p>	<p>Please note that this would largely depend on the Customer existing IT infrastructure. It is critical to understand the scope of this RFP does not required the Implementation Agency to be responsible for the overall Security of Customer IT infrastructure. Accordingly, we would request you to re-word the language to suggest that the the current scope of work undertaken by the IA should not in any ways hamper the current IT infrastructure in place at Customer location. Additionally, if any improvement is required to be made the security aspect of the IT infrastructure, the IA could suggest ways for improving the same can help the Customer with implementing any changes at Customer's expense. Hope this understanding is acceptable.</p> <p>Similarly for sub clause (e) as mentioned therein it is our understanding that IA's responsibility toward compliance is in the context of the exact scope undertaken by the IA which is not in contravention of laws pertaining to safety and security. In other words, it is assumed that the Customer's current infrastructure is in compliance with all laws pertaining to safety and security. Please confirm</p>	Compliance issue	IA will not be able to assume responsibility with respect to compliance beyond the exact scope of work undertaken by it as part of this engagement. Accordingly, any laws that is required to be adhered to by the IA by virtue of being and IT service Provider will be adhered to by the IA. However, this cannot include any of Customer's obligations (to comply with applicable laws) being passed on to the IA by virtue of being the implementation partner for this opportunity.	No change

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AN55	Vol 3. Cl. 13, Pg. 29	<p>Cl. 13.2: Invoicing & Payment</p> <p>Sub clause (b): The Implementation Agency alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate with all adjustments or changes in the terms of payment as stated in Schedule V of this Agreement. The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.</p> <p>Sub clause (d): The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the Purchaser under this Clause shall not entitle the Implementation Agency to delay or withhold provision of the Services.</p>	<p>While we are in principle agreement with this sub clause (b), it is assumed that due approval would mean approval with respect to completion of a milestone will be provided in a reasonable time (not more than 5 days), beyond which we could assume an invoice to be deemed to have been accepted.</p> <p>Similarly, we will request you to delete the statement suggesting waiver of IA's right to invoice if a particular charge is not raised within 6 months from the date it was due. This is in contradiction to section 28 of the contract act in addition to the provisions of the limitation act.</p> <p>As for sub clause (d) we assume that an invoice will be considered to be disputed only to the extent such invoice provides for the wrong address, incorrect date, GST number, address and such other details which are not linked to the delivery. We assume this because of the fact that the agreement provides for an elaborate approval process before an invoice is raised by the Purchaser.</p>	compliance issue	The problems highlighted here are practical concerns which almost always occurs in all the engagements. Hence require clarity.	No. RFP conditions remain unchanged
AN56	Vol 3, Page 32, 33	<p>Termination</p> <p>14.1. FOR MATERIAL BREACH</p> <p>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, the Purchaser or Implementation Agency, 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:</p> <p>i. If the Implementation Agency is not able to deliver the services as per the SLAs defined in RFP which translates into Material Breach, then the Purchaser may serve a 30 days written notice for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, the Purchaser will have the option to terminate this Agreement. Further, the Purchaser may offer a reasonable opportunity to the Implementation Agency to explain the circumstances leading to such a breach.</p>	<p>While we are in principle agreement with this clause, we reckon the instances provided under Cl. 14.1 (a) – (i) & (ii) are not the only reasons for terminating for material breach. To the contrary, our understanding of Material breach would include any breach by either party which would materially impair the ability of the other party to meet its obligations under this agreement could be treated as material breach. For instance, Implementation Agency's inability to provide services as a result of non-payment by the Purchaser could be considered as a material breach for which Implementation Agency could terminate the contract as provided under the draft agreement. Please confirm.</p> <p>Further Bidder shall be paid for all prepaid expenses paid by Implementation agency and for all services rendered till the effective date of termination. The same applies in case of force majeure as well.</p>	Query		No change.

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AN57	Vol 3. Cl. 14, Pg. 32	<p>Cl. 14.2 - Termination for convenience:</p> <p>1) The Purchaser may at any time terminate the Contract for any reason by giving the IA a notice of termination that refers to this clause.</p> <p>2) Upon receipt of the notice of termination under this clause, the IA shall either as soon as reasonably practical or upon the date specified in the notice of termination:</p> <p>a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site and system in a clean and safe condition;</p> <p>b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to Clause 14.2.(i) (d) (ii) below;</p> <p>c) remove all IA's Equipment from the site, repatriate the IA's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;</p> <p>d) in addition, the IA shall:</p> <p>i. deliver to the Purchaser the parts of the System executed by the IA up to the date of termination;</p> <p>ii. to the extent legally possible, assign to the Purchaser all right, title, and benefit of the IA to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in</p>	<p>While we are in principle agreement with this clause, we would request you to consider the following suggestions:</p> <p>a) Termination for convenience should be subject to a notice period of not less than 180 days.</p> <p>b) Pay the IA for all the work performed up to the effective date of termination including any termination charges as may be applicable.</p> <p>c) It is understood that no work is required to be provided by the IA to the Purchaser until all the applicable payments have been paid for by the Customer.</p> <p>d) Delivery/ assignment of parts of the System executed by the IA to the Purchaser as mentioned sub clause (d) shall also be subject to receiving all the payables by the Customer</p> <p>e) Pay for all prepaid expenses paid by Implementation agency and balance sheet exposure if any.</p>	Compliance and financial issue	Termination in this manner would have severe financial implications to the IA and for the same reason it is pertinent that the IA's payments are protected. As you would agree IBM also requires to pay off its subcontractors and OEMs (is any) and in some of these instances IA may have already made the payment in advance to be recovered from the project over a period of time. Termination for convenience would deny IA the option to recover such charges	Refer Corrigendum
AN58	Vol 3. Cl. 15, Pg. 35	<p>Indemnity & Limitation of Liability</p> <p>Cl. 15 (1): Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") 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</p> <p>Cl. 15 (5): The liability of either Party (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 exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.</p> <p>Cl. 15 (6): In no event shall either party be liable for any</p>	<p>Cl 15 (1) : we will kindly request you to change reference of negligence as provided under this contract to gross negligence instead.</p> <p>Cl. 15 (5): Request you to kindly modify the clause to keep the highlighted portion within the liability cap as well. This is even more critical in the context of Cl. 12.4 (Security & Safety) and Cl. 17 (Confidentiality).</p> <p>Please note that the requirement specified under Cl. 12.4 is too generic at this stage. Any security requirement has to be looked at in the context of a specific work and also to a large extent depends on the existing security features and infrastructure. As to how does the Purchase comply with the existing security requirements, if there are any loopholes to the current version etc. Please note that as your Implementation Agency our responsibility will be follow your instructions with respect to security requirements a breach of which should technically qualify for direct damages claim and no further. Similarly with respect to Cl. 17 (Confidentiality) as well we the sole option for breach should not be indemnity, instead it should be for the Customer to claim damages.</p> <p>Accordingly, request to amend the clause to include</p>	Compliance and financial issue	The suggestions made here are as per industry standards. Request consideration	No. RFP conditions remain unchanged. There is no current version and therefore there are no existing security requirements associated with the current version.

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AN59	Vol 3. Cl. 17, Pg. 39	Cl. 17 (4): The Implementation Agency shall ensure that all its employees, agents and sub-contractors involved in the project, execute individual non-disclosure agreements, which have been duly approved by the Purchaser with respect to this Project. The implementing agency may submit a declaration that it has obtained the NDA from its employees and sub-contractors.	Cl. 17 (4): Please note that all our employees are bound by confidentiality obligations as part of their joining process within IBM. Given the same, we would request you to kindly do away with this requirement as by not having this clause Purchasers right to claim damages from the IA is not getting curtailed.	Compliance issue	Its impractical to get all the employees to sign such a document. Additionally, employees will also be vary of signing any such document.	Amended as follows: Cl. 17 (4): The Implementation Agency shall ensure that all its employees, agents and sub-contractors involved in the project, execute individual non-disclosure agreements. The implementing agency may submit a declaration that it has obtained the NDA from its employees and sub-contractors.
AN60	Vol 3. Cl. 18, Pg. 40, Shcedule III: Audit, Access & Reporting	Audit Access & Reporting: The Implementation Agency shall allow access to the Purchaser or its nominated agencies to all information which is in the possession or control of the Implementation Agency and which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and which is reasonably required by the Purchaser to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule III of this Agreement.	While we are in principle agreement with this clause, it is our understanding that that Audits shall be conducted only to verify if IA is performing services in accordance with the service levels. We presume no third party auditors will be involved. However, if they were to be involved we request you to appoint any such third party auditor only with the mutual consent on a non-contingent basis after such 3rd Party has executed a confidentiality agreement with the Bidder. IA is not obligated to share any information relating to IA's costs, IA proprietary data, confidential information of IA's other customers and internal audit reports of the Bidder. Such audit shall be conducted (a) upon thirty days prior written notice to IA; (b) no more than once each calendar year; (c) only in relation to the previous twelve months' activities; (d) during normal business hours; and (e) to the extent it does not interfere with IAs ability to perform the Services in accordance with the contract.	Compliance issue	This is to clarify IA's stand regarding our ability to share information which are confidential and proprietary.	No. RFP conditions remain unchanged. Refer 4.1 (6) of Schedule III, Vol 3 of RFP.

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AN61	Vol 3. Cl. 19, Pg. 40	<p>Intellectual Property</p> <p>Cl. 19 (2): Subject to the provisions of Clause 19.C and 19.D below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie exclusively with the Purchaser.</p> <p>Cl. 19 (5): OIOS Application ownership rights vest solely with the Purchaser, including the right to monetize the complete product/deliverables supplied/developed by the Implementation Agency.</p>	<p>Cl. 19 (2): reference to sub clauses 19 (c) & (d) are not very clear. We presume the intent of this clause is to mean that the copyright in all these developments would pass on to the Purchaser. Additionally, we would also request you to consider a provision on license back of all the developments to the IA.</p>	Compliance issues	<p>Given that that IA will be involved in the creation of the final deliverable and by the virtue of being an IT service provider IBM should have the option to have a license back option.</p>	No. RFP conditions remain unchanged
AN62	Vol 3. Cl. 20, Pg. 40	Warranty & Maintenance	<p>While we are largely in agreement with the provisions of this agreement, it may not be possible to provide the warranty as called out in Cl. A. All products and deliverables supplied or created respectively will be as per standard industry standards. It will not be possible to provide a product or deliverable which are free from all defects deficiency in material design etc. This becomes even more applicable in the context of any COTS products where the IA will pass on the warranties as specifically provided under the licensing terms and no further.</p> <p>Additionally, we would also like to point out that, in line with the commitments of several companies towards environmental protection it is highly possible that the products supplied are not necessarily "new" at all times. It could also be renewed or refurbished products and deliverables. Please confirm.</p>	Compliance issue	Justification provided in Column E	No. RFP conditions remain unchanged

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AN63	Vol 3. Cl. 21, Pg. 45	Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.	While we are in principle agreement with this clause we will kindly request you to consider LD claimed against any event been treated as the sole and exclusive remedy available for such events. If not, it will defeat the purpose of an LD. Also, we request Liquidated Damages to be capped to 10% of the implementation value excluding any software and hardware.	Compliance and financial issue	Justification provided in Column E	No. RFP conditions remain unchanged
AN64	Vol 3. Cl. 23, Pg. 48	Cl. 23 (2) - Subcontractor : Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and Training and Capacity Building to the extent indicated in Volume-I with Purchaser’s prior written consent. No other work shall be sub contracted by the Implementation Agency. It is clarified that the Implementation Agency shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The Implementation Agency undertakes to indemnify the Purchaser or its nominated agencies from any claims on the grounds stated hereinabove.	Request you to kindly provide the option to subcontract beyond cloud services as well. For a project of this magnitude and complexity it is but obvious that IA may have depend on other service providers as well who could be termed as subcontractor for the purposes of this engagement. Additionally, while IA will be willing to accept responsibility for the actions or inactions of any subcontractor we will request you to consider claiming damages for breach instead of having to indemnify in a general context as provided therein.	Compliance issue	Justification provided in Column E	No. RFP conditions remain unchanged

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AN65	Vol 3. Cl. 24, Pg. 52	<p>Governing Law & Dispute Resolution</p> <p>Sub Cl. 4: Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to Delhi International Arbitration Center (established by the High Court of Delhi). The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Delhi, India. Any legal dispute will come under the sole jurisdiction of Delhi, India.</p>	<p>We reckon arbitration will be conducted by a tribunal comprising of 3 members with each party nominating one member each and the selected members then choosing the third member. Please confirm.</p>	<p>Compliance issues</p>	<p>To avoid any confusion at a later stage.</p>	<p>No. RFP conditions remain unchanged.</p>
AN66	Vol 3, Pg-57	<p>Schedule II- Exit Management Schedule</p>	<p>We would like to clarify reverse transition charges would be payable by the purchaser.</p>	<p>Clarification</p>		<p>Query is not clear.</p>

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AN67	Vol. 2, Cl. 7.1.5 , Pg. 19	<p>Rights to Content of the Proposal:</p> <p>a) All the bids and accompanying documentation submitted as bids against this RFP will become the property of IA&AD.</p> <p>b) IA&AD is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders.</p> <p>c) IA&AD shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.</p> <p>d) IA&AD has the right to use the services of external experts to evaluate the proposal by the bidders and share the content of the proposal either partially or completely with the experts for evaluation.</p>	<p>This clause is contradicting the confidential clause/NDA provided as part of Volume 3. Any information shared by IA as part of participation in the RFP process in confidential and proprietary information of IA. We expect the same to be returned upon not being selected as the desired IA. To the contrary upon being selected as the desired IA, the said information should be treated as per the confidential information provisions. Any use of IA's information in violation of confidentiality needs to be treated as a breach. IA should not be denied from including any provision to protect its confidential information. Request deletion of Sub clause (c) as provided therein.</p>	Compliance issue	Confidential information is important to IA and the same should be allowed to be protected.	No. RFP conditions remain unchanged. However, Client references provided by the SI in the process of bidding would be confidential for IA&AD only.
AN68	Vol. 2, Cl. 7.3.3 Pg. 25	<p>Earnest Money Deposit (EMD)/Bid Security</p> <p>Cl. 7.3.3 (5) The EMD may be forfeited in the event of:</p> <p>i. A Bidder withdrawing its bid during the period of bid validity or any extension agreed by the bidder thereof</p> <p>ii. If the bid is varied or modified in a manner not acceptable to IA&AD after opening of Bid during the validity period or any extension thereof.</p> <p>iii. If the Bidder withdraws its bid during evaluation.</p> <p>iv. A successful Bidder fails to sign the subsequent contract in accordance with this RFP</p> <p>v. If the Bidder, having been notified of his selection, fails or refuses to submit the required Performance Bank Guarantee within the time stipulated by IA&AD</p> <p>vi. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.</p>	<p>While we are in principle agreement with this clause, we will request you to kindly consider the following :</p> <p>Sub clause (iv): we presume contract signing will be subject to both the parties agreeing to all the terms and conditions under the contract failing which either party should have the option to walk away without any implications.</p> <p>Sub clause (v): request to refer to the above comment.</p>	Compliance Issue	Justification provided in Column E	No. RFP conditions remain unchanged

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AN69	Vol. 2, Cl. 7.8.5, & Cl. 7.10 Pg. 55	<p>Signing of Contract Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications, the Proposal of the Bidder, terms and conditions regarding implementation of project, between IA&AD and the successful Bidder.</p> <p>Failure to Agree with the terms and conditions of the RFP: Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP may constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.</p>	<p>Implementation Agency presumes that contract will be signed subject to both the Parties having an opportunity to mutually discuss and agree on the relevant terms and conditions, failing which either party will have the option to walk away with out any implications.</p>	Query	Justification provided in Column E	<p>No. RFP conditions remain unchanged. However bidder shall submit compliance to all the clauses in the submitted proposal. After accepting Terms and conditions and submitting compliance at the submission stage, there is no reason for bidder to disagree to T&C again.</p>
AN70	Vol.2 Cl. 9, Pg. 66	Payment Schedules	<p>Have provided pricing observation below. Refer the next tab for details.</p> <p>Bidder Requests " Milestone based payment gap not to be >45 days Software and Hardware (Subscription Based model, Perpetual Licenses and any other hardware and software should be 100% on delivery). Operations and Maintenance, Training and Capacity, Centralised helpdesk and Operations and OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST Charges to be paid Quaterly In advance. Payment should be made within 30 days from the date of invoice. Total payment percentage in Tarck 2 phase 2 is only 95 %, please clarify when will remaining 5% be paid. Please clarify will ATS and AMC be part of scope, if yes please confirm on billing terms."</p>	Query	Details are available in Billing and Payment Milestone Worksheet	Refer item-wise clarification.

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AN71	Format 2. Integrity Pact, Pg. 149	Integrity Pact : Plase refer to the original text	<p>Sub clause (c), (e), (f), (g), (h) ans (i) of Cl. 6 of the Integrity pact are repetitions. Request deletion.</p> <p>Cl. 10: Sanctions for Violations: Request to make the following changes: Sub clause a (iv): request deletion. Whiel we understand the implications of the vilation we will request you to give due credit to the Bidder if the Bidder has robust code of conducts and does everythign possible to prevent such violation. Inspite of that if there are some elements who could bring bad repute to the Bidders organisation we will rest assured take severe actions against such individual/individuals. However, we will request you to not recover any amounts paid as mentioned under this clause. The Purchaser already has several remedies provided under the ontarct for relevant violations.</p> <p>Cl. 11: Fall clause: Request removal of this clause. As is known to you as per new statndard operating procedure issued by the CVC - circular No. 02/01/2017 dated 13/01/2017, fall clause is no more mandatory. Additionally, fall clause should not be applied in the context of an RFP as this will defeat the baisic</p>	Query		Refer corrigendum for the revised Pre-Contract Integrity Pact
AN72	Additional Query	Cloud Scope	<p>It is our understanding Cloud is required for any testing purposes for the time being post which the same will be shifted to Customer environment. Given the same, we assume that Customer will be willing to sign up to the Cloud Service Terms floated by the relevant service provider - either Microsoft Assure to Amazon services. Please confirm.</p>	Compliance issue		Yes. kindly refer Section 8.1 of volume 1 of the RFP

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AN73	Vol. 2, Cl.9, Page 66 to 73	9 Payment Schedules	<p>Bidder Requests " Milestone based payment gap not to be >45 days</p> <p>Software and Hardware (Subscription Based model, Perpetual Licenses and any other hardware and software should be 100% on delivery).</p> <p>Operations and Maintenance, Training and Capacity, Centralised helpdesk and Operations and OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST Charges to be paid Quaterly In advance.</p> <p>Payment should be made within 30 days from the date of invoice.</p> <p>Total payment percentage in Tarck 2 phase 2 is only 95 %, please clarify when will remaining 5% be paid.</p> <p>Please clarify will ATS and AMC be part of scope, if yes please confirm on billing terms."</p>	Compliance issue		Refer Corrigendum
AN74	Vol. 2, Cl.12, Page 154	<p>12. IA&AD Examination of Book of Records</p> <p>In case of any allegation of violation of any provisions of this Integrity Pact or payment of commission, the Purchaser or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.</p>	<p>Bidder is not obligated to share any confidential information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder.</p>	Compliance issue		No. RFP conditions remain unchanged. Please see clarification for audit rights.

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AN75	Vol 3, Cl 13.2, Page 30	<p>b) Payments shall be subject to the application of liquidated damages (for period prior to "Go Live") or SLA penalties and its adjustments/corrections (for post "Go-Live")as may be provided for in the Agreement and the SLA from the relevant milestone(s) ...</p> <p>c) Payment shall be made within 60 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA.</p>	<p>Point b) Bidder request not to adjust Liquidated damages or SLA Penalties against the payment due but should be independently handle via debit note.</p> <p>Point c) Bidder request payment to be made within 30 days from the date of invoice.</p>	Compliance issue		<p>Clarification: Point b) Clause remains unchanged</p> <p>Corrigendum: Point c) It may be read as "IAAD shall endeavor to make payment within 30 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 days after submission of invoice. This interest is subject to a limit of 10% of the total contract value."</p>
AN76	Vol 3, Cl 13.2, Page 30, 31	<p>c) Payment shall be made within 60 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 days after submission of invoice. This interest is subject to a limit of 10% of the total contract value.</p>	<p>Bidder request payment due should be made within 30 days from the date of invoice. Incase of delay in payment, late payment charge would be applicabe at 2% per month.</p>	Compliance issue		Refer corrigendum

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AN77	Vol 3, Cl.4, Page 48	4. Assignment a) All terms and provisions of this Agreement shall be binding on and shall inure to the benefit of the Purchaser and their respective successors and permitted assigns. b) Subject to Clause 5.1, the Implementation Agency shall not be permitted to assign its rights and obligations under this Agreement to any third party. c) The Purchaser may assign or novate all or any part of this Agreement and Schedules/Annexures, and the Implementation Agency shall be a party to such novation, to any third party contracted to provide outsourced services to Purchaser or any of its nominees	Bidder would like to clarify "Assignment of Service Provider's rights to receive payments or assignment by Service Provider in conjunction with the sale of the portion of the Service Provider's business that is responsible for performing the Services is not restricted." Further seeks, Bidder seeks deletion of point c).	Compliance issue		Sub-clause (c) stands deleted.
AN78	Vol 3, Annex A, Cl. 1.5.9,1.5.10, Page 12,13	<p>1.5.9 OIOS Application Availability ... Penalty for nonachievement of SLA Requirement</p> <p>0.5% of quarterly payment of Operations and Maintenance 1% of quarterly payment of Operations and Maintenance 2% of quarterly payment of Operations and Maintenance</p> <p>1.5.10 OIOS Support Services Penalty for nonachievement of SLA Requirement</p> <p>0.5% of quarterly payment of Operations and Maintenances 1% of quarterly payment of Operations and Maintenances 2% of quarterly payment of Operations and Maintenances</p>	Bidder request SLA to be capped to 10% of the Monthly Operations and Maintenance charges excluding software and hardware charges.	Compliance issue		No. RFP conditions remain unchanged

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AN79	Vol 3, Sch II, Cl 2.2, Page 57	2.2 In case of contract being terminated by Purchaser, Purchaser reserves the right to ask IA to continue running the project operations for a period of 6 months after termination orders are issued.	Bidder like to clarify the same terms of the payments and other terms & condition as per agreed contract would applicable for post termination 6 months period orders.	Clarification		No. RFP conditions remain unchanged
AN80	Vol.2 , Page 51	Labour rates, as shown in format 4D, 6 and 8 of Appendix II, as of 1st January 2020, shall be used while quoting the commercial bid. Escalation @ 8 % per annum, applicable on 1st January of every succeeding calendar year, will be applicable and paid for by IA&AD. Hence, labour costs should NOT be escalated in the commercial bid.	Bidder would like to clarify the Escalation @ 8 % per annum, applicable on 1st January of every succeeding calendar year, will be applicable and paid for by IA&AD on cumulative basis year on year.	Clarification		The understanding is correct. However financial proposal must include YoY increased rate.

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AN81	Vol 1 Annexure A, Section 28, Page 85	Offline utility: the following functionalities are expected to be in "offline" mode. 1) access to documents in KMS.....	We are assuming these functionalities will not be made available in mobile app but on desktop as a thin client which can be accessed even when internet connection is not there	Suggestion		Yes. It is envisaged as a desktop application. It may or may not be a thin client.
AN82	Vol 1 Annexure A, Section 28, Page 85	Preparation of audit requisitions, audit enquiries and audit observations (which will be printed, signed and issued to auditable entity	These can be done on audit log which has been downloaded in past and not on current audit log/task list. Response will be saved in local machine and uploaded when connectivity will be there	Suggestion		Bidder is confusing audit requisitions with audit log which is incorrect. Please refer functional requirements carefully.

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AN83	Vol 1 Annexure A, Section 12, Page 128	KMS would involve management of structured, semi-structured and unstructured information	Please explain and give examples of semi structured and unstructural data that KMS is expected to store	Clarification		Refer Section 1.3 of volume 1 of the RFP Annexure A
AN84	Vol 1 Annexure A, Section 12_1, Page 128	The first feedback would be during draft stage. In draft stage, OIOS would provide a platform to host the draft version of the document and receive feedback from the relevant stakeholders.	Are we planning to create a 3 level workflowcreate, approve and publish? Or are there any sub processes also?	Clarification		The number of levels vary in each case. There may be sub-processes as well.

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AN85	Vol 1 Annexure A, Section 55.1, Page 138	Instant messaging: Multi language input	Which all languages do we have to support	Query		English and All languages in Schedule VIII of Indian Constitution supported by Unicode format are required.
AN86	Security Query	IAM	What are the different user categories in scope for IAM? Only Employees or is there any scope for customers, partners etc..?	Query		For Phase 1 and Phase 2 the scope will be limited to IA&AD users,

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AN87	Security Query	IAM	Number of External Users like customers,partners, etc	Query		For Phase 1 and Phase 2 the scope will be limited to IA&AD users.
AN88	Security Query	Pseudonymisation	There are no specifications for the same. This is critical given that there is private, financial and sensitive data that will be stored	Query		This is only for personally identifiable information of IAAD officials. Details will be discussed with the selected bidder.

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AN89	Security Query	VPN	Please suggest if a dedicated VPN solution is to be considered or it can be a part of the Firewall Specifications	Query		<p>No change, Refer to 8.3.1. Enterprise Network Security, RFP Vol 1 Annexure C.</p> <p>Bidder has to comply with the RFP terms.</p>
AN90	Security Query	Firewall	Please provide throughput requirements for the external and internal firewalls and Test and Development Zone firewall.	Query		<p>Refer corrigendum RFP Vol 1 Annexure C, 8.1. Security Architecture, may now be read as:</p> <p>a. Militarized security Zone for Production (Database and Application) server Farm (MZ): This will be a secure Militarize Zone (MZ) to host all critical application, Data Base server, Storage etc. The Zone should not be accessible from Internet directly. All user traffic should be able to enter in this security zone through API's only.</p> <p>Deleted: The proposed solution should have provision of dedicated Internal Firewall to secure the critical production (Data base and Application) environment.</p>

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AN91	Security Query	PIM	Please suggest purpose of Accreditation requirements, especially since they are only required for PIM solution	Query		Refer RFP Vol 1 Annexure C, Section 8.3.6. Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage) -Accreditation
AN92	Security Query	HSM	Please suggest why this should be PAAS based	Query		Duplicate query: refer corrigendum

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AN93	Security Query	HSM	HSM is a hardware appliance. Please suggest how are container requirements applicable?	Query		Corrigendum, RFP Vol 1 Annexure C, 8.3.8. Hardware Security Module 8. Deleted: Container Support – OIOS Solution (if container is used), Docker, Red Hat Open Shift
AN94	Security Query	IAM	Please suggest why this should be SAAS based?	Query		Deleted: SN 1. Software as a Solution (SaaS) offering

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AN95	RFP / 01.04.OIOS.RFP.Vol.1.Annex.D/Page 3	Indicative data points	Indicative data points does not have any vision to growth factor to be considered. What is the growth vision in terms of number of Audit assignments and Employees / users ?	Query	It will impact appropriate sizing and estimation..Organization growth vision will impact the sizing , estimation and performance.	Growth factor cannot be estimated. The indicative key data points are detailed in Annexure D and storage sizing is detailed in Section 6.1.2 Annexure C. Any further increase will be taken up as change management.
AN96	RFP/Vol 2/ Section 7.7.3 Page - 35	Evaluation criteria	Backward compatibility of browsers versions increases vulnerability, that is why it is not recommended.	Compliance	Backward compatibility of browsers versions increases vulnerability, that is why it is not recommended.	Refer Corrigendum

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AN97	RFP/Vol 2/ Section 7.7 Page - 31	<p>Evaluation criteria- The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively).</p> <p>This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc.</p>	<p>We suggest to consider the turnover data for last three FY (2015-16, 2016-17, 2017-18 respectively) from IT Consultancy/ IT Advisory Services and System Integration services only.</p>	suggestion		<p>The Pre-Qualification Criteria with respect to turnover in Section 7.7 stands revised and should be read as: Sales Turnover should be on account of the turnover of the Company and not the Composite turnover of its subsidiaries/sister concerns etc. from IT consultancy/IT advisory/System integration services Note: Excluding Supply of hardware.</p>
AN98	Generic	OCR/ICR	<p>Do we need any OCR/ICR capability to read the scanned doc/images? Please confirm</p>	Query		OCR/ICR is not in scope

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AN99	Generic	Audit Plan	When will be the audit plan for stage 1 release be shared with SI	Query		The audit plan is a dynamic activity that will be done by each of the functional wings in the field audit offices
AN100	Generic	Sample Audit plan	Is it possible to share a sample audit plan that are quarterly planned .	Query		Audit programmes are prepared on a quarterly basis and annual audit plans are prepared on an annual basis. Samples will be provided to the selected bidder.

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AN101	Generic	Rate card for Phase 3	Annexure A also has functional requirements for phase 3 which will be delivered basis rate card. How do SI comply with phase 3 requirements in Annexure A	Query		SI is expected to provide only rate card for the resource and Phase 3 is T&M
AN102	Vol 2. Profile of Team member, Page 47	Certification - In Vol 2 section Profile of proposed team , the Certification criteria are a) Project Management & Agile Certification for key personnel. While Agile Experience of 5+ years is required	We suggest the scrum master certification should be the evaluation criteria for agile roles mentioned. Not the tenure of the certification.	Query		Agile experience does not mean agile experience post Agile certification only.

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AN103	Vol2 Section 7.7.3, Page - 35	Question- How will scanning of documents by audit teams using mobile phones and uploading of documents and photographic evidences to OIOS?	Please clarify the question its looks incomplete	Query		How will the solution handle scanning of documents by audit teams using mobile phones and uploading of documents and photographic evidences to OIOS?
AN104	Vol 2 Section 7.7.3 page 35	Question- How will the solution handle on-boarding of users who vary widely in respect of use and knowledge of IT including simple office automation?	What is the expectation around ease of use and simple office automation?	Query		The expectation is that the solution should facilitate on-boarding resources with varying IT skills and knowledge.

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AN105	Vol.1.Annex.A Section 1.3 page 9	Manage processes for leave, tour, employee claims etc.	Please provide details of each process mentioned in the requirement.	Query		The details would be laid out at a later stage and hence, it has been included in Phase 3 which is based on T&M
AN106	Vol.1.Annex.A Section 1.3 page 10	<ul style="list-style-type: none"> •Creating the Audit Design Matrix, which includes design/ definition of audit objectives, sub-objectives, and questions, and •Defining the sampling approach to be followed for each audit assignment, including selection of auditee entities and/or transactions 	Audit Design Matrix - need clarity on this whether it needs to be created on BPM platform or a standard template will be uploaded into BPM	Query		The data elements of a design matrix are standard. However, each audit design matrix is different. An audit design matrix is a multi-level hierarchy, objective, sub-objectives, audit questions, etc. Refer requirements relating to sub-module 05_01 in Annexure A of Vol 1 of RFP.

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AN107	Vol.1 Annex.A Section 1.3 page 10	*Prepare draft audit product(s) (E.g. Inspection Report, StatementofFacts,DraftParagraphs,Departmental Appreciation Note, Management letter)	This workflow can be configured for every new Audit depending on the total audit products along with document attachments and Quality Analysis (QA) / Quality Check (QC) workflow. Please clarify?	Query		The workflow may be configured for every audit product for each functional wing in field audit office, including QA/QC.
AN108	Vol 1 Annex.A section 1.14 page 22	*Manage requests for information under the RTI Act and Complaints.	Is there a need for separate workflow to handle RTI requests/ complaints?	Query		Yes.

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AN109	Vol 1 Annex.A section 16 page 145	Migrate legacy data available across field audit offices	Provide details around the legacy data to be migrated. Also, let us know the nature (documents, images etc.) and size of the data to be migrated. If there are documents, will it be available in digitized format?	Query		The details are listed in Chapter 59 in Annexure A of Vol 1 of RFP. Size cannot be estimated. They are not readily available in digital format. The digitization is not responsibility of SI.
AN110	Vol 1 section 11. page 56	** These sub-modules would evolve and/or change with every release.	On what basis changes to the sub-modules would be considered. What will be the quantum of such changes?	Query		These sub-modules would naturally undergo change. For example, as and when new sub-modules are being designed, the relevant privileges would get added in the user privileges

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AN111	Vol 1 Annex C section 7.2 page 56	*Simultaneous but separate editing of documents to avoid the conflict of overwriting.	Is there a requirement of document editing within DMS. Please clarify	Query		Yes. The document should be editable by multiple users in track changes mode and should have provision for adding comments.
AN112	Vol 1 Annex C section 7.2 page 56	*Reconstruction of documents.	What is the exact requirement here, Need more information on "Reconstruction"	Query		Corrigendum: Deleted

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AN113	Page No 10, Item 4	Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications and shall support interface with other open-standard systems.	Please mention what are the existing legacy systems and core systems.	Query		Corrigendum: Inter-operability - The DMS shall support interface with other open-standard systems.
AN114	Page No 15, Item 32	The proposed DMS should have the option to download all/ multiple files as consolidated PDF file to local PC/laptop/mobile devices.	Please elaborate on the requested feature of "Consolidated PDF" while downloading multiple files? Is the expectation is to merge multiple files into a single PDF?	Query		The understanding is correct

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AN115	Page No 23 Item 47	Human Task	Please elaborate what are the different human tasks that are envisioned.	Query		Corrigendum: Human Task is a heading and not a requirement.
AN116	Generic	Confirmation on Access	It is assumed that Access to the mobile system for any document upload / interaction with the system should be provided only to the Auditors who are Employees who are IA & AD employees. It is assumed that access will not be provided to any person (high profile Govt officials, MPs) who are not IA & AD employee. Please confirm.	Query		Yes. Confirmed.

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AN117	Generic	Confirmation on Access	If the client is having the mobile store for storing the mobile app, then the same will be used for the mobile apps. If not, then a simple http server will be used where the mobile app will be stored and available for download.	Query		Simple http server will be used where the mobile app will be stored and available for download.
AN118	Generic	Help desk team structure	<p>Since Help Desk would be manned by CAG and SI employees we need minimum number of count of CAG Agents to be provisioned and it should come out in the response so that all parties cater for these numbers (minimum).</p> <p>Total Number of Agents Maximum Concurrent agents</p>	Query		CAG Agents: 15 Concurrency: 50%

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AN119	Generic	NLDC and NLDR	Since customer has asked for NLDC and NLDR, request customer to confirm that Dark Fibre between the DC / DR and CAG Office would be provided by CAG.	Query		No. Bidder has to size and propose Leased line.
AN120	Generic	Links	All Links - Connectivity between DC & DR and NIC Gateway, DC and DR, Internet , Telecom Lines etc will be provided by CAG, SI will provide sizing on the basis of available information.Please confirm.	Query		Refer Corrigendum

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AO1	Volume II Pg: 152, Point no. 10 Sanctions for Violation	The Performance Bank Guarantee / Other Guarantee shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore To recover all sums already paid by the Purchaser, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing RBI Bank Rate.	We request that any violation should be mutually discussed and chance to represent must be given before invoking PBG. Also we request Interest clause to be removed. Revised clause - The Performance Bank Guarantee / Other Guarantee shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore To recover all sums already paid by the Purchaser, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing RBI Bank Rate.	Issue	We request that violations must be mutually discussed and chance to represent must be given. PBG must be only last resort. Revocation of bank guarantees is only a way to recover the penalties but it should not be in addition to other penalties. Finally to encash the advance bank guarantee and Performance-Bank Guarantee is furnished by the Bidder, in order to recover the payments, already made by the Buyer, hence interest clause is requested to be deleted.	RFP remains unchanged
AO2	Volume II Pg: 154 Point no. 10. Fall Clause	The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower than that offered in the present bid in last 2 Years (from the date of bid submission) in respect of any other of any other project of similar size Ministry/Department of the Government of India and if it is found at any stage that the similar system of sub-system was supplied by the Bidder to any other Ministry / Department of the Government of India at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Purchaser, if the contract has already been concluded.	Each proposal is tailored to the specific RFP and customer requirements which may not be identical. Besides this the proposals or prices for other customer cannot be shared as this is confidential in nature. Hence we request this clause to be removed. Alternately:	Issue	Each contract is different based on RFP requirements and hence this data may not be available or comparable. Infosys is committed to provide the best fit solution for requirements listed in the RFP	Agreed. Integrity Pact format to be replaced with latest CVC format (2018).

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AO3	Volume III Pg:25 APPROVALS AND REQUIRED CONSENTS	In the event that any Required Consent is not obtained, the Implementation Agency and the Purchaser or its nominated agencies will co-operate with each other in achieving a reasonable alternative arrangement as soon as reasonably practicable for the Purchaser or its nominated agencies to continue to process its work with as minimal interruption to its business operations as is commercially reasonable until such Required Consent is obtained, provided that the Implementation Agency shall not be relieved of its obligations to provide the Services and to achieve the Service Levels until the Required Consents are obtained if and to the extent	We request that the time limit should be agreed for providing all approvals and consents. This has been mentioned for project deliverables in Point Clause 7, point d. We request the same clause of 15 days acceptance period be extended to this as well.	Suggestion	Delays in sign offs or consent can impact project deliverables hence we request for providing a period for approval and consent.	Not agreed. RFP remains unchanged. Any consent IAAD needs to provide would be within 15 days. However, the responsibility of getting approvals relating to other licenses and regulatory approvals, within 15 days is not the responsibility of IAAD. For example, right of way (outside IAAD premises) required to lay leased lines
AO4	Volume III, Terms of Payment, Point B, Page no. 30	Payments shall be subject to the application of liquidated damages (for period prior to "Go Live") or SLA penalties and its adjustments/corrections (for post "Go-Live")as may be provided for in the Agreement and the SLA from the relevant milestone(s)	Payments shall be subject to the application of liquidated damages (for period prior to "Go Live") or SLA penalties and its adjustments/corrections (for post "Go-Live")as may be provided for in the Agreement and the SLA from the relevant milestone(s) subject to maximum cap of Liquidated damages.	Issue	The terms of payments are subject to application of liquidated damages.	No. SLA penalties and LD are different. RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
A05	Volume III, Terms of Payment, Point C, Page no. 30	For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause.	For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes except GSTN which are addressed in this Clause.	Clarification	GST is in additional to contract value and should be reimbursed on actuals basis.	All changes in taxes will be covered additionally by IAAD.
A06	Volume III Invoicing and Settlement,Point D, Page no. 31	The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement.	We request there should be time line mutually agreed for processing of withheld payments.The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it (without exceeding maximum time period) delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement.	Issue	We request definition of timeline of payment of withhold amount.	Refer corrigendum.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO7	Volume I Section 7.2.5 & Page number 31	Infrastructure readiness of field audit offices.	It is assumed that product will ensure and work with relevant stakeholder(OSC/Product Owner) to review the infrastructure readiness for OIOS application rollout and will take inputs /recommendations/suggestions from SI as required ensuring smooth roll out of OIOS. SI will not have any role to play for infrastructure readiness at CAG remote offices / field offices	Suggestion	Clarity on scope of SI for CAG remote office / filed offices	Yes. SI is not responsible for infrastructure readiness of field audit offices. SI however would prescribe specifications.
AO8	Volume I Section 7.3.2 & Page number 34	Procure/Install/configure/deploy all the components (IT and non-IT) of OIOS system and get approval from product owner.	Please clarify the process of approval from product owner. What would be the acceptance criteria and in case of delay, whether SI interest will be protected by deemed acceptance. A detailed acceptance criteria for DC/DR hardware and software should be mentioned by I&AD at this stage only.	Suggestion	Clarity on acceptance criteria for DC/DR Hardware	Add following new Section 7.3.2.1 after Section 7.3.2 in RFP Vol-I 7.3.2.1 Process for acceptance criteria for DC/DR hardware: SI shall develop the detailed plan for deployment of IT infrastructure, technical architecture document to IAAD for approval. The plan shall include timelines for procurement, installation, testing, rectification and acceptance considering the overall timelines for the OIOS solution. The SI should submit the procurement, installation, deployment, configuration and testing details of relevant DC/DR hardware, in complete form, to IAAD seeking acceptance. IAAD upon review of the request, including conducting physical verification, if needed, would communicate its response. In the case, where IAAD does not provide response (acceptance/partial acceptance/non-acceptance) within 30 days, it would be considered as deemed acceptance. Upon receipt of non-acceptance from IAAD, the SI shall endeavour to act upon necessary reason for non-acceptance and re-submit for acceptance.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO9	Volume I Section 8.1, point no. 1, Page number 37	SI shall set up the development and testing environment in a cloud environment.	In order to setup the DEV and TEST environment - is the SI free to propose a public cloud provider? Does CAG have any preference - private or public cloud provider	Clarity required	Clarity on type of Cloud service provider	No preference
AO10	Volume I Section 8.3 point no. 2, Page number 40	Procure, Provide and Configure Network Connectivity between: a. PDC and DRC utilizing two IA&AD NICNET gateways.	Please provide the location details, contact persons of the two NICNET Gateways where connectivity needs to be provided. This is required by ISPs to do a feasibility study	Clarity required	ISPs needs to do a feasibility study of NIC locations where connectivity is required	The information would be furnished the required details at the implementation stage.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO11	Volume I Section 8.8, point no. 3, Page number 46	Set Up, configure and test Primary Data Center (PDC) and Disaster Recovery Center (DRC) for each phase of OIOS application at Tier-3 co-located DC/DR.	Does IA&D has any preference for cities where DC and DR to be co-located. It is mentioned in the RFP that for each of the site (DC & DR) there has to be Near DC/Near DR, which will be hosted at IA&AD provided space in the same city. Pls clarify	Clarity required	Clarity on DC / DR and Near DC/Near DR locations	IAAD has no preference. The list of offices is available in performance report (Page 72 - Annex II of 2018 report available in https://cag.gov.in/performance-activity-report). The NLDCs may be chosen as nearest field audit office (not branch office) near to the DC/DR.
AO12	Volume I, Section 8.8, Point 3, Page number 46	Procure, Installation, Commissioning and Testing of Storage Area Network (SAN – 10 TB Usable) at two IA&AD Offices along with UPS as NLDC/Backup site.	it is assumed that the said UPS is solely for the SAN storage being supplied and does not cater to any other equipment at the two IA&AD offices. Please confirm	Clarity required	Sizing of UPS	Yes.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO13	Volume I Section 10, Point 3, Page number 52	Tech refresh	Please clarify the terms and conditions for tech refresh. What would be the periodicity what is scope of SI in tech refresh? Does entire Hardware/devices needs to be changes or only refresh of controllers/cards required? This is mandatory requirement for building BOQs and contract commercials accordingly	Clarity required	Clarity on the terms and conditions for tech refresh.	Refer Corrigendum
AO14	Volume I Section 12.1.1, Point no. J, Page number 62	j. SI shall provide details and quote charges for additional compute (server, storage and related infrastructure items) that would be required on a year-on-year basis after the Go-Live. The networking and security components may be sized suitably as well to meet the requirements defined in SLA.	While the SI may provide quotations during the bid submission, however most of the OEMs has a validity of pricing for 60 days to 90 days, as global pricing fluctuates, and vary at the actual time of procurement which is spread across the years. Kindly consider removing this clause as augmenting the compute and storage on YoY basis may not be feasible commercially.	Removal of clause	It would not be possible to Augment the Hardware YoY basis due to various challenges	The sizing of the hardware needs to be based on key data points in Annexure D and in Section 6.1.2 in Annexure C. Any change in the number of users and storage sizing would be considered change request. Scheduling of resources for PDC/DR linked to Phase 1 development. SI to provide the rate card for per TB SSD/SAS as per BOM format.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO15	Volume-I Annexure C & Page number 11	Wherever the Gartner report is not published for any category of the product / solution, the bidder may submit an alternative reputed product analysis report viz Forrester, IDC.	it is suggested to consider Forrester and IDC analyst reports also equivalent to Gartner as some of the products may not be uniformly listed. This will help the SI in having a better choice for solution and also ensure level playing field. further it is suggested to consider not only the latest but also previous reports till last 2 years	Suggestion	Provide level Playing field and get possible solution	No. RFP remains unchanged.
AO16	Volume I Annexure C, Point no. 4, Page number 26	In order to achieve above SLA parameters for OIOS Application and to ensure business continuity, SI would set-up a Secondary Data Centre. Both the Data Centres (Primary and secondary) would be hosted in co-location option. IAAD reserves the right to migrate the OIOS data/application hosted at (either or both) data centres to Cloud Data Centres at a later date.	The various application components being design / Architected may be or may not be cloud ready. The cloud readiness and migration to cloud should be taken up separately and should not be part of the scope of this RFP. Kindly consider removing this clause	Removal of clause	Cloud readiness and migration should be dealt separately and not part of this RFP scope	We understand that if at all there will be a migration, it will require a separate Tender and the cloud readiness aspect of the migration will be dealt with during that time.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO17	Volume I 8.3.4. Data Loss Prevention (System administrators console) Annex C , Point no. 14, Page 179	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature, such as applying encryption to a file using the endpoint encryption flex response	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature/Remediation script, such as applying encryption to a file using the endpoint encryption flex response/remediation script	Compliance issue	Flex response is an OEM term where the DLP should get integrated with encryption via API to provide such remediation. OEM specific	Duplicate query. Refer corrigendum.
AO18	Volume I 8.3.1. Enterprise Network Security , console) Annex C ,point no-11, Page 156	The proposed solution shall provide Data Loss Prevention - to protect any sensitive information (e.g. Aadhaar number, credit card) leaking out of the network. DLP licenses to be included from day-1.	DLP is always recommended as dedicated solution which is already been asked in the RFP. Not all OEM provide DLP in the NGFW	Removal of clause	Consider removing this clause	Corrigendum - Volume I 8.3.1. Enterprise Network Security , console) Annex C , Page 156, point no-11 - deleted.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO19	Volume I 8.3.1. Enterprise Network Security , console) Annex C ,point no-26, Page 159	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, SMTP, POP3, IMAP use by any of application used by the users.	Observation: The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, use by any of application used by the users.	Compliance issue	SMTP,IMAP & POP is email protocol and is been taken care by the dedicated email security solution	Duplicate query: refer corrigendum
AO20	Volume I 8.3.1. Enterprise Network Security , console) Annex C ,point no-30, Page 159	The security instance must have a provision to highlight visually the rules which are unused within the policy for a long time.	Observation: The security instance must have a provision to highlight visually the rules which are unused within the policy.	Compliance issue	Mentioning time is OEM specific clause	Duplicate query: refer corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO21	Volume I,Annex C , 8.3.1. Enterprise Network Security , console), point no-33, Page 160,	It shall provide threat prevention throughput of at least 2 Gbps from on real world/application Mix/ app mix/ enterprise Mix. The min threat prevention features must include features like IPS, Antivirus, Anti Spyware, Zero Day protection etc.	Please Clarify as every OEM mentions the throughput in different way and few OEMs don't mention the threat prevention throoughput. Please modify clause accordingly	Compliance issue	Ambiguity in the clause	Duplicate query; Refer clarification.
AO22	Volume I,Annex C 8.3.3. Security Information and Event Management, point no-24,Page 167	The solution must maintain a database of all assets discovered on the network. This asset data must include important information about the asset as learned by the information collected (i.e. user identity, system attributes, network attributes, vulnerability state, etc.). The database must provide the ability to edit attributes when they cannot be learned (i.e. department, location, etc.). The user must be able to search this database.	Observation: This clause is vendor specific and out of scope of SIEM platform and will hamper multiple leading OEMs to participate. This is a functionality of a CMDB type of repository. Architecturally only one repository (Source of truth) should reside in an environment so that the criticality/risk values are same across the enterprise. Making multiple repositories creates duplicate and inaccurate asset mappings.	Compliance issue	However SIEM can be integrated with such information system to contextualize the events or alerts with relevant attributes	This is basic functionality of SIEM. Bidder need to provide functionality.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO23	Volume I,Annex C 8.3.3. Security Information and Event Management, point no-36,Page 169	The solution must have a log collection and archive architecture that supports both short-term (online) and long-term (offline) event storage.	suggestion: Kindly provide the tenure of storage of RAW log and metedata in terms of "days online", "days archived and querable" and "days offline".	suggestion	This would be needed to quantify the storage required for the solution	SI to propose period in Technical proposal as per Industry best practices.
AO24	Volume I,Annex C 8.3.3. Security Information and Event Management, point no. 45, Page 170	The solution must provide the ability to store/retain both the log meta data and the original raw message of the event log for forensic purposes.	The line should read,"The solution must provide the ability to store/retain both the log, packet and endpoint meta data and the original raw message of the event log for forensic purposes.	suggestion	The Forensic analysis of an event and quantification of loss cannot be completed with log data only. Packet data should be correlated with log data with complete reconstruction capability to assess the loss amount in case of breach scenarios.	The solution must provide the ability to store/retain both the log, packet and endpoint meta data and the original raw message of the event log for forensic purposes.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO25	Volume I.Annex.C 01.03.OIOS. 8.3.3. Security Information and Event Management, point no. 87, Page 175	<p>DNS Malware Monitoring: The vendor's solution must provide ability to detects malware-infected hosts and endpoints—servers, desktops, mobile devices—rapidly with high fidelity. Solution must provide following details:</p> <ul style="list-style-type: none"> • Top domain shared by infected clients • Most queried blacklisted domains • Top Malware Types • Top IPs and Subnets 	Please consider to modify this clause: This is not a SIEM feature available with many OEMs. DMA is specific feature available in DNS security solutions and can be integrated with SIEM solution to provide enriched security	Compliance Issue	Vendor specific clause	Duplicate query; Refer corrigendum.
AO26	RFP Volume I Annexure C 8.3.1, point no. 6,page 155	The Solution must support identification and control of all types of applications (Business, Social, Encrypted and Custom) within environment without requiring any license/subscription/blade. It should provide detailed analysis on sessions consumed, data transferred and threats involved through the applications.	Kindly consider removing this clause. Vendor specific compliance. Each vendor have different licensing method to offer the different module in nextGen firewall	Compliance Issue	Vendor specific compliance.	The Solution must support identification and control of all types of applications (Business, Social, Encrypted and Custom). It should provide detailed analysis on sessions consumed, data transferred and threats involved through the applications.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO27	RFP Volume I Annexure C 8.3.1, point no. 8, page 156	The security instance must support application identification natively, without requiring any license/subscription/blade. There should not be any requirement to buy any license for application visibility and the must operate at Layer 7 natively.	Kindly consider changing this clause. This is vendor specific. The security instance must support application identification and the must operate at Layer 7 natively.	Compliance Issue	Vendor specific compliance. Each vendor have different licensing method to offer the different module in nextGen firewall	The security instance must support application identification.
AO28	Volume I Annexure C 8.3.1, point no. 18, page 157	Solution should support Session based differentiated services code point (DSCP) classification.	Solution should support QOS for bandwidth control	Compliance Issue	DSCP is vendor specific	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO29	Volume I- Annexure C 8.3.1, point no. 22, page 158	Should have URL or URL category base protection for user cooperate credential submission protection from phishing attack with malicious URL path.	This clause looks to be vendor specific	Clarity required	Need further explanation on this clause	Corrigendum: Should have URL or URL category base protection from phishing attack with malicious URL path.
AO30	Volume I- Annexure C 8.3.1, point no. 23, page 158	The proposed solution shall have sandbox behavior-based inspection and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day malware. The solution should support cloud-based analysis. The same should be mentioned on public domain like websites, datasheets.	Pls consider changing this clause as follows "The proposed solution shall have sandbox behavior-based inspection and protection of unknown viruses and zero-day malware solution shall support automated signature generation for discovered zero day malware or should have capability to block based on file hash. The solution should support cloud-based analysis. The same should be mentioned on public domain like websites, datasheets."	Compliance Issue	Any application and protocol is an open statement please specify the required protocol. Also its vendor specific	No Change. Bidder has to comply with the RFP terms.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO31	Volume I- Annexure C 8.3.1, point no. 26, page 159	The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, SMTP, POP3, IMAP use by any of application used by the users.	Pls consider changing this clause as follows "The proposed security device should be able to detect and prevent zeroday threats infection through HTTP, HTTPS, FTP, SMTP, use by any of application used by the users."	Compliance Issue	POP3 and IMAP are used to download to email to outlook , Enabling Sandboxing on these protocol is not realistic	Refer corrigendum.
AO32	Volume I Annexure C 8.3.1, point no. 27,page 159	The proposed security instance shall perform content-based signature matching beyond the traditional hash base signatures and should support SMB/ NetBIOS traffic scan/inspection	The proposed security instance shall perform content-based signature matching and hash base signatures	Compliance Issue	Vendor specific compliance	No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO33	Volume 1 Page No 67, Point. 3	The database server storage has to be provided on high speed disks (SSD's) for better performance.	Kindly specify if all disks on database server should be on SSD.	Compliance issue	Clarity on specifications	Yes preferably Database Server priority data/application should be stored on SSD.
AO34	RFP Volume I Annexure C 6.2.11. Backup features, point no. 3,Page No. 46	Low cost Object Storage should be utilized as the backup target. If there is need to use the block-based storage for backup target for staging or as a whole, the same should be flagged and explained.	Purpose Built backup appliances are designed to give the de-dup efficiency and reduction in backup window which is not possible with object storage as first backup target so looking at the requirement of 6 hours backup windows which can be achieved with purpose built backup appliance kindly consider the suggested change. However object storage can be used for long term retention. Looking at the performnace benchmarking, we also request here to mention the backup appliance specification.	Compliance Issue	Industry best practices	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO35	RFP Volume I- Annexure C 6.2.11. Backup features, point no. 4, Page No. 46	d) Monthly Full with 30 days retention on Object Storage and 12 months retention on Long Term storage Yearly Full with 30 days retention on Object storage and 5 Years retention on Long term storage	Purpose Built backup appliances are designed to give the de-dup efficiency and reduction in backup window which is not possible with object storage as first backup target so looking at the requirement of 6 hours backup windows which can be achieved with purpose built backup appliance kindly consider the suggested change. However object storage can be used for long term retention.	Compliance Issue	Industry best practices	Bidder to propose backup methodology using Storages requirement stated in BoQ in PDC, DRC, NLDC/ back up sites. For "Object storage", refer to corrigendum.
AO36	RFP Volume I- Annexure C 7.19.4 Pg 136. Pointt 15	Shall have capability to use more than 30 drives per array group or raid group for better performance.	Please change the clause as below "Shall have capability to use more than 30 drives per array group / Storage Pool / Raid Group for better performance".	Compliance Issue	Vendor Specific	Shall have capability to use more than 30 drives per array group / Storage Pool / Raid Group for better performance.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO37	RFP Volume I-- Annexure C 7.19.4 Pg 136. Point 16	Offered storage array shall be supplied with Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity.	Please change the clause as below "Offered storage array shall be supplied with Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity and Volume and File Volumes."	Compliance issue	Industry best practices	No Change.
AO38	RFP Volume I-- Annexure C 7.19.1 Pg 127. Point 3	Should provide a highly reliable and high performance midplane/ back-plane design in the blade enclosure. Should provide detailed technical information	Different OEMs have different Blade Chassis Architectures. Few of the reputed OEM's Blade Chassis does not have any midplane/Backplane for the Ethernet connectivity. Hence suggest to revise the clause as "If the Chassis supports Midplane/back plane, then should provide a highly reliable and high performance midplane/ back-plane design in the blade enclosure. Should provide detailed technical information"	Compliance issue	Vendor specific, Accommodate all OEMs	Should provide a highly reliable and high performance midplane/ back-plane/ equivalent design in the blade enclosure. Should provide detailed technical information.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO39	RFP Vol - 1 - Annexure C 8.3.5. Host Intrusion Prevention System S.No 9 Page 182	Correlation should be performed both on the agent and on the Management Centre console. Agent based correlation should be supported. The Management Centre for HIPS should provide all management functions for all HIPS agents in a centralized manner from the security management software to be provided by the bidder.	Correlation at agent level is not recommended as it leads to duplication. And it will be resource hungry therefore request to remove this clause	Suggestion	industry best practice	Duplicate query
AO40	RFP Vol - 1 - Annexure C 8.3.5. Host Intrusion Prevention System S.No 14 Page 183	HIPS should prevent external USB/CD/DVD drivers	This is not a part of HIPS solution, It is a device control requirement hence we request to remove from the HIPS specifications therefore request to remove this clause	Compliance Issue	Not applicable, suggested to remove clause from specific solution	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO41	RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 4 Page 198	Solution should correlate linkages between users, files, and websites to detect rapidly mutating threats. By analyzing key file attributes, Solution should accurately identify whether a file is good and assign a reputation score to each file, effectively protecting against targeted attacks.	OEM specific language. As per our understanding here, AV solution should provide logs and reports on the basis of users, files and websites on threat, please clarify	Clarity required	OEM specific	Duplicate query
AO42	RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam S.No 6 Page 198	Solution should provide protection for business-critical systems by only allowing whitelisted applications (known to be good) to run or by blocking blacklisted applications (known to be bad) from running. Finger printing of applications should be from centralized console.	Finger printing is not a standard offering as a part of endpoint security therefore request to remove this clause.	Compliance Issue	Not applicable, suggested to remove clause from specific solution	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO43	RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 7 Page 198	Solution should help identify and protect internal and external security breaches by monitoring application behavior and controlling fileaccess, registry access, processes that are allowed to run, and devices information can be written to	This feature is not part of Antivirus solution. System hardening is a part of OS hardneing solution. therefore request to remove this clause.	Compliance Issue	Not applicable, suggested to remove clause from specific solution	Duplicate query
AO44	RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 14 Page 200	Solution should able to collect file fingerprints for all the applications that a group of client computers run for whitelisting or blacklisting.	Fingerprints are not a part of standard offering of Antivirus solution so we request you to remove this clause	Compliance Issue	Not applicable, suggested to remove clause from specific solution	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO45	RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security S.No 15 Page 157	Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability. The proposed security device or its family can also have optional wireless in hardware or software.	Wireless is not a part of IPS therefore we request you to remove this clause	Compliance Issue	Not applicable, suggested to remove clause from specific solution	Duplicate query
AO46	RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - IPS S.No 16 Page 157	The proposed solution must support different Custom IPS and Application policies for different users and groups. The solution must support FQDN/IP address for static route next hop, policy-based forwarding for next hop and BGP peer address.	IPS is transparent security device and not meant to perform the network routing operations therefore we request you to remove this clause	Compliance Issue	Not applicable, suggested to remove clause from specific solution	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO47	RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - IPS S.No 17 Page 157	The proposed solution must support different actions in the policy such as deny, drop, reset client, reset server, and reset both client and server.	OEM specific term, so we request you to remove this clause	Compliance Issue	OEM specific , suggsted to remove the clause	Duplicate query
AO48	RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - IPS S.No 17 Page 157	Solution should support Session based differentiated services codepoint (DSCP) classification.	OEM specific term, so we request you to remove this clause	Compliance Issue	OEM specific , suggsted to remove the clause	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO49	RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - Anti-APT Protection S.No 24 Page 158	Advance unknown malware analysis engine, detecting VM/container-aware malware to detect and protect from virtual sandbox evading advance unknown malware using bare metal analysis.	Y(bare metal is OEM specific term)so we request you to remove this clause	Compliance Issue	Not applicable, suggested to remove clause from specific solution	Duplicate query
AO50	RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - Threat Protection S.No 29 Page 159	The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. Can also have optional wireless support in the software proposed device as well as complete family of OEM.	OEM specific term, so we request you to remove this clause	Compliance Issue	OEM specific , suggsted to remove the clause	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO51	RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - Performance Requirement S.No 37 Page 160	The solution must provide 8 no 10/100/1000 TX + 4 X 1 Gig SFP and 4x 10Gig SFP+ interfaces populated with desired trans receivers, 2x HA ports and 1 out of band management interface.	please clarify "2xHA"	Clarity required	clarification needed	Duplicate query
AO52	RFP Vol - 1 - Annexure C 6.3.1. Existing IT Networking Infrastructure of Field Office S.No 37 Page 160	IA&AD field offices across India have engaged MPLS WAN from various service providers to provide network connectivity (intranet/ internet) to its employees. IA&AD Offices are inter-connected using NIC network through MPLS WAN (Leased Line). The bandwidth availability of NICNet at IAAD field offices varies between 10 Mbps to 1 Gbps.	Please clarify the scope for SI in terms of field sites connectivity. Our undersding of the RFP is that the required network connectivity is already in place. Is there any SI scope for maintainance and support? If yes, Please share list of locations with details of ISP Providers.	Clarity required	Clarity for field sites	The connectivity across CAG offices is managed and maintained by NIC. SI has no role in the maintenance. SI's only role is with regard to connectivity to NLDC and leased lines to NIC Gateways.

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AO53	RFP Vol - 1 - 15. Human resource deployment requirements S.No 37 Page 160	The Development Center shall be provided by IA&AD and would be equipped with required furniture and internet facilities. The Onsite team should bring their end user computing device (Laptop/ Desktop) with all the necessary development and end point security software required for development of OIOS System.	Please confirm that the required facilities like network and internet connectivity without any restrictions for the development team shall be provided by CAG.	Clarity required	Clarity on Development	Yes, it will be provided.
AO54	Volume I Section 10 & Page number 52	Tech refresh	We suggest strongly that the tech refresh shall be mandated by CAG for all Hardware components before the end of contract period.	Suggestion	best practice and ensure level playing field for all	Refer corrigendum.

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AO55	RFP Vol - 1 - Annexure C 8.3.6, point no. 1, Page 183	The proposed could be either: appliance-based, virtual appliance based.	Few OEMs Provides software based installation for PAS Solution. Few OEMs is market leader in PAM domain as shown in Gartner report and successfully running PAS solution in many government customers. Appliance based solutions are tough to be managed operationally and make solution more costly unnecessary.	Suggestion	industry best practice	Duplicate query
AO56	RFP Vol - 1 - Annexure C 8.3.6, point no. 6, Page 183	The proposed solution should be appliance-based solution with no overhead of installing each component separately.	Few OEMs Provides software based installation for PAS Solution. Few OEMs is market leader in PAM domain as shown in Gartner report and successfully running PAS solution in many government customers. Appliance based solutions are tough to be managed operationally and make solution more costly unnecessary.	Suggestion	industry best practice	No change.

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AO57	RFP Vol - 1 - Annexure C 8.3.6, point no. 32, Page 186	The proposed solution should offer in various forms: appliance-based, virtual appliance based.	Few OEMs Provides software based installation for PAS Solution. Few OEMs is market leader in PAM domain as shown in Gartner report and successfully running PAS solution in many government customers. Appliance based solutions are tough to be managed operationally and make solution more costly unnecessary.	Suggestion	industry best practice	Duplicate query
AO58	RFP Vol - 1 - Annexure C 8.3.6, point no. 29,Page 186	The Proposed solution should support Active-Active High Availability (HA) architecture without the use of a traffic load balancer.	Few OEMs provide all components (Web server and jump server) in Active-Active HA except the database server which is Few OEMs Vault which will be in HA Active-Passive mode. Due to split brain scenario it is not recommended to have vault in Active-Active. Vault secures the password which are the jewels for any company and to avoid any mis-match Few OEMs provide vault in HA but in Active-Passive mode.	Compliance Issue	Kindly modify this point to accommodate all OEMs	Bidder must meet the functional requirement

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AO59	RFP Vol - 1 - Annexure C 8.3.6, point no. 52, Page 189	The proposed solution should have the ability to support auto load balancing and active- active high availability (HA) out-of-the-box to cater for current requirements and future expansion.	Few OEMs provide all components (Web server and jump server) in Active-Active HA except the database server which is Few OEMs Vault which will be in HA Active-Passive mode. Due to split brain scenario it is not recommended to have vault in Active-Active. Vault secures the password which are the jewels for any company and to avoid any mis-match Few OEMs provide vault in HA but in Active-Passive mode.	Compliance Issue	Kindly modify this point to accommodate all OEMs	No Change.
AO60	RFP Vol - 1 - Annexure C 8.3.6, point no. 43, Page 188	The solution should have the ability to perform SHA verification every time the session recording is being played to ensure the session recording integrity is not compromised.	SHA verification is not needed as Few OEMs provides temper proof session recordings. No body can modify any of the session recording as it is in encrypted mode. Also to download and run those session recordings, Few OEMs also provide Codec software client which is required to run that session recording.	Compliance Issue	Kindly modify this point to accommodate all OEMs	The solution should have the ability to perform SHA verification every time the session recording is being played or provide temper proof session recordings features to ensure the session recording integrity is not compromised. Bidder to include all necessary software components to achieve the functionalities such as to run session recording.

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AO61	RFP Vol - 1 - Annexure C 8.3.6, point no. 44, Page 188	The proposed solution supports more than 2000 concurrent session recordings (*) by a single server. Note: *SI need to synchronize it with as per proposed solution	Few OEMs can provide 2000 concurrent session but having single high configuration server is not recommended. Few OEMs recommends to have multiple servers with moderate configuration to provide redundancy and vaule for money. Proper Hardware sizing and Architecture can be designed by SI or Few OEMs.	Compliance Issue	Kindly modify this point to accommodate all OEMs	The proposed solution should support more than 2000 concurrent session recordings.
AO62	RFP Vol - 1 - Annexure C 8.3.6, point no. 57, Page 189	FIPS 140-2 Level 2 validated cryptography, able to achieve FIPS 140-2 Level 3 with built-in hardware security module (HSM)	Few OEMs complies with FIPS 140-2 and Common Criteria security standards. Few OEMs can be integrated with other HSM but it doesn't provide HSM module on their own.	Compliance Issue	Kindly modify this point to accommodate all OEMs	SI no 57 deleted.

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AO63	RFP Vol - 1 - Annexure C 8.3.6, point no. 58, Page 189	Common Criteria EAL 4+	Few OEMs are market leader and EAL 2+ certified.	Compliance issue	Kindly modify this point to accommodate all OEMs	No change. List of OEMs who are certified with EAL 4+.
AO64	RFP Volume I- Annexure C 7.19.1 Pg 127. Pointt 6	Should support simultaneous housing of FCoE /Ethernet/ FC/ SAS/ InfiniBand interconnect fabrics offering Hot Pluggable & Redundancy as a feature	"Hot plugabble and redundancy" has to be removed, since the same is not provided by many OEMs.	Compliance issue	Vendor specific, Accomodate all OEMs	Duplicate query

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AO65	RFP Volume I- Annexure C 7.19.1 Pg 127. Point 7	Blade Server Interconnect to: LAN/ Network/ converged	Kindly amend the clause as "Blade Server Interconnect to: LAN/ Network/ converged. Should support scalable L2 and L3 switching with automated network Quality of Service"	Suggestion	Industry best practices	No Change
AO66	RFP Volume I-- Annexure C 7.19.1 Pg 128. Point 10	The enclosure should support redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays.	Since few OEM's architecture supports direct SAN connectivity, without the need for SAN Switches within the Chassis, hence request to revise the clause as "The enclosure should support at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays".	Compliance issue	Vendor specific, Accommodate all OEMs	The enclosure should support redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays. Or The enclosure should support at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto negotiating downlinks to all server bays.

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AO67	RFP Volume I-- Annexure C 7.19.1 Pg 130	The OEM should fall in the Gartner's magic quadrant for Blade Servers.	Suggest to amend the clause as "The OEM should be in the Leaders category of the Gartner's magic quadrant for Modular Servers for at least 2 times in the last 3 published reports".	Suggestion	Accommodate all reputed OEMs	No Change.
AO68	RFP Volume I-- Annexure C 7.19.1 Pg 130 Point 5	Integrated PCIe 3.0 based 12G SAS Raid Controller with RAID 0, 1 with 1GB of Flash backed write cache on board	Request to change as "NV Cache/ Flash backed write cache" as this is the latest technology. Request to change 1GB to "minimum 8 GB Cache across a single Controller"	Compliance issue	Industry best practices	Integrated PCIe 3.0 based 12G SAS Raid Controller with RAID 0, 1 with minimum 1GB of NV Cache/ Flash backed write cache on board

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AO69	RFP Volume I-- Annexure C 7.19.1 Pg 130 Point 9+B67	Minimum of 2Nos of cards supporting Converged/ Ethernet/ FC adapters/ SAS/ IB adaptors	Pls clarify that this stament means that 2 cards (1 for Ethernet and 1 for FC connectivity) needs to be provisioned for each blade.	Clarity required	Clarification on compliance'	SI to propose the configuration best suited for RFP requirements.
AO70	RFP Volume I- Annexure C Pg 194. Point 43	The solution should be able to generate the reports in HTML, PDF, Excel formats as per requirement of the user.	DAM reports can be very heavy hence fetching it in HTML format is not recommended. Better way is to download the same in PDF or CSV format.	Compliance issue	Industry best practices	No Change.

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AO71	RFP.Volume I 01.00.OIOS 7.2.5. IT Infrastructure, page 31	Reviewing the installation/configuration and deployment of OIOS System and its sub-components in the Tier-3 co-located DC/DR for UAT, Staging, Training and Production environment in both PDC (Primary Data Center), DRC (Disaster recovery Center) and other facilities.	How many concurrent users must be supported by the Training environment?	Clarification	NA	During an active training, the concurrency depends on batch size of the training as detailed in Chapter 13 of Vol 1. There may be utmost 12 parallel batches.
AO72	RFP.Volume I 1.00.OIOS.RFP.Vol.1, 7.2.5. IT Infrastructure, page 31	Reviewing the installation/configuration and deployment of OIOS System and its sub-components in the Tier-3 co-located DC/DR for UAT, Staging, Training and Production environment in both PDC (Primary Data Center), DRC (Disaster recovery Center) and other facilities.	Is it expected that training environment should be available on internet?	Clarification	NA	Yes. Preferably.

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AO73	RFP.Volume I 01.00.OIOS, 8.5. Track 5: Training and capacity building, page 42	Training for team of IA&AD who would discharge functions relating to Level-1 functional desk.	What kind of training is required for team of IA&AD who would discharge functions relating to Level-1 functional desk? Do they need master trainer's training?	Clarification	NA	Yes.
AO74	RFP.Volume I 01.00.OIOS, 13. Training and Capacity Building Requirements, page 72	Any additional training requirement/requirement of additional batches would be taken up on a time & material basis based on the rates provided by the bidder.	Can the SI assume that time & material will be applicable ONLY for batches other than what has been provided by the bidder?	Clarification	NA	Yes

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AO75	RFP.Volume I 01.00.OIOS, 13. Training and Capacity Building Requirements, page 72	The core components of training will have to be delivered using the SI's own resources; however, SI can consider using sub-contracting for part of the training and capacity building requirements as part of the overall Training Plan after prior approval of the IA&AD. 13	What core components of training has to be delivered by SI's own resources and what can be sub-contracted? Please elaborate.	Clarification	NA	Training on Technical components (System software, hardware, DC) may be sub-contracted to respective OEM
AO76	01.00.OIOS.RFP.Vol.1, 13.6. Training Infrastructure and Location, page 76	Location: The location for both UAT Training as well as the End User Trainings would be at IA&AD Premise(s) at NCR – Delhi and other planned locations. IA&AD would bear the travel cost in case of locations other than NCR - Delhi. Upon mutual agreement, a part of the training may be conducted via video conference.	We understand that the training venue will be arranged by the IA&AD. Can we assume that the travel, lodging and boarding cost for trainees for all locations will be borne by the IA&AD?	Clarification	NA	Yes

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AO77	RFP.Volume I 01.00.OIOS, 13.6. Training Infrastructure and Location, page 76	Location: The location for both UAT Training as well as the End User Trainings would be at IA&AD Premise(s) at NCR – Delhi and other planned locations. IA&AD would bear the travel cost in case of locations other than NCR - Delhi. Upon mutual agreement, a part of the training may be conducted via video conference.	Which other locations other than NCR-Delhi, trainings will be conducted?	Clarification	NA	The precise list of locations cannot be listed. But typically the trainings are conducted in regional training institutes and centres spread over the country. They may also be rarely in one of the field audit offices.
AO78	RFP.Volume I 01.00.OIOS, 13.7. Evaluation, page 76	Evaluation of training: Training effectiveness would be measured primarily using feedback mechanism. For that, questionnaire would be designed accordingly by the SI and submit to IA&AD for approval. The questionnaire would be handed over to the participants after the training and they would rate the training effectiveness. The parameters and the scale for measurement would be mutually agreed between the product owner and SI. In case the average score of the training falls below expected level, then the training would be considered as ineffective and hence re-training has to be arranged by the Selected Bidder at no additional cost.	What is the expected level of feedback on a scale of 1 to 10, 10 being the highest, for training to be considered as ineffective?	Clarification	NA	Refer SLA

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AO79	01.00.OIOS.RFP.Vol.1, Team Deployment Schedule for OIOS Project Delivery, page 87	Track 4 Onsite during the training schedule to fulfil requirements in Section 13	Is it expected that training team has to be placed onsite for the project duration?	Clarification	NA	Only during the actual training
AO80	RFP.Volume I 01.00.OIOS, 16.2. Documentation relating to training and capacity building, page 95	The user & training documentation shall provide complete and comprehensive user manuals that cover, but not limited to, the following aspects: Functional user manual (for application administrators, office administrators, wing administrators and other role-based users) How to training videos E-learning material Training documentation including material and evaluation Troubleshooting guide Quarterly Release Training documentation	What is expected to be covered in Quarterly Release Training documentation?	Clarification	NA	The incremental manual relating to the quarterly release.

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AO81	RFP.Volume I 01.00.OIOS, 13.2. Training of Master Trainers, page 73	The majority of the master trainers are a set of two to three officials of IA&AD from each of the 141 field audit offices. The trainers have to be imparted training in office administration, wing administration and functions and activities to be carried out by other officials in the office.	Is it expected to provide Learning Management System (LMS) by SI for training administration? If yes: A. How many concurrent users must be supported by the LMS? B. LMS should be available on intranet/ internet or both? C. Is it expected to support trainings conducted by master trainers on LMS?	Clarification	NA	The LMS platform would be provided by IA&AD.
AO82	RFP.Volume II 02.00.OIOS Training Plan, page 49	Please give an illustrative extract of the training structure and content for a small component/ sub-component of training	Please elaborate - What illustrative extract and content has to be provided?	Clarification	NA	The training material will be based primarily on the solution proposed by the IA

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AO83	Volume II, Section 7.7.1, Page no 32, Point no 5	The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services only.	We assume IT Consultancy/ IT Advisory covers Domain consulting , Technology consulting, Software and Infra Services.	Clarification	Revenue reported in audited annual report will include "Income from Software services".	Refer Corrigendum
AO84	Volume II Page no 107, Format 20	Illustrative Manufacturers'/Producers' Authorization Form	We will be able to share the MAF from the OEM's, however the OEM's might not agree with the format given in the RFP.	Compliance issue	Based on our past experience in government deals, OEMs have their standard MAF format and MAY MINOR DEVIATIONS the MAF template shared in the RFP.	No Change.

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AO85	Vol1 section 5.1 Page 20	"The OIOS IT solution should capture the common core audit processes and allow for "configuration" of the IT solution that is required by the different flavors of audit. In order to achieve this, instead of a standard agile approach, a hybrid agile approach is proposed."	how is implementation methodology (Agile or hybrid agile) relates to configurationability of IT solutions?	Query	NA	During the configurability setting of the IT solution, additional user stories would be there. For example, the common core functionality for auditee universe might be to maintain a master list of auditee entities with minimum basic fields. The configurability would include the feature of ability to maintain additional fields for groups of auditee entities by a functional wing of a field audit office.
AO86	vol1 section 11.2 page 55	phase 1 and phase 2 have been shown having only 6 releases	This contradicts with detailed scheduled shown in page 58 which is having 8 releases	Clarification	NA	Release 6 consists only of Stage 2 implementation of specific sub-modules. Release 7 and 8 involves stage 3 implementation of specific sub-modules.

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AO87	vol1 section 5.1.4, page no. 23	"The product owner would provide 'Phase 2 acceptance' based on review of the functionalities of releases in phase 2, in an integrated manner, by his core team."	There are 6 releases envisaged in phase 2. Please clarify that each release will go thru UAT at the end of each release.	Clarification	NA	Yes.
AO88	vol1 annex A, point iv, Page 115	"The process of collection of data involves filling up of the data collection by the citizens (beneficiaries) or internal users of OIOS system. The designer/administrator of the data collection assignment would need to monitor the progress of collection on a real-time basis."	Data from the citizens (during survey) will be collected offline? Who will enter the data in the system? How do you suggest to monitor the progress of data collection in real-time basis?	Query	NA	Though the design of the tool kit is online, once the design is published for collection, the collection of data (as part of audit execution) may be offline/online. In case of online/offline collection, then the data should be available for the designer to monitor once the data collector submits the collected data.

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AO89	vol1 annex A , section 56.4 , PAGE 139	Dashboards (13_02) - "The design and development of dashboards is done by the designers, who will deploy the dashboard onto the OIOS application"	SI is not expected to develop any dashboard but desihn a system to allow IAAD employees (designers) to design the dashboards and deploy in OIOS? Please clarify if this is correct understanding	Query	NA	The SI is expected to design 200 MIS reports and 20 dashboards. Apart from that, SI is also expected to provide training/capacity building for designing the MIS reports and dashboards
AO90	vol 1 , Annex A page 147	Data migration for module 07_04 Finalisation and issue	Only "Inspection Reports" and "Audit Reports" are in scope for data migration. Please clarify if other audit products are not required for data migration	Query	NA	Yes, the other products are not currently envisaged. The final listing would be made during finalisation of Migration design document and Excel templates.

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AO91	vol1 annex A page 148 ; Bulk data migration service (16_01)	"The interaction between the field audit office and the 'Data migration support team' of IA&AD goes back and forth until the data validation is successful."	please clarify if "Data Migration support team" is staffed by IA&AD. Is this team also responsible to create the excel templates for data collection?	Query	NA	The data migration support team is staffed by IA&AD. SI is responsible for preparation of the Excel templates with required validation.
AO92	vol1 annex A page 149 ; Bulk data migration service (16_01)	Once the data validation is successful, the data is passed on to the System Integrator's migration team so that the data can be loaded into OIOS.	Please confirm if Data migration support team of IA&AD will consolidate data from all Field Audit Office and will not send separate request for each Field Audit office?	Query	NA	They will send separate requests for each field audit office as and when required. There may be multiple batches for the same field audit office.

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AO93	vol1 annex A page 149 ; Bulk data migration service (16_01)	"OIOS should have feature to offer bulk data migration service. The field audit offices would be responsible for capturing details of entities in prescribed formats (Excel). Then, the field audit offices then request for a bulk data migration service through a specific web-page by filling in a form and uploading the Excel files (containing data) and the zip117 files (containing attachments). The 'Data migration support team' of IA&AD would then load the Excel files(s) into the 'Validator' of OIOS to ensure that the data to be uploaded is valid. If there are any validity issues, due to any reason118, the same is notified to the field audit office. The interaction between the field audit office and the 'Data migration support team' of IA&AD goes back and forth until the data validation is successful."	Could you please provide quantification of bulk migration required in terms of # of records for each sibmodule. Request you to please provide estimated # of bulk data migration request.	Query	This is required to estimate migration effort	The data quantification cannot be made as most of them are not digitised.
AO94	Vol1 annex A, 56.1 MIS reporting on audit process data in OIOS, page 137	Module 13 - MIS reports and Dashboards "While we expect SI to aid in preparation of a few complex reports (up to a maximum of 500 for Phases I and II)"	It is mentioned that there will upto 500 MIS reports but the MIS report requirements not very clear. Similarly Dashboard requirement is not well defined. It is , therefore, suggested to develop this module as T&M engagement.	suggestion	because estimation with requirement mentioned in RFP is not possible	In totality, SI is expected to design 200 MIS reports and 20 dashboards. The development of MIS reports and dashboards (50 MIS reports and 10 dashboards) is included in fixed cost and the remaining (150 reports and 10 dashboards) is included in T&M cost of Phase 3.

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AO95	vol1 annex A, 61 Ad-hoc entry of legacy data (16_02), page 149	"The field audit offices would also need a mechanism to enter one-off records which were missed during the initial data migration. Also, a field audit office might choose not to use the bulk data migration service but rather prefer to the data entry in the system by themselves. Hence, OIOS should provide for a facility with necessary forms (containing the fields of the entities and facility to upload the attachments) so that the data could be entered."	please clarify if all moduels mentioned in "Current vision for data migration" also require facility for data entry	Query	This is required to estimate migration effort	Yes.
AO96	Tendernotice 1 Section 11, point a&b, Page 19	The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower than that offered in the present bid in last 2 Years (from the date of bid submission) in respect of any other project of similar size Ministry/Department of the Government of India and if it is found at any stage that the similar system of sub-system was supplied by the Bidder to any other Ministry / Department of the Government of India at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Purchaser, if the contract has already been concluded. b. The Bidder shall accord the most favoured customer treatment to the buyer in respect of all matters pertaining to the present case	The Bidder undertakes that he has not supplied/is not supplying the similar identical systems or subsystems at a price lower than that offered in the present bid in last 2 Years (from the date of bid submission) in respect of any other of any other project of similar size Ministry/Department of the Government of India and if it is found at any stage that the similar system of sub-system was supplied by the Bidder to any other Ministry / Department of the Government of India at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Purchaser, if the contract has already been concluded. b. The Bidder shall accord the most favoured customer treatment to the buyer in respect of all matters pertaining to the present case	Suggestion	Request to consider identical systems for comparison in the clause as similar system may still vary in volumes, complexity and scale	No change

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AO97	RFP Volume 2 Page 39 Section 7.7.3 Technical scoring model	Online Offline Functionality	What are the on field deviecs CAG expects to use for auditors. What functionalities should be available offline	Clarification	Require further details of offline process	Please refer "One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1" Chapter 28 Offline utility (06_07)
AO98	RFP Volume 2 Page 83 Form 5A	Letter from Client to indicate successful completion of projects`	Request that CS letter also be considered for this documentary proof of completion	Suggestion	NA	Letter from the Client or Company Secretary to indicate the successful completion of the projects will also be considered.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO99	Volume 3 S9 Approvals and required consents	procurement of the relevant licenses	IA will support activities required in IA's scope for procuring those license that are relevant. However all regulatory and government licenses will have to be procured by the departement	issue	All regulatory and government licenses will required to eb applied by department and Infosys can support to the extent of scope of our services.	All approvals and required consents outside IAAD scope would be responsibility of the SI
AO100	Volume 3 S13.2(d)	Disputed invoices	All the disputed invoices must be notified to IA within 15 days of receiving such invoice. All diputed related to such invoices should be resolved expeditiously and in good faith	Suggestion	This will give IA to correct and represnet the invoices without any delays.	All the disputed invoices must be notified to Implementation Agency within 15 days of receiving such invoice. The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the Purchaser under this Clause shall not entitle the Implementation Agency to delay or withhold provision of the Services. All disputes related to such invoices should be resolved expeditiously and in good faith.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO101	Volume 3 S14.1.a.1, page no 32	Material Breach	A mere SLA breach cannot be defined as a material breach. The contract needs to highlight as to what is considered as a material breach. In addition, the Purchaser must be able to prove that the material breach is solely attributable to teh IA. Also the clause to be made mutual. IA must have a right to terminate the agreement if there is any breach by the Purchaser	Suggestion	NA	No Change.
AO102	Volume 3 S14.2.1, page no. 33	Termination for convenience	We request this clause to be made mutual. Secondly, if the Purchaser wishes to terminate the agreement, they can do so by providing a notice period of 90 days to Infosys	Suggestion	NA	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO103	Volume 3 Section 15, point no. 1, page no 35	<p>Indemnification and limitation of liability</p> <p>Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") 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.</p>	<p>While we can indemnify the Purchaser, we cannot agree to the phrase "hold harmless", as it can so happen that the Purchaser could be at fault also. We agree to indemnify the Purchaser, however having the phrase in 'hold harmless' is an issue for IA since the presence of such a phrase effectively bars the indemnifying party from bringing a suit against the party being indemnified. We request deletion of the phrase.</p>	Issue	NA	No Change.
AO104	Volume 3 Section 15, 5, page no 37	Limitation of liability cap	<p>We request the purchaser to reword the clause to clearly call out what is outside the liability cap. Please could you clarify on what falls outside the liability cap.</p>	Suggestion	<p>The LOL cap which is detailed in section 15 is referring back to the Clause 15. We request to specify which point of the clause are outside of the cap. We also request to clarify in clause 12.4 which points are outside of this cap this can be deleted</p>	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO105	Volume 3 Section 20, point 1. c, page no 43	warranty period	We request warranty to be requested for 90 days	Suggestion	The products and hardware will be covered under standard warranty. The software will go live only after complete UAT testing and sign off. Besides this there is continued support as part of track 6 would be providing for O&M for the delivered components. Hence we request the warranty to be limited to 90 days.	No Change.
AO106	Volume 3 Section 22, page no 46	Insurance	The Implementation Agency must, on request by the Purchaser, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this Clause 22 23 . The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation	Suggestion	There is a typographical error. The clause number has been written wrong. It should be 22 instead of 23.	The Implementation Agency must, on request by the Purchaser, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this Clause 22. The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO107	Volume 3 Service Level Agreement Section15 and 16, pge no. 86	Representations and warranties	Representations and warranties relevant to this deal are addressed in the MSA. Please elaborate on the intent of having additional warranites in the SLA. We would request deletion of the Representations and warranties in the SLA since they have been addressed earlier in the RFP.	Suggestion	NA	No Change. Bidder has to comply with the RFP terms.
AO108	Vol 1, Section 8.1. Track 1: Setting up of development and UAT environment, Page No. 37	b.Setup and configuration of system software, supporting platforms and software components (including necessary licenses) that are required for development. c. Site readiness for Development Center at IA&AD premises. d. End-user computing devices for SI's Team	It is understood that IA&AD will own the site readiness for Development including but limited to required IT infrastrcuture and connectivity to Datacenter, pls clarify apart from end-user computing devices for SI's team, is there any other scope to be considered by SI. The setup of development platform and required licenses will be provided by SI but it is considered that all other pre-requisites to work from IA&AD premises will be taken care by IA&AD. Pls clarify	Clarity required	Need clarity on scope of work for SI for Track 1: Setting up of development and UAT environment	Site readiness including renting of office space, furniture, networking and internet facilities is responsibility of IAAD. Rest including end point devices would be responsibility of SI.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO109	Vol 1, Section 8.3. Track 3: Setting Up of development, UAT, training, pre-production and production environment in PDC and DRC at Tier-3 co-located data centre, Page No. 41	The data analytics system shall be hosted in the same data centre where the OIOS IT solution is hosted. The SI needs to have provision of adding additional rack spaces in the data centre as well as in the DR for hosting the solution. Other common infrastructure of the DC/DR like network, security, bandwidth and other systems as provided by SI shall be leveraged for hosting the data warehousing / data analytics system. The SI will provide separate quote for the rack space hosting charges in its commercial bid. For data analytics system, a separate program needs to be strategized for integrating the results of the analytics to become inputs for audit planning, audit execution and audit reporting. The SI needs to support the data analytics service provider in terms of integration with the OIOS IT solution as per requirements defined at the time of implementation.	Pls specify the number of racks required for Data Analytics system, generally the hosting providers doesn't reserve the space without confirmed purchase order. Pls specify the timelines when this space is required so that arrangement can be made with Hosting provider and hosting provider may charge for reserving the space. Furthermore, the common services like DC/DR bandwidth, network and security devices will be sized for OIOS system to meet the SLAs defined in this RFP. It will not be feasible and very impractical to leverage the common services of OIOS system for integrating with a third party application with a discrete set of SLAs. Kindly consider deleting this clause. This should be addressed at a later stage by looking at the feasibilities	Clarity required	Rack space for Data Analytics system should be provided, using common services of OIOS system is not recommended for third party applications	The additional rack space and augmentation of resources necessary to facilitate the integration of the data analytics solution shall be taken as change management during the implementation of the data analytics project. The SI shall facilitate this integration.
AO110	Vol 1 Section 9, Project Timelines: High Level Implementation of OIOS Project Page No. 50	PDC/DRC for OIOS Phase 1 , PDC/DRC for OIOS Phase 2 and PDC/DRC for OIOS Phase 3	It is recommended that timelines for all three phases should be clubbed together and considered as one milestone rather than distributing the Datacenter setup phasewise. The Datacenter timelines should be modified to reflect the entire setup rather splitting into phases because it would not be possible to segregate and procure/implement hardware phase-wise. Kindly consider	Suggestion	Industry best practices	No changes

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO111	Vol1 Section 10, Project Timelines: High Level Implementation of OIOS Project Page No. 50	Setting Up of PDC and DRC at Tier-3 co-located DC/DR	It is recommended that engagement for all three phases should be clubbed together and considered as one milestone rather than distributing the Datacenter setup phasewise.	Suggestion	Industry best practices	No
AO112	Vol1 Section 12.1, Role of Selected bidder Page No. 61	DRC: Make provision for 50% compute of Primary Data Center (as per RFP Volume I – Annexure C) o Make provision for 100% identical storage of Primary Data Center (as per RFP Volume I – Annexure C) o Make provision for necessary system software	Pls clarify if HA needs to be considered for Servers, Network and Security Devices in DRC.	Clarity required	Clarity for DRC Architecture	Duplicate query. Refer corrigendum.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO113	Vol1 Section 12.1.1, IT Infrastructure procurement, supply and installation Page 62	SI shall plan procurement of infrastructure in a staggered manner during the project duration to support increase in number of offices being on-boarded and increase in data. The SI shall propose staggered procurement schedule and provide commercial quotation accordingly including the scope for tech refresh. e. The SI shall procure infrastructure in a phased manner based on the prescribed schedule as provided in RFP Volume II Appendix I and after receipt of approval from product owner.	The phase wise procurement of infrastructure may not be viable option considering the datacenter setup / changes required at different levels and continuous hardware deployments /commissioning/testing in a live datacenter would impact the operations, instead it is recommended to procure hardware and setup datacenter for all three phases in one-go. This will have a uniformity in AMC contracts and seamless Operations /maintenance. Kindly consider the procurement of entire infrastructure for all three phases in one-go.	Suggestion	Industry best practices	No
AO114	Vol1 Section 12.2, Hosting requirements Page 63	Bidder shall enter into a tri-party agreement with Data Center Service Provider and IA&AD for required Data Center Services, however sole responsibility to provide the services as per the RFP requirements shall lie with SI	The Hosting provider will be responsible for meeting the SLAs related to hosting services and availability of power, cooling and related services, accordingly any SLA lapses on hosting shall be passed to Hosting provider. SI shall ensure that hosting provider meets the SLAs in letter and spirit without impacting the OIOS application availability. Kindly confirm on the above understanding.	Clarity on Hosting provider SLAs	Tri-party agreement between SI, IA&AD and Hosting provider shall make hosting related SLAs accountable on hosting provider	Only SI is held responsible

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO115	Vol1 Section 12.2, Hosting requirements Page 64 - point r	SI shall provide for two levels of manned security. The first level at the complex entry (for perimeter security) and second level at the main data centre control (for visitor control).	The physical security of the hosting facility will be in the scope of Hosting provider, SI can ensure and facilitate this feature by mentioning the same in the SOW of hosting provider. Pls clarify	Clarity on Hosting provider SLAs	Tri-party agreement between SI, IA&AD and Hosting provider shall include the required scope	No change, SI is responsible for ensuring perimeter security and would be solely laible for data breach.
AO116	Vol1 Section 12.2, Hosting requirements Page 65 - point u	During working hours (0900-1800 hrs) at least one resource from the SI's Infrastructure team should be deployed at both DC locations for the entire contract period.	A dedicated resource may not be required for the entire duration of the contract, pls modify it as hands and feet support is required in DC and DR to support Operations.	Suggestion	SI should be allowed to design the solution and deploy resources to meet the required SLAs	No. RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO117	Vol1 Section 12.2.1, Bandwidth requirements Page 65	<p>A. SI shall provide MPLS connectivity for connecting NIC gateway with the DC and DR facilities.</p> <p>C. SI shall also provide for internet connectivity at DC/DR to allow the OIOS IT solution to be accessible from internet.</p>	<p>As per TRAI regulations, SI can resell bandwidth, kindly amend this section by including the requirement for a Tri-partite agreement. SI can facilitate the links and measure SLAs, but IA&AD shall release the PO directly to ISPs and clear the Invoices upon confirmation from SI. The related SLAs shall be owned by ISPs as per tri-partite agreement.</p>	Compliance Issue	There should be a Tri-party agreement for Bandwidth as well.	Refer corrigendum
AO118	Vol1 Section 12.2.1, Bandwidth requirements Page 65	<p>B. SI shall provide MPLS connectivity between DC and Near DC, DR and Near DR facilities.</p>	<p>Kindly provide location details and contact persons in Near DC and Near DR locations, in order for ISPs to survey the site and do a feasibility study. This is required in order for ISPs to calculate the CAPEX and OPEX cost for connecting these two locations. This is mandatory for commercial construct. Kindly provide details</p>	Compliance Issue	Location of Near DC and Near DR should be provided	Refer Clarification

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO119	Vol1 Section 12.2.1, Bandwidth requirements Page 65	The bandwidth calculation should ensure that the utilization does not exceed 70% at any point of time. If the bandwidth reaches 70%, the SI shall increase the bandwidth without any additional cost to IA&AD.	This clause may not be feasible and practical, bandwidth utilization not exceeding 70% at any point of time is an overkil, pls exclude during peak times and consider changing it to 90%.	Suggestion	Waste of bandwidth	No change.
AO120	Vol1 Section, 12.2.2. Other Requirements Page 66	SI shall provide for fireproof media storage for storage of tapes, cartridges, etc.	Pls provide the size of fireproof media storage required (capacity)	Suggestion	Clarity on scope	Pt 2 a) deleted.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO121	Vol1 Section, 12.2.2. Other Requirements Page 67 - Point 5	The internet connectivity required for VPN has to be separately provisioned.	Pls clarify why a separate internet connectivity is required for VPN. It is industry best practise to integrate VPN gateway with rest of the security devices using a common internet pipe. Pls consider removing this clause	Clarity required	Industry best practices	Pt 5 deleted.
AO122	Vol1 Section, 12.2.2. Other Requirements Page 67 - Point 9	Compliance process to the defined international standards and security guidelines such as ISO 27001, for maintaining operations of cloud and ensuring privacy of IA&AD data.	Pls clarify on operations of cloud mentioned in this clause, it is understood that cloud is only required for a very short period of time till T&D environment is setup.	Clarity required	Clarity on scope	Vol1 Section, 12.2.2. Other Requirements Page 67 -Point 9 deleted

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO123	Vol1 Section, 12.2.2. Other Requirements Page 67 - Point 13	Provide support to technical team of IA&AD or nominated agency for Optimization of resources for better performance and also provide physical and virtual access to the technical persons for the resolution of any issue pertaining to the operation, maintenance or	Resources Optimization shall be SI's prerogative considering the SLAs requirements. A third party cannot be allowed to interfere in deciding the resources for meeting the desired SLAs. Kindly remove this clause	Removal of clause	Industry best practices	Bidder need to meet RFP condition.
AO124	Vol1 Section, 12.2.2. Other Requirements Page 67 - Point 14	The SI shall provide 24*7 Helpdesk & Technical support services. This will include system maintenance windows	It is understood that 24*7 helpdesk is for IT related issues and should be part of NOC /O&M, a sepeate helpdesk is not required. Kindly confirm	Clarity required	Clarity on scope	Pt 14 deleted. For helpdesk time, refer to clause 1.5.18 of Annexure A to RFP Vol III .

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO125	Vol 1, Section 14.1. User Centralized Helpdesk Requirements Page 78	The operational support will have to be provided, through a suitable Helpdesk system, to ensure that the solution is functioning as intended and that all problems associated with operations are resolved satisfactorily.	Pls clarify on location of Help desk to be established. Does it be located in SI provided location or IA&AD location, in case of IA&AD provided location, pls provide details of location address.	Clarity required	Clarity on scope	The location of the helpdesk is primarily offsite. However, as described in Section 14.1, IA&AD reserves the right to request onsite deployment of help desk team with a notice prior to 30 days, which SI shall comply. The premium for onsite deployment may be quoted separately (See Format xxx). The onsite location, if any, would be in NCR.
AO126	Vol 1, Section 14.1. User Centralized Helpdesk Requirements Page 78	The operational support will have to be provided, through a suitable Helpdesk system, to ensure that the solution is functioning as intended and that all problems associated with operations are resolved satisfactorily.	If proposed helpdesk needs to be migrated to a IA&AD provided locations, it is assumed that all the necessary infrastructure (including furniture, LAN, Airconditioning, Desktops etc) for operating the Helpdesk will be provided by IA&AD, pls clarify	Clarity required	Clarity on scope	Providing Endpoints (Laptops/desktops) would be responsibility of SI. Other infrastructure as stated (space, furniture, LAN and AC) would be provided by SI.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO127	Vol 1 Annexure C Section 2. OIOS System IT Infrastructure Requirements, Point 5, Page 9	It is to be noted that bidder needs to provide a detailed assessment sheet taking into considerations the volumetric and other details given in the RFP. The assessment should clearly highlight the sizing parameters taken into consideration while designing the solution and also should be provided on OEM / SI letter head, along with publicly available published benchmarks. Detailed worksheets of transactions assumed per second, CPU or Core-wise need to be shown, scaled upwards to handle the desired volumes and traffic along with the desired scalability.	The Indicative sizing and volumetric has been already given in the RFP and indicative bill of material for each phase has been provided, kindly clarify what would be objective of assessment sheet in view of already given sizing and BOM in the RFP. Pls clarify	Clarity required	Indicative sizing and BOM already given in the RFP	The RFP specifies the indicative sizing. The Bidder need to furnish the actual sizing details as per their proposed solution. Bidder is free to increase indicative sizing and assesment shall be based on Technical proposal for solution completeness and sizing proposed by bidder. However quantity in Technical/ financial bid can't be reduced.
AO128	RFP Vol-1- Annexure C, Section-2, point no. 14, Page no. 10	The Primary DC and Secondary (Disaster Recovery) DC should be architected in such a way that any of the modules may be run from any these data centers, without any impact on the SLAs being defined. The solution should be designed to utilize both the Primary and Secondary Data Centers, so as to enhance security, serviceability and performance. Both the Primary and Secondary Data Centre to be linked to Nearline Data Centre sites.	It has been mentioned that DR is 50% of DC in terms of compute requirements, it is considered that DR infrastrcutue will be used only in case of a disaster / outage in DC. The SLAs cannot be same in case of modules being run from DR. Kindly clarify and consider removing this clause as this may not be applicable for this RFP.	Clarity required	Clarity for DR scope	Refer Corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO129	Vol 1 Annexure C Section 2. OIOS System IT Infrastructure Requirements, Point no. 15, Page 10	<p>The COTS products related to IT infrastructure must be from vendors in latest report of the Gartner's Magic quadrant as per criteria defined below:</p> <p>a. The OEMs must be in Gartner's Leaders/ Challengers/ Visionaries quadrants. The preference would be awarded in this category as - Leaders (highest)/ Challengers/ Visionaries (lowest).</p> <p>b. The product category should have support in India</p>	<p>Not all products are listed in Gartner or IDC or Forrester reports, for such products pls relax the requirements. Also pls consider revising the clause the product category should have support in India as " the product category should have offices and operating in India" . Not all products provide support function from India. Kindly consider</p>	Suggestion	Level Playing field and accomdating more options /OEMs	Refer Corrigendum
AO130	Vol 1 Annexure C Section 4. OIOS Security Requirments, Page 14, Point b	<p>SI shall propose the data center (s) perimeter security to mitigate with various security risks including, but not limited to intrusion prevention, Malware detection/prevention, DoS/DDoS attacks etc. SI needs to ensure that the proposed solution should meet the perimeter security requirements. The proposed solution should include the following components as minimum requirement;</p>	<p>Pls clarify on number of firewalls required, if External FW and Internal FW are required for segregating traffic from Internet and MPLS, if yes whether they should be from different OEMs.</p>	Clarity required	Level Playing field for mandatory components	Refer BoQ provided at RFP Vol 2

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO131	Vol 1 Annexure C Section 2. OIOS System IT Infrastructure Requirements, Point c, Page 15	However, IAAD reserves the right to further appoint an external agency to run Security Operation Center (SOC) for monitoring the adherence to security compliance requirements by SI. SOC in that case shall use security tools deployed by SI (at no cost to IAAD) as part of the RFP. The SOC will monitor the security compliance and logs generated by various appliances on behalf of IAAD to provide the compliance report. Engagement of any external agency by IAAD is without prejudice to the responsibilities of the SI as per the RFP.	Additional scope in this regards shall be addressed through a change request, integration with a third party tool or providing access to a third party is subject to technical feasibility and they will be underlying dependencies, understanding of the same is out of scope of current RFP. Hence this aspect of solution shall be addressed with a change request with a defined scope. Pls confirm.	Clarity required	Clarity on scope	No changes
AO132	Vol 1 Annexure C Section 6.1.1 .Assumptions: Data Center Indicative Sizing / Server Sizing Page 32	Server sizing: OIOS at DC-1 (Primary DC)	The Indicative sizing is of very very high level and doesn't include all components with HA. This may create a lot of confusion, kindly update the sizing with HA components and include all the required components in order to reflect it with the requirements mentioned in the RFP, otherwise the number of cores DC wise will have lot of difference with the SI sizing. Kindly also mention the basis on which this indicative sizing was done, because this may createt a lot of confusion and influence the proposed solution components. Kindly elaborate further to avoid confusion and wrong inferences, otherwise the whole exercise will become request for quotation rather than request for proposal. Kindly consider	Clarity required	Level Playing field for all bidders and avoid confusions and wrong inferences from the RFP	The RFP specifies the indicative minimum sizing. The Bidder needs to furnish the sizing details as per their proposed solution in Technical proposal. The indicative sizing given in RFP would be the baseline/proposed for bid evaluation.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO133	Vol 1 Annexure C Section 6.1.2 .Assumptions: Data Center Indicative Sizing / Storage Sizing Page 34	Storage sizing: DC-1: • DC-1 Storage sizing ~ 40 TB usable (rounded up) upgradable to 60TB. Storage sizing: DC-2 (Secondary or Disaster Recovery DC) • SI need to size DC-2 as 100% (Same size) as Primary DC.	The Indicative storage sizing is of very very high level and doesn't include all capacity requirements such as OS for VMs, storage capacity for logs, Non-core applications requirements such RDBS for Tools etc... This may create a lot of confusion, kindly update the sizing with all capacities required or clearly mention what is not included in the indicative sizing. Kindly elaborate further to avoid confusion and wrong inferences, otherwise the whole exercise will become request for quotation rather than request for proposal. Kindly consider	Clarity required	Level Playing field for all bidders and avoid confusions and wrong inferences from the RFP	The RFP specifies the indicative sizing which includes overheads as well. The Bidder need to furnish the sizing details as per their proposed solution.
AO134	Vol 1 Annexure C Section 6.3.2. Network Connectivity: DC to IA&AD NICNET & NLDC/ Backup Sites Page 53	NICNET is the primary WAN link and Internet provider used by IA&AD presently. However in case of change of WAN link provider/ addition of secondary WAN link by IA&AD, the provisioning of lease line from DC-1 & DC-2 to new gateway shall be changed.	Any changes in the location and Integration with a new provider requires changes in Design resulting in cost and efforts. The additional cost and efforts cannot be decided now, so this should be addressed through a change request. Kindly confirm	Clarity required	Clarity in Scope	Agreed

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO135	One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1 - Page No.29	Not performing audit functions, not termed as Field Audit Offices, and not covered (except for limited scope) by OIOS	What is the scope of A&E Offices in OIOS?	Query	NA	Limited to specific sub-modules later in the future.
AO136	One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1 Page 50	13 Auditee Universe Master (03_01) The Auditee Universe of IA&AD is the set of all entities of the Union Government and State/UT Governments that come under the audit jurisdiction of Comptroller & Auditor General of India, as defined by the authority in C&AG, DPC Act, 1971.	Is there an exhaustive list of auditee organizations? Is there a count of how many audit parties are in field auditing various auditee organizations and how many are stationed at HQs of CAG and FAOs (Central/State and 'Others' wise)?	Query	NA	There is a preliminary list of auditee organisation being maintained by individual field audit offices, which they would maintain in OIOS. The count of audit parties and composition is very dynamic. It varies over time, assignments, functional wings and field audit offices. The number in HQ is also very dynamic. Presently, out of 25,000 officials across various designations, 10,000 are in HQ and 15,000 are in field approximately.

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AO137	One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1 Page 145	The SI is not responsible for digitisation of the data but is responsible for offering the following ways through which data migration is facilitated.Data migration includes both meta-data and related documents/attachments of the entity.	First and second sentence seems to be at variance with each other.	Query	NA	The second sentence is only to communicate data is not purely structure data alone but also includes documents. The preparation of structure data and digital documents from the paper-based files in field audit offices, viz., digitization is not responsibility of the SI.
AO138	One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1 Page 56	The annual audit plan is constrained by the expected available manpower for field audit during the financial year (i.e. excluding audit resources used for non-audit related activities and at the field Headquarters, considering the number of working days in the financial year, and after making necessary deductions for training, leave, etc.).	Is every audit employee given an employee id (entire employee universe)and which is available within CAG db? Is the data available for the current users of proposed OIOS?	Query	NA	Yes.

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AO139	One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1 Page 106	36.1 API Integration with auditable entities (07_07) The most efficient way to handle this API interface is as an interface, where feasible, between IFMS (Integrated Financial Management Systems) of the State/UT Government and PFMS (Union Government). OIOS project envisages establishing these interfaces in the future phases. The implementation of these interfaces will be staggered and are based on readiness of the IFMS and PFMS systems. Hence, this sub-module is proposed to be implemented as part of future phases.	Is any State following other than IFMS(for its A&E functions). If so it may have a bearing on this RFP?	Query	NA	IFMS is the IT application of State Governments. Each and every state A&E office has VLC application for purpose of accounting. The fundamental data required for A&E (in VLC application) is to be drawn from IFMS application of the state. All API Integration as part of Phase 3 T&M development.
AO140	One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1 Page 113/114	40.1 API Integration (08_03) The OIOS system envisages API based interface for the communication between the field audit offices, the committees and the auditable entities. Presently, a system 'Audit Para Monitoring System (APMS)' is used for monitoring the paragraphs featured in the audit reports relating to Union Government. These are followed up by the PAC and COPU committees of Parliament. OIOS, through an API interface, must be able to push and pull relevant information to/from APMS. A similar set of API interfaces need to be envisaged for all state committees and UT (with legislature) committees.	Is it envisaged to continue APMS even after the roll out of OIOS?	Query	NA	APMS is an application maintained by CGA.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO141	One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1 Page 121	45 Receipts (10_01) This sub-module provides a platform to receive communication from outside OIOS system (from outside and within IA&AD) in the following formats. Multiple languages need to be supported.	In how many languages the communication has to be supported? Is it as per Schedule VIII of the Constitution(22 Languages)?	Query	NA	Yes. Languages in Schedule VIII of the Constitution and English.
AO142	One IA&AD One System: Annexure A - OIOS Functional Requirement Specifications, Volume 1 Page 124	Channel of dispatch <ul style="list-style-type: none"> • Sent to • Sent on • Carbon Copied to • Carbon Copied on • Sent through (regular mail, fax, e-mail, e-Post, API99, Web link100) • Attachments 	Is 'Fax' still a mode of communication?	Query	NA	Yes. But OIOS is not expected to have a fax generation module.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO143	General Query	Accounting Standards notified The following three IGASs have been notified till March 2018: ☐ IGAS-1: Guarantees given by Governments: Disclosure Requirements ☐ IGAS-2: Accounting and Classification of Grants-in-aid ☐ IGAS-3: Loans and Advances made by Governments	Is there any impact on (OIOS) and Union and State Governments accounts being rendered on account of Indian Government Accounting Standards(IGAS) having been notified till March 2018?	Query	NA	No. There is no impact.
AO144	Vol I Annex A, 56.1 MIS reporting on audit process data in OIOS, Page no. 137	While, the common reports would be designed and deployed by the application administrator, the office/wing administrators can design and deploy reports that are specific to a field audit office or its functional wing	Please confirm that the standard MIS Report structure would be fixed as per the requirement and officers would be able to only change the filters as per their requirement.	Query		No.. It will include sorting, filtering and removal of field

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO145	Vol I Annex A, 56.1 MIS reporting on audit process data in OIOS, Page no. 137	When the design of a MIS report or periodicity is changed, a notification must be sent to stake holders.	Please confirm the mode of notification. Is it eMail/SMS/Dashboard?	Query		All of the above based on user preferences.
AO146	Vol I Annex A, 56.1 MIS reporting on audit process data in OIOS, Page no. 137	While we expect SI to aid in preparation of a few complex reports (up to a maximum of 500 for Phases I and II), the solution should provide for a facility to create as many MIS reports are required on a sustainable basis.	Please confirm, if apart from these 500 MIS reports, any additional report shall be considered as Change Request.	Query		The number is modified to 200 and anything over and above 200 would be change request.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO147	Vol I Annex A, 56.4 Dashboards (13_02), Page no. 139	Dashboards (13_02)	Please confirm, whether the dashboards required in RFP are Role based dashboard.	Query		Yes.
AO148	Vol I Annex A, 56.4 Dashboards (13_02), Page no. 139	Dashboard	How many Dashboards are required? Please provide details.	Query		SI to design approximately 20 dashboards.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO149	Vol I Annex A, page no. 137	Reporting	How many standard reports with fixed input parameters are required? Please confirm.	Query		Cannot be estimated. This would be part of the 200 MIS reports.
AO150	Vol I Annex A, 37.1 Receipt of reply from the auditable entity and allocation/mapping, page 107	the replies from auditable entity and responses to the replies from the field audit offices are communicated through these applications/interfaces. In the case of such IT enabled communication, OIOS would have to use an API mechanism to push/pull information regarding replies and responses.	Please confirm, it would be a one time activity before launch of new System. And post this these IT Applications used by field officers will not be used any more.	Query		It is not a one-time activity. API Integration with auditees for communication is envisaged as part of Phase 3 T&M.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO151	Vol I Annex A, Page no. 73	Audit Execution	Please confirm how many External Interfaces to be there in scope?	Query		The external interfaces are envisaged via the iFMS/PFMS system of each State. So atleast one per State and One for Centre. The API integration is envisaged as part of Phase 3 T&M.
AO152	Vol I Annex A, page no. 115	Data Collection Platform	Please confirm the different modes of data collection.	Query		Online/Offline.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO153	Vol I Annex A, page no. 115	Data Collection Platform	Please confirm how many templates to be created?	Query		Many templates for each audit assignment in a year. This cannot be predicted. This may be of the order 1000s per year. The template creation is not responsibility of SI.
AO154	Vol I Annex A, page no. 115	Data Collection Platform	Will these be dynamic templates or Static? Will these be PDF templates? Please clarify.	Query		The templates are dynamic and web-based. They are not PDF templates.

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AO155	Vol I Annex A, page no. 121	Communication:	Is scanning of receipts under scope of SI? Do we need to read data from scanned documents and save in DB? Please clarify.	Query		No. The data relating to scanned documents would be manually entered by the user.
AO156	Vol I Annex A, page no. 128	Knowledge Management System	Does Instant Messaging platform means Live agent or a chatbot. Will this involve support from SI (helpdesk). Please clarify.	Query		Instant messaging is to facilitate communication between officials of IAAD. There is no communication with SI.

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AO157	Vol I Annex A, page no. 141	Technical Guidance and Support	Is physical support required at all locations or remote support?	Query		The support is remote.
AO158	Vol I Annex A	Mobile App	Please list down functionalities to be made available on Mobile App.	Query		As detailed in Section 28.1 of Annexure A of Vol 1 of RFP.

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AO159	Vol I Annex A Page 139	Others might be generated on an ad-hoc/on-demand basis.	On average how many adhoc reports will be generated on per month basis	Query		Cannot be estimated.
AO160	RFP Volume 2 Page 39 Section 7.7.3 Technical scoring model	Online Offline Functionality	What are the on field devices CAG expects to use for auditors. What functionalities should be available offline	Clarification	Require further details of offline process	The field auditors are expected to have laptops and mobile data. They may or may not have a smart phone. The functionalities of Audit execution should be available offline, as explained in Chapter 28 of Annexure A of Vol 1 of RFP.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO161	RFP Volume 2 Page 112 Total Commercial Quote	Format 3 for Track 1 has 2 Components: Track 1: Cloud Resource Cost Format(Form 3A) Track 1: System Software Cost (Form 3B)	In addition to the components mentioned setting up of the environemnt would also require manpower. Where is this to be quoted?	Clarification	Require further details Commercial format for pricing	"Format 4A: OIOS Application Design, Development, Implementation and Rollout" SI may add additional rows in financial bid for Implementation effort/ person-month effort, etc.
AO162	RFP Volume 2 Page 112 Total Commercial Quote	Format 5 for Track 3 Setting up of PDC and DRC and Backup sites at 2 IA&AD offices has 2 cost Components: Track 3: Phase 1 Setting up pf PDC Track 3: Phase 2 Setting up pf PDC Track 3: Phase 2 Setting up pf DRC	In addition to the components mentioned setting up of the environemnt would also require manpower.Where is this to be quoted?	Clarification	Require further details Commercial format for pricing	Refer Clarification

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO163	RFP Volume 2 Page 112 Total Commercial Quote	Forms 3A, 4B, 4C, 4D, 5A, 5B and 5C have quantities mentioens in come cases and in some cases it is mentioned as "As required"	Please clarify IA is to quote only for these quantities and additional quantities would follow change management.	Clarification	Require further details Commercial format for pricing	No change. The bidder have to enter the quantities wherever it is specified as "As required" based upon their proposed solution.
AO164	RFP Volume 2 Page 141 Centralised Helpdesk Setup and Operations Commercials	Roles and Indicative person months provided as under: Application Support Manager - 84 pm Manager L1 and L2 - 72 PM Analyst - L1 - 168 PM Analyst - L1 - 156 PM	Pleass confirm we need to quote as per this BOQ as this form states this is a rate card. Actual helpdesk may required more number of resources. Please share data on number of resourecs expected or volume expected	Clarification	Require details for helpdesk requirements	The details of resource requirement is specified in RFP Vol 1 "Section 14.1. User Centralized Helpdesk Requirements" Page 81.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO165	RFP Volume 2 Page 143 Operations and Maintenance Cost Format 8	The format 8 mentions various roles with quantity listed for each roles	Please clarify IA is to quote only for these quantities and additional quantities would follow change management. Also please clarify O&M Y1 start after implementation of phase 1.	Clarification	Clarity required	Yes.
AO166	Vol1 , Page 17 ,Section 4.2	OIOS will bring together the best practices of the various IT applications into one single enterprise-wide end-to-end IT application.	While proposing OIOS , it is imperative that the best practices of current systems are imbibed into the new solution . This will require a thorough analysis and understanding of the current systems . Please share relevant details of existing systems .	Understanding existing systems for "Best Practices" implementation in OIOS.	It is imperative to understand the existing system for incorporating their best practices into OIOS .	The best practices has been extensively studied by OIOS team and it is already part of Annexure A of Vol 1 of RFP. The sentence may be considered deleted.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO167	Vol 1 Page 20 (Section 5.1.1) and Page 21 (Section 5.1.2)	<p>Page 20 5.1.1. Implementation strategy (Three stage)</p> <p>Page 21 5.1.2. Modular approach</p>	<p>Page 20 (Section 5.1.1) states that Stage 1 would include the implementation and validation of Core Audit processes in 5-6 pilot offices prior to moving to Stage 2 for implementation of all flavors of audit in 25-26 nodal offices (and pilot offices) . It also states that Stage 3 is to be considered a roll-out i.e. no additional development is required .</p> <p>However , page 21 (Section 5.1.2) suggests a 3 stage implementation for every release .</p> <p>This may not be possible because all releases for Core Audit Processes need to be implemented and validated in Pilot offices prior to implementing releases for all audit flavors in Nodal offices (and pilot offices) in Stage 2 .</p> <p>It is only after completion of Stage 2 for the above functionalities that the roll-out in Stage 3 will start .</p>	Section 5.1.2 may not be possible when read alongwith Section 5.1.1 .	To understand and plan the stages for each release (bundle)	Modular approach is essential. We cannot wait until complete product to be implemented in pilot offices for the nodal offices to begin implementation. Otherwise it will become a waterfall approach between stage 1 and stage 2 which is not desirable.
AO168	Vol1 ,Page 36 Section 8	The selected bidder shall be responsible for appropriately designing, developing, implementing and maintaining OIOS Application and other project tracks and components for the engagement period.	<p>Please elaborate on other project tracks along with the requirements for designing, developing, implementing and maintaining.</p> <p>For example:- Data Warehousing / Data Analytics is one of the projects where SI is required to support the selected vendor for integrations.</p>	Scope Of work	To understand the integration technicalities and planning solution thereof .	None at present other than already mentioned in the RFP

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AO169	Vol 1,Page 111, Section 22.2	The solution would leverage use of Controller of Certifying Agency empanelled agencies for authentication (Aadhaar based authentication and e-KYC using biometric devices), Digital-Locker, Digitize India, e-sign, PayGov India, National Payment Gateway platform , Mobile-Seva etc.	Kindly elaborate on the nature of Payment operations to be performed on OIOS application.	Payment Gateway Integration	To plan architecture based on the payment gateway requirements .	Payment operations are not part of Phase-1,2 of OIOS Application.
AO170	Vol 1, Page 113 Section 22.6	Integration with Existing IT Applications:- SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.	Please share relevant details of existing systems .	Integration	To interface OIOS with existing systems , it is imperative to understand the systems with which integration is sought .	The integration is to be taken up as part of T&M phase 3 and is envisaged to be API based.

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AO171	Vol1 Annexure B Page 7	Layer 5 : Integration Layer	Please elaborate the details of external applications with which integrations are required .	API	To understand the external applications with which integration is sought .	Integration is envisaged in Phase 3. the architecture should support that. Details cannot be provided at this stage.
AO172	Vol1 Annexure B Page 8	Authorized resources will be able to enable, disable or configure the different functionalities, based on Role Based Access Control (RBAC) for individual IA&AD office requirements, but the application shall work on a common architecture, configuration and functional modules.	We understand it is required that configuration for application functionalities / business parameters/ workflows/ rules engine/ master data is required at office level , please confirm .	Configuration.	To understand the granularity of configuration requirements .	At office level, as well at different level of hierarchies in the office based on assigned privileges.

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AO173	Vol1 Annexure B Page 8	It is envisaged that the core application should have decoupled but integrated core database , though there may be logical partitioning for effective data retrieval and storage	Decoupling the database would require adding an abstraction layer between the database and the application . Are there any guidelines on abstraction or is the SI free to suggest their own implementation of the abstraction ?	Database	To understand the extent of decoupling and the expectations from abstraction layer .	SI to propose the solution best suited for RFP requirements.
AO174	Vol1 Annexure B Page 12 Section 3.4.2	The OIOS Application Architecture shall use Open APIs to enable quick and transparent integration with other e-Governance applications and systems implemented by various Government organizations.	Are the integrations with various Government organizations in scope ? We understand that OIOS will expose relevant service as API and integration will be performed by the consumers at their end .	Integration	To understand the integration technicalities and effort for interfacing with Government entities .	Integration is envisaged in Phase 3. the architecture should support that. Details cannot be provided at this stage.

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AO175	Vol1 Annexure B Page 13 Section 3.4.4	<p>3.4.4. Platform & Database Agnostic</p> <p>OIOS Application shall be forward compatible. They shall be deployable on any technology platform and shall be able to communicate with any data store..</p>	<p>We understand that this is to be read with Section 19.6 Vol 1 on Portability :- "The solution should support ease of migrating applications and databases from one platform or technology to another."</p> <p>With the large number of platforms and data stores (database technologies) available in today's environment , it becomes pertinent to narrow down to specific platforms and databases for a specific implementation .</p> <p>The application and database would support migrating from one platform and one technology to another . However , at the time of implementation , the application will be deployed on a specific platform and database as proposed in the solution submitted by the bidder .</p>	Portability , Cross-platform compatibility	To understand the portability expectations from OIOS solution , future portability expectations in terms of platform & database independence .	Yes. Other than supporting migration, the architecture should support change of components also.
AO176	Vol1 Annexure B Page 20 Section 5.1	For increased security, partitioning, encryption and hashing should be done at the application level and it should not be using proprietary features of the databases used.	Implementing partitioning logic at application level may lead to business data being placed in multiple logical objects (tables) with different names . This may lead to complications on data identification when multiple logical db objects (tables) refer to the same business / application data at the database level .	Data	To understand and define the partitioning expectations for performance and ease of use .	SI to propose the solution best suited for RFP requirements.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO177	General	Is any ERP implemented in the existing system ?	Please share existing ERP details , if any .	ERP/HR/ Financials	To understand the extent of HR/Financial (Accounting) and other modules to be incorporated in OIOS if not existing already .	No. There is no ERP existing in IAAD.
AO178	Vol1 Annexure B Page 5 Section 2 Functional Architecture	Semi-structured and unstructured data requirements for Auditee Info	Please elaborate on the semi-structured and unstructured data requirements for Auditee Info	Integration Layer / Unified Database / Data Repository	To evaluate the data structure and decide on the relevant open source database technology .	As per Volume I Annexure A

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO179	Vol1 Annexure B Page 19 Section 5.1 Open API based Architecture	Virtualization of OIOS Services using Open API Gateway on Cloud Diagram	Own DC , DR , NDC and NDR implementation are planned as part of the solution . Please elaborate on Cloud Infrastructure (IaaS , PaaS and SaaS , Open API gateway on cloud) etc while we are implementing our own DC/DR/NDC and NDR .	DC/DR/NDC/NDR/ Cloud implementation	To understand as to how the implementation is envisaged i.e on Cloud or own hosted DC/NDC/DR and NDR .	Cloud Infrastructure not required. Implementation is envisaged on DC/DR.
AO180	Vol 3 Annexure A 1.5.20 Backup and Archival Management, page no. 35	a. Incremental backup – every four hours	Incremental backup every 4 hours may have an adverse impact on application performance . An incremental backup once every day should be sufficient .	Backups - Incremental	Too frequent incremental backups may have an adverse impact on Application performance , once a day should be sufficient .	Back-up details would be as per 6.2.11 of Annex-C. Corrigendum: Section 1.5.20 Backup and Archival Management of Annexure - A to Vol-III: (Point A) Incremental backup – every four hours" may be read as "Daily Incremental with 15-day retention"

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AO181	Vol3 Annexure A 1.5.10 OIOS Support Services, page no. 13	The uptime and downtime shall be monitored for all the supporting services of OIOS such as Database, Applications, Web Server, DMS, and BPM.	Previous SLA Section 1.5.9 OIOS Application Availability requires support services to be available . Any support service going down (such as Database, Applications, Web Server, DMS, and BPM as mentioned) will cause application unavailability .Thus Section 1.5.10 is a repeat and may not be required .	SLA Support Services	Separate SLA for Support Service may not be required as it is included in SLA for Application Services .	No. RFP remains unchanged.
AO182	Section 4.3 Vision	IT-enabled audit toolkits to facilitate implementation of Audit Design Matrices in individual audit assignments.	Please elaborate on the requirements for Audit Toolkit .	Audit Toolkit	Need to understand the functional requirements for Audit Toolkit for planning the solution .	Audit toolkit is an use case for data collection. Refer requirements relating to sub-modules 05_01, 06_05 and module 09 in the Annexure A of Vol1 of RFP for getting a better understanding for audit toolkits.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AO183	22.1. Portal Design Guidelines, point no. 5, page no. 110	Documents may be stored in the portal document repository using many formats, such as Word, Excel, Pdf etc. It should also have the capability to convert documents to other desired format. The portal must maintain the capability to read all the formats of all the documents that it manages, or has links to, irrespective of the age and version of the original native format of the document.	Please specify the source and target documents for conversion requirements . Please define 'all' documents that are required to be read along with the versions and format of the documents expected to be read .	Portal Design - document requirements	To understand the type of documents expected to be read and / or converted .	As per Portal specification in corrigendum
AO184	Track 1: Setting up of development and UAT environment	List of environments proposed as per RFP (5) :- 1) Development 2) Testing / UAT 3) Training 4) Pre-production 5) Production environment	We suggest 7 environments 1) Development :- For Development 2) Testing :- For testing by Bidder's testing team. 3) UAT - For Customer Acceptance Testing 4) Training :- For end users' training 5) Sandbox (Required for Integration testing) 6) Pre-production :- Environment that simulates actual production environment . 7) Production environment :- Live Also , please confirm if all non-prod environments are to be replicated across DC/DR/NDC/NDR .	Would suggest Sandbox (for integration testing) and UAT (for Customer acceptance testing) . UAT will be an environment distinct from testing environment .	Testing and UAT need to be separate . Separate sandbox is required for Pre-prod testing .	PDC: All environment, DRC: Dev, Prod environment

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AO185	Track 1: Setting up of development and UAT environment	Non-prod environment capacity planning	Please specify the minimum capacity requirement of non-production environments as a %ge of production environments so all bidders are on same page .	Non-production capacity definition for bid uniformity .	Uniform guidelines on non-production capacity requirements will help in ensuring that all bidder's respond along similar expectations .	DRC: Dev, Prod environment
AO186	11.2. Time Phase Development Plan for OIOS Application, page no. 55	Module 13: Reporting/BI <ul style="list-style-type: none"> • MIS reports** • Dashboards** ** These sub-modules would evolve and/or change with every release.	Please elaborate on the MIS reports / Dashboards on factors such as the number of reports and dashboards required , details , evolution expected , whether changes will be considered as SR .	MIS/ Report / Dashboards	Need to define MIS / Dashboard requirements and evolution expected for solution design .	As and when the sub-modules are developed, the relevant MIS Reports and Dashboards would be designed. The expected number of MIS reports to be delivered by SI is upto a maximum of 200. Anything above would be a change request.

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AO187	11.1. High level Functional Overview of services, page no. 53	<p>Common services: These are services commonly used by all the other services. The modules include,</p> <ul style="list-style-type: none"> • Platform based collection of data required by other services or during delivery of other services. • Communication service. • Reporting and dashboard services. • Institutional management of knowledge. • Migration of legacy data. 	<p>Please elaborate on the below requirements :-</p> <p>i) Platform based collection of data required by other services or during delivery of other services.</p> <p>Please define the services wherein data will be required from OIOS .</p> <p>ii) Migration of legacy data</p> <p>Please elaborate on the source data quality i.e platform , data structures , type , size and also expectations from target data state, whether it will be as-is or there are transformations to be performed .</p>	Legacy data migration , transformation .	Need to understand legacy data for planning appropriate solution .	These are data collection platform module (Chapter 41) and legacy data module (Chapter 59) are elaborated in Annexure A of Vol 1.
AO188	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf, Section 1.5.16 Security Incident Management, Page 18-19	<p>Description Security being one of the most important aspects of IA&AD would be governed by stringent standards. All security incidents leading to disruption in services availability would be penalized heavily. Security incidents could consist of any of the following : Malware Attack, Denial of Service Attack, Intrusion Attack</p>	<p>Our understanding is that this SLA would be applicable only if any of these types of attacks (Malware, DoS/DDoS and Intrusions) are not satisfactorily handled by the security protection controls employed in the environment and leads to an actual impact (such as DoS attack leading to service outage or web defacement, data theft or intrusion that is successful). SLA violation would not be applicable if these attacks have been detected and mitigated without any material impact on the environment.</p>	Suggestion		No changes

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AO189	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.16 Security Incident Management - Uptime of security components, Page # 21	Uptime of Security Components (100% uptime for SIEM,IDS/IPS, Antimalware - beyond planned downtime) (quarterly average) >=	There is a separate SLA defined for Uptime of Security Components in Page 24). So this clause is redundant and should be removed form this SLA.	Suggestion		No. RFP remains unchanged.
AO190	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.17 Security Components Availability, Page # 24	Average uptime for the Security components at the DC/DR / other sites - Measured as the percentage of time the Components at DC/DR / Other sites is up and running on a monthly basis. This will be measured on 24X7 basis.	This should be measured at HA pair level. If one of the HA (High Availability)/standby security device is available and working, it should be considered as the security component is available. Otherwise, even having an HA configuration would not help meet this SLA.	Suggestion		Agreed

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AO191	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf, Page # 22, 23, 25, 26, 27, 29	ISO 27001, ISO 22301, Security Reporting, Anti-Virus signature update, Vulnerability Assessment and Closure, Penetration Testing, Reporting of security incidents, Security breach)	There are many sub-sections included under 1.5.17 Security Components Availability that are not really related to Security components availability. These need to be separated into separate SLAs for clarity.	Suggestion		No changes
AO192	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.17 Security Components Availability, Page # 26	Anti-virus signature update - Availability of latest AV signature on the GST system components	Refers to GST system components. Typo to be corrected.	Suggestion		Page 27 of Annxure-A to Vol-III. Corrigendum - Availability of latest AV signature on the OIOS system components.

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AO193	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.17 Security Components Availability - AV signature update, Page # 26	Anti-virus signature update - Latest AV signature to be installed on at least 98% of all applicable components within 6 hours	This can be achieved only if the chosen AV platform provides standard reports to measure the installation of AV signatures within 6 hours of release. Otherwise this needs to be measured through a manual snapshot at periodic intervals (weekly/ monthly).	Suggestion		Manual capture for the status of Anti-virus signature update is allowed in case the chosen AV platform does not provide reports as required by SLA. However, the frequency/ time of such manual capture would be as per SLA i.e. within 6 hours of the AV update.
AO194	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.17 Security Components Availability - Vulnerability Assessment and Closure, Page # 27	Vulnerability Assessment for all systems / sub systems / Network devices shall be performed once every six months and all detected vulnerabilities closed within the cycle.	Any mutually accepted VA exceptions should be excluded from this SLA computation	Suggestion		Yes.

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AO195	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.17 Security Components Availability - Penetration Testing, Page # 27	Penetration Testing (external) will be conducted once every year. All detected vulnerabilities to be closed within the year.	Any mutually accepted PT exceptions should be excluded from this SLA computation	Suggestion		Not mutually accepted. But accepted by Client
AO196	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.17 Security Components Availability - 'Reporting of security incidents' and 'Security breach including data theft / loss / corruption), Page # 29 and 30	Description of both sub-sections 'Reporting of security incidents' and 'Security breach including data theft/loss/corruption) is the same	Please clarify the difference between 'Security incidents' and 'Security breach' for these two sub-sections. We believe there should be a different definition for security incidents and security breach, breach being a more severe form of security incident.	Suggestion		Corrigendum: Section 1.5.17 Description under Reporting of Security Incidents" is to be read as "Any event that results in violation of Government of India's security policies including but not limited to Malware infection, Distributed denial of service attacks, Unauthorized access, Insider breaches, Destructive attacks, Unauthorized privilege escalation, Loss or theft of equipment."

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AO197	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.17 Security Components Availability - 'Security breach including data theft / loss / corruption), Page # 30	Delay in Detecting and reporting of Security Breaches. LD defined for > 15 min onwards	Based on industry experience it is not practical to detect all Security breaches within 1 minutes. This SLA should be reworded in terms of taking mitigation steps once a breach is detected.	Suggestion		No change
AO198	SLA_Annex.A_03.01.OIOS.RFP.Vol.3.pdf Section 1.5.17 Security Components Availability - 'Patch updates', Page # 30	All patches released, to be installed on at least 98% of all applicable components	No timeline defined for Patch Updates	Query		Will be decided later.

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AO199	Vol. 1, 5.1.1, Page 20,	Impl. Strategy	(a) Will not C&AG Hqs. Inputs on QA / QC criteria be necessary for developing audit work flow / processes? (b) any changes to work processes / procedures contemplated consequent to new GASAB standards approved / notified?	For clarity	Such inputs will be crucial for development	(a) They are part of inputs from 31 nodal offices. (b) No changes as of now.
AO200	Vol. 1, 5.1.2, Page 21	" Bundling these business modules / sub-modules to offer "business value" to IA&AD".	Clarity needed on what constitutes " business value"	For clarity		Business value means the intangible value addition that the IA&AD would receive due to the digitisation of a particular business process in OIOS.

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AO201	Vol. 1, 6.0, Page no. 25	"external users such as auditable entities and / or other agencies who may interact with the OIOS IT solution."	what support will O/o C&AG provide the SI in interacting with external users / auditable entities?	For clarity	Without support, the SI will face challenges	IA&AD will provide all necessary support to SI
AO202	Vol.1, P 49 - OIOS Steering Committee -	Strategic control over OIOS Project	<p>(a) Does IAAD have any suggestion / Protocol on how will strategic control be exercised? Will the SI be consulted?</p> <p>(b) Some IT governance projects have engaged an external Project Management Unit (PMU) to conduct oversight? Does IAAD contemplate this at a later date?</p>	For clarity		<p>a) Strategic control is envisaged through risk management based on information supplied by the product owner's team and SI. It is envisaged that SI would participate in selected steering committee meetings. All relevant deliberations and decisions would be shared with SI to seek input.</p> <p>b) IA&AD is not at present contemplating external PMU. However, the product owner's team would have external members.</p>

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AO203	Vol. 1 of Annexure A, Sub Module on Personnel (02), Page no. 14	does not include Court cases pending?	Suggestion for its inclusion in this sub module	Suggestion		No. RFP remains unchanged.
AO204	Vol. 1, Annexure A, Section- 05 Audit design, page no. 64	As a part of this exercise, should not Risk based internal audit studies (wherever available in Ministries) be captured as part of data collection?	Suggestion for its inclusion	Suggestion		This will be captured as part auditee information system envisaged in Chapter 50 of Annexure A of Volume 1 of RFP

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AO205	Vol. 1, Annexure A, 40.1 API Integration (08_03), read with last para on Page 111 reg integration with APMS, Page no. 113	Is API integration with OIOS envisaged only for APMS? What about PFMS? Interface with PFMS's Employee Module is mandated in the Business Module on Personnel. Pl see Box on Page 9 of Annexure A	The RFP mentions API interfaces is not within scope of this Project. Pl see Para 62.1.1.2	For clarity	There are many API interfaces envisaged through out the scope of the project which is detailed in Annexure A of Vol 1 of RFP. On such API interface alone is not within the scope of the project (62.1.1.2)	The OIOS solution shall be built on Open API Architecture. This would be utilised by all necessary systems which requires to pull or push data from/to OIOS solution. The API integration support required is envisaged as part of T&M, in Phase 3.
AO206	Vol. 1, Annexure A, Para 58.1 - Office Procurement, Page 142	While interface with GeM is outside scope of OIOS, integration with PFMS maybe considered	Presently, PFMS is mandated to make payment to vendors for supplies to Ministries / Departments registered on GeM through the PFMS - GeM interface. Should this application be under the scope of work for OIOS?	For clarity	Interface with PFMS is envisaged in the RFP. However, API Interfaces are part of Phase 3 of project, where the details are not laid out yet. This would be taken up later, as and when required.	Further details to be drawn out as part of requirements of Phase 3

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AO207	RFP Vol 1, Section 8 Scope Of Work 8.2 Track 2: OIOS Application design, development, roll out & Implementation, Page no 38	Procurement, customization and integration of other applications/utilities, as required.	Please share details of other applications if not specified in the RFP .	Need to understand integration with any other application not specified in the RFP .	Integration	No Change Please refer Annexure A: Functional Requirement Specifications for One IA&AD One System Project
AO208	Vol 1, Section 8 Scope Of Work Section 8.3. Track 3: Setting Up of development, UAT, training, pre-production and production environment in PDC and DRC at Tier-3 co-located data centre Page no. 38	Other common infrastructure of the DC/DR like network, security, bandwidth and other systems as provided by SI shall be leveraged for hosting the data warehousing / data analytics system	Please share estimated bandwidth , network , security and other systems details for data analytics systems so they may be incorporated in the estimate for OIOS .	Capacity Planning	To plan for bandwidth , network , security and other requirements .	No Change Please refer Clause 8.3 (6) of RFP Vol 1

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AO209	Vol 1 Annexure B 1.1. Key Assumptions, Page no. 5	Multiple device access: Access devices and their screen considerations (including browser variations) are numerous and constantly evolving; hence the design should provide adaptability.	Is browser support for older versions also expected . In that case , security vulnerabilities may be introduced due to older version of browser .	Browser Version	There could be vulnerabilities due to the use of older browser versions .	SI to propose the best solution as per conditions of RFP. Across IA&AD, variation in access devices, operating systems and accordingly in browser version is expected. Hence Solution must provide for adaptability to latest versions of Chrome, Firefox, Safari, Internet explorer and edge, as of date of RFP, which are supported on Windows 8 and above
AO210	Annexure B Volume 1 3.4.7. Non-Functional Requirements for architecture Point 3. Multiple language Support, Page no. 14	OIOS must be able to capture data in various fields in multiple Indian languages. It should facilitate typing in vernacular languages, including the facility for transliteration and also provide for a dictionary (with words being auto-populated as well as user-added) to facilitate multi-language search. Majority of users for Indian languages would use Hindi, so support for Devanagari script is the first priority	Please elaborate on the multi-language search requirements or is the requirement only for transliteration.	Language support	Need to understand the language search requirements in more details .	May be read as: OIOS must be able to capture data in various fields in multiple Indian languages. It should facilitate typing in vernacular languages, including the facility for transliteration and also provide for a dictionary (with words being manually added by a user or uploaded from a csv/Excel file) to facilitate multi-language search. Majority of users for Indian languages would use Hindi, so support for Devanagari script is the first priority

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AO211	Volume 1 Annexure B 4.2. Metadata and Data Archival Page no. 17	The proposed OIOS solution should support archival of digital documents in any format (like PDF, PDF/A, Word, Excel, Image, etc.), support roles and rights-based security where there can be multiple levels of access right to the content like read, create, modify, delete, etc. The proposed solution should support inbuilt "Document Image Viewer" for displaying image document without native viewer. The proposed solution should support the search functionality within the content. It should support search criteria like search by metadata fields, content objects, documents, pages, etc. It should support Full Text Search on image and electronic documents.	Please list out the format for which document archival is required . Please elaborate on the requirements for full text search on images .	Metadata and Data Archival	Image search on Metadata and Data Archived depends on factors such as handwriting . Need to understand client expectations on the same.	Search on image (for handwriting/ poor quality old documents'scan) is expected to be based on search of metadata. For any other text document, the document format for archival should support various functional requirements as per Vol I Annexure A.
AO212	Vol 1 Annexure C , DC/DR Compute, Page no. 27	Vol 1 Annexure C 9. The Disaster Recovery Data Center shall have the following minimum specifications: a. Compute Size: 50% of Primary DC Vol 1 Annexure B In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centers so that when an outage occurs, failover to the surviving data center can be accomplished within the specified RTO. This is the period during which the Compute environment for the application shall be equivalent to DC.	Please elaborate the expectation for equivalent application compute at DR when the compute size is 50% of DR .	DC-DR Compute	To understand DC/DR compute requirements.	OIOS application compute for DR would be 50% of DC. SI to propose DR compute sizing (proprtional to proposed DC) accordingly.

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AO213	Vol 1 Annexure C BPM - Gartner Requirement, Page 62	The OEM should fall in the Gartner's magic quadrant for Intelligent Business Process Management Suites	RFP mandates that the BPM component must be in Gartner/ Forrester Leader. Workflow is the heart of the OIOS system and will require a lot of flexibility to meet the various scenarios. Implementing such workflow based on a BPM product may make the solution restrictive. We suggest that the MSP be allowed to propose a bespoke implementation of the workflow capabilities.	BPM Gartner Requirement	Bespoke workflow implementation offers flexibility benefits over an off the shelf BPM product .	No
AO214	Vol 2, page no. 47	Profiles of proposed team members	RFP requires the bidder to submit named profiles for several roles as part of the submission. We intend to submit specific profiles as part of the bid and intend to deploy the same resource in the project. But given the unpredictability of the timelines for the overall selection and contracting process, some of the profiles may not be available at the time of commencement of the project. We request that the profiles be treated as indicative	Suggestion	Successful implementation of complex mission critical systems such as OIOS is not dependent on specific individuals – but is driven by a larger organizational commitment	Please refer Clause 15.2 Key personnel. The SI would retain the key resources till the completion of OIOS Application Phase1, Phase 2 and Phase 3. These key resources should not be withdrawn from the OIOS Project, unless an explicit approval from IA&AD is sought for and received.

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AO215	RFP-Vol-I, Annexure-C , Section.5 Point no. 9, page-27	The Disaster Recovery Data Center shall have the following minimum specifications: a. Compute Size: 50% of Primary DC b. Storage: Same as Primary DC	Network specifications for the DR site is not indicated in this section, please advise if network and security components for the DR site shall be 50% in size of DC.	Clarity required	Clarity required for the DR Network and Security components Sizing	Refer BoQ (Section 18 of Vol-II) for DRC for details.
AO216	RFP Vol-1- Annexure C. Section 6.1.1, Page no 31	Server Sizing	Kindly clarify if the the indicative sizing provided the compute cores given are physical cores ?	Clarity required	Clarity required for the Sizing of Servers	Yes. Physical cores.

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AO217	RFP Vol-1- Annexure C. Section 6.1.1, Page no 31	DC-1 Storage sizing ~ 40 TB usable (rounded up) upgradable to 60TB.	We understand the given storage requirement is indicative, however why the upgradeability is given as 60TB only. Please clarify if the 60TB is anticipated growth for 7 years ?	Clarity required	Clarity required for the Sizing of Storage	Yes, understanding is correct
AO218	RFP Vol-2 Page no. 42.	HSM sizing and solution for OIOS on Appliance/ Pay as you go Model	Please clarify on Pay as you go Model for HSM ?	Clarity required	Clarity on type of HSM requirement	Refer Corrigendum

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AO219	RFP Vol-1- Annexure C, S 8.3.11. Single Sign-on (SSO), Page 202	Should integrate with existing LDAP (managed by NIC)	Please clarify why the SSO to be integrated with NIC LDAP server, this may not be feasible and practical. Any external component may have impact on SLAs and performance. Pls clarify	Clarity required	Clarity on SSO requirement	NIC has a SUN LDAP system and facilitates SSO integration. OIOS should authenticate the user using NIC's LDAP system. Further details regarding backup authentication process would be discussed during design and implementation.
AO220	RFP Vol-1- Annexure C, point no. 9, Page no. 20	The user authentication to the OIOS application would be based on 2- Factor (password and SMS to the registered mobile number). Any change in the user login credentials would be carried out in NIC servers (outside OIOS Application). However, the OIOS Application should be able to authenticate the login credentials with the NIC database in real-time.	Kindly consider using a local authentication for changes in the login credentials rather external LDAP. The proposed architecture of integrating with NIC LDAP may have impact on SLAs and performance. Kindly consider local authentication within the datacenter. Pls clarify	Clarity required	Clarity on User authentication	Refer clarification

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AO221	RFP Vol-1- Annexure C, point no. 6, Page no. 22	All systems / sub systems / applications that are acquired post go-live - whether COTS or developed by SI or procured by IA&AD or developed by third party from SI or IA&AD - shall also be assessed for security compliance prior to going into production.	The security assessment of products developed by IA&AD or third party applications acquired by IA&AD has to be done by IA&AD or third party concerned and it should not be in scope of the bidder. The security assessment of any component which is not developed or supplied by SI should not be in scope of SI, pls consider.	Clarity required	Clarity on Security assessment of third party applications	The security assessment of products developed by IA&AD or third party applications acquired by IA&AD would not be in the scope of SI.
AO222	RFP Vol-1- Annexure C, point no. 10, Page no. 28	Near line Data Center: NLDC shall have minimum of SAN, UPS to support SAN and backup software. SI needs to propose NLDC/ equivalent backup site components. NLDCs need to be located in the same city as of DC-1, DC-2. SI should propose BoM so as to meet specified RTO, RPO and other KPIs from SLA. IA&AD shall provide space and other arrangements for hosting necessary equipment.	It is assumed that required space, power, cooling and facilities management services at Near-DC and Near DR will be provided by CAG for installing required components and once the project reaches steady state, the required hands and feet support for operations shall be provided by staff in Near-DC and Near-DR. Kindly clarify	Clarity required	Clarity required on NLDC Operations	<ol style="list-style-type: none"> 1. Required space, power and cooling at Near-DC and Near DR will be provided by IA&AD. 2. Installation, operation and O&M would be the sole responsibility of SI.

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AO223	RFP Vol-1- Annexure C, point no. 11, Page no. 30	In case of failover to DR site (once disaster is declared), the SLA performance parameters would not be applicable for RTO period only. The DR Site should take over the operations within the RTO period. Post RTO period, all SLA parameters (with exception to parameters for CPU and RAM utilization) would be applicable.	DR SLAs cannot be same because DR is 50% of DC. Kindly consider changing this clause. The SLAs during DR Operations has to be agreed mutually.	Clarity required	DR SLAs cannot be same as DC	Refer Corrigendum
AO224	General	General Suggestion	Cross references may be provided in the RFP at relevant paragraphs on corrigendum issued to ensure absolute clarity(akin to 'track change' mode). This will show what was the previous text and what is the modified version of it!	For clarity		Tender documents as well as Corrigendums/Addendums will be issued online on eProcurement Portal. Bidders are adviced to refer the same time to time.

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AO225	One IA&AD One System:Vol 1, Annexure A - OIOS Functional Requirement Specifications, 26 Audit observation (06_04), Page no. 81	Meta-data (optional): This refers to the configurable meta-data that an audit team wants to capture in relation to the assignment. OIOS should provide the flexibility of storing templates of such a configuration, which could be reused by audit teams of an audit assignment. An illustrative meta-data template is detailed below. The template is related to an assignment dealing with audit of implementation of bridge works by Public Works Department. This is especially useful for compliance audits which are not ADM driven. In case of ADM driven audits, the same can be implemented through one or more audit tool kits.	Can you please share the samples of audit tool kits(both ADM driven and ADM not driven)	For clarity		No Change. The requirements regarding ADM has been elaborated in Chapter 18 of Annexure A of RFP Vol I Selected bidder will be facilitated for all such requirements.
AP1	"Sec 7.7.3 -- Technical Evaluation S.7 (b) Pg. 37 -- Vol 2 "	b) Client site visit/ Client interaction (Bidder shall propose three Client Site Visits or Client Interactions within India; the clients should be for projects completed/ started in the last five financial years	please change below as " the clients should be for projects completed/ started in the last ten financial years	Compliance issue	10 years will broaden our referencable customer list	RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP2	"Sec 7.7.1 Prequalification pt.5, Pg. 32 – Vol 2 "	"The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc."	"please change this as below -- This turnover should be on account of IT System integration business "	Compliance issue	We are not into IT consultancy/advisory , This clause is only enabling Consultants to qualify, whereas the bid is for System Integration project.	Duplicate query: Refer Corrigendum
AP3	"Sec 7.7.1 Prequalification pt.5, Pg. 34– Vol 2 "	"The Bidder should be an IT-solutions-provider incorporated in India and should have successfully implemented project(s) in the last five financial years as below: I. One System Integration / e-Governance project of minimum – INR 60 Crore or ii. Two System Integration / e-Governance projects of minimum – INR 45 Crores each or iii. Three System Integration / e-Governance projects of minimum – INR 30 Crores each"	"please change this as below -- The Bidder should be an IT-solutions-provider incorporated in India and should have successfully implemented project(s) in the last ten financial years as below"	Compliance issue	10 years will broaden our referencable customer list	RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP4	"Sec 7.7.1 Prequalification pt.5, Pg. 32 – Vol 2 "	"The bidder should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in the last five financial years. Project Scope must have: 1.Hardware/System software/Network components supply 2. Data Center Commissioning & Operations 3. Training service 4. Operation and maintenance services Project Value should be: - One project of not less than 20 Cr OR - Two projects each of not less than 10 Cr OR - Three or more projects each of not less than 7 Cr On Going Projects: Project should be Live and in Operations and Maintenance phase. Note: Supply of PC, Laptop, Printers, non-DC accessory components shall not be counted for Project value."	"please change this as below -- The bidder should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in the last ten financial years."	Compliance issue	10 years will broaden our referencable customer list	RFP remains unchanged.
AP5	2. Provision of a Scalable Solution , Pg. 7- Vol.1.Annex.C	The solution would be done keeping in mind the scalability (storage and processing power) of the system. All India roll out of the OIOS application (in phase-wise manner) and annual periodicity of the audit processes is expected to lead to huge growth in the database	Please state the YoY growth rate data.	Clarification	For solution clarity	The growth rate cannot be predicted. The storage space requirement (40TB expandable to 60 TB) is indicative for 7 years. Refer Section 6.1.1 of Annexure C of Vol-I and other clarification on the same subject.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP6	Vol.1.Annex.C,Pg-33, Point no A	a.Development, Training, Testing environment: 208 Cores	Consolidated core for non-prod environment is mentioned in RFP. Please state further bifurcation of cores/ram in terms of application tier as mentioned against production applications	Clarification	To propose appropriate solution	SI to assess & propose
AP7	Vol.1.Annex.C,Pg-26,	"3. All risks associated with physical and environment security will be owned by SI. "	"we understand that SI is required to propose IT security solution for DC and DR. we understand that CAG will own the security solution related to nearline site. Please confirm."	Clarification	For solution clarity	For NLDs hosted at IAAD premises, only physical security would be covered by IAAD.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP8	Vol.1.Annex.C	Training Environment	"We understand that SI needs to provisioned Compute in DC for training environment however IT infrastructure for trainees (e.g, desktop, projector, furniture etc.) will be provided by CAG. Is our understanding correct?"	Clarification	For solution clarity	Yes
AP9	Vol.1.Annex.C	Nearline Site	We understand that SI is required to provision only Storage system in Nearline site. Any additional requirements including rack, power, cooling, out of rack cabling, network switch, security components etc. will be provided by CAG. Is our understanding correct?	Clarification	For solution clarity	No, IAAD would provide space, Air Conditioning and Power only. SAN, UPS, accessories (associated electrical cables, UTP cable to Gateway/ Switch) shall be provided by SI.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP10	Vol.1.Annex.C, pg-53	All the MPLS WAN links should have back up link to be provided at each site i.e. from DC(s) to NIC-net Gateways and DC(s) to Backup sites etc	"Please confirm if SI is required: 1) Redundant last mile connectivity at each site OR 2) Redundant MPLS cloud from different ISP "	Clarification	For solution clarity	"1. Refer BoM 2. Refer BoM for requirement"
AP11	Vol 1 - Section 8.3 point 1 page no. 40	Set Up, configure and test Primary Data Center (PDC) and Disaster Recovery Center (DRC) for each phase of OIOS application in Tier-3 co-located DC/DR.	"Please provide the environments to be setup in PDC and DRC for eg Dev, Test, UAT, pre-prod etc to be setup in PDC and DRC Is DRC expected to be 100% replica of PDC"	Clarification	For sizing	1. Duplicate query: For environment clarification, refer to response for same query. 2. No, for DRC specifications refer Section 6.1 of Annexure C to Vol-I.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP12	Vol 1 - Section 8.3 point 6, page 41	Other common infrastructure of the DC/DR like network, security, bandwidth and other systems as provided by SI shall be leveraged for hosting the data warehousing / data analytics system. The	Sharing the bandwidth and other systems with data warehousing/data analytics system may impact the SLAs of OIOS system. Hence request to allow SIs to augment bandwidth and capacity of other systems through a change management process at additional cost	Suggestion	SLA implication	Agreed.
AP13	Vol 1 - Section 8.8, point 2, page 45	Procurement, customization and integration of other applications/utilities, as required	Please provide the details of other applications/utilities that needs to be procured, customized and integrated	Clarification	For solution clarity	Refer Annexure A.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP14	Vol 1 - Section 10, point 2, page 51	A dedicated development team shall be deployed at IA&AD premises at Delhi-NCR.	The understanding is that the development team shall be deployed at IA&AD premises for all the phases i.e 1,2 and 3. Please confirm	Clarification	For clarity on scope	Onsite deployment of resources is mandatory for Phase 1 only. However, the right to request for onsite deployment for Phase 2 and 3 vests with IAAD, which SI shall comply
AP15	Vol 1 - Section 10, point 4, page 52	A separate and dedicated team shall be deployed for operating the Centralized IA&AD helpdesk	Is the helpdesk expected to be setup in IA&AD premise? If yes then it is assumed that IA&AD shall provide all the facilities like seating arrangement, furnishing, etc. Please confirm	Clarification	For clarity on scope	SI may set up help desk at a place of their convenience. however, IAAD reserves the right to ask the help desk to be shifted to on premise, for which a premium will be paid.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP16	Vol 1 - Section 10, point 6, page 52	Track 6: Operations & Maintenance	Is the operations & maintenance team expected to support from IA&AD premises?	Clarification	For resource mobilization	SI may set up O&M team at a place of their convenience. however, IAAD reserves the right to ask the O&M team to be shifted to on premise, for which a premium will be paid.
AP17	Vol 1 - Section 4.3, page 18	The quality of data (paper based/ digital) is variable – In the absence of automated control mechanisms, there are significant risks of incompleteness of data, inaccuracies, version inconsistencies etc. This is accentuated by the fact that even the in-house IT systems are largely based on post-facto data entry.	"The understanding is that there are in-house IT systems developed in silos, catering to the requirement of various field audit offices. The data (master and transactional) residing in such systems needs to be migrated into the tobe central system. If the aforementioned understanding is correct then it is assumed that there maybe a need for data de-duplication, data cleansing, etc. Please confirm Please provide the volume of data that needs to be migrated Assuming that there isnt a need for data entry of paper based data. Please confirm"	Clarification	For clarity on scope	"Please refer to Chapter 59 for requirements and roles of SI. The SI is not responsible for data entry."

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP18	Vol 1 - Section 7.3.3, page 34	Coordinate with System Integrators of other relevant identified systems such as VLC, IFMS, PFMS, etc., as required, for ensuring that OIOS system seamlessly exchange data with them	"Please provide the following details related integration with external systems a) Number of systems to be integrated with b) Number of interfaces that OIOS system shall integrate with c) Integration types API, SOAP, REST, Database, File based, messaging etc"	Clarification	For solution clarity	Platform should allow integration. These are part of Phase 3 T&M.
AP19	Vol 1 - Annexure A, Section 1.5.2, page 23	The feedback received during testing of stage 1 and stage 2 would be considered 'within scope' of the RFP. That is, Additional story points or changes in story points that are added based on feedback received in stages 1 and 2 would NOT be considered as 'change management'.	The understanding is that the UAT shall be performed at sub-module level by 36 (stage1 = 5 and satge2 = 31) pilot field audit offices. This is to ensure that sub-module is configurable and customizable enough to cater to field audit office level requirements. The UAT may result in the discovery of additional story points that needs to be incorporated as part of SI scope without any additional cost. If the understanding is correct then we suggest all additional story points identified during the UAT to be capped. Anything above the capped limit to be considered as change management. this should be capped @ 15%	Suggestion	For ensuring timely completion of the module	Additional story point with scope restricted to functional and non-functional requirements mentioned in the RFP

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP20	Vol 1 - Annexure A, page 24	Table 1: Timelines for stage-wise implementation of sub-modules of OIOS (Road map)	Please provide an indicative percentage of customization that will be required at sub-module level	Clarification	For effort estimation	SI may read the FRS and understand the customisation needed. It cannot be estimated.
AP21	Sec 12.1.1. IT infrastructure procurement, supply and installation-Vo12.2. Hosting requirements Vo1	e. The OIOS IT solution shall be hosted in a commercial tier 3 data centre in India.	Any specific Data center region pairs like (Delhi-Mumbai)	Clarification		Bidder to propose the same.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP22	Sec 3.4.4. Platform & Database Agnostic Vol1 Annexure B	OIOS Application shall be forward compatible. They shall be deployable on any technology platform and shall be able to communicate with any data store	More ellaboration on this is required	Clarification		This is to ensure interoperability of all the applications in the system along with seamless upgradation/migration and addition of new applications to the system.
AP23	Sec 5.1.1. Application component standards Vol1 Annexure B	Data Integration Layer	No mentioning of json/yaml ?	Clarification		Bidder is free to design and propose a solution that best meets the RFP requirements

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP24	payment term Pg 66	All Phases -- 80% on installation and 20% after commissioning at 5 sites	"below clause should be modified as --- All Phases -- 80% on delivery and 20% after commissioning at 5 sites. Please provide clarity on 20% commisioning @ 5 sites means?"	Clarification		Commissioning will entail acceptance and successful implementation of OIOS Application in the selected field audit offices
AP25	Payment Schedule, Sec 9, pg 66	"Approval of IPMP, Product backlog & resource deployment: T+ completion of a, b and c"	What is a,b anc here	Clarification		Duplicate query: ReferClarification

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AP26	Payment Terms	80% on installation and 20% after OIOS Application commissioning at 5 offices	80% on delivery and 20% after OIOS Application UAT & going live at 5 offices	Clarification		Refer clarification
AP27	Payment terms	we need more clarity on Payment Terms?		Clarification		See illustration in Corrigendum No. 4

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AP28	Profile s, Pg 49, vol2	Key resources shall attend the Presentation during Technical evaluation. In case some of the resources are unable to attend, justification and request for VC may be made for IA&AD approval.	we can provide Indicative / capable profiles as per the requirement? It is difficult to commit for the resources in today's IT scenario	Clarification		No change
AQ1	Vol 1, 22.2 Conformance to Technology & Standards, Page no. 111	"Interoperability related projects should be compliant to CMIS standards for Content and Document management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0 and BPMN 2.0 for Integration and Workflow"	Request you to alter the clause "Interoperability related projects should be compliant to CMIS standards for Content and Document Management, HTTP/HTTPS/SOAP standards for SOA, similar to BPEL 2.0 and BPMN 2.0 for integration and Workflow"	Compliance Issue	There are digital transformation platform which complies to standards similar to BPEL 2.0 and BPMN 2.0 for integration and workflow.	No change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AQ2	Vol 1, Annexure C, Document Management System, Page 57	The OEM should fall in the Gartner's magic quadrant for Content Service Platforms	Request you to Change the clause to "The OEM should fall in the Gartner's Magic Quadrant for Content Service Platforms or similar relevant reports."	Compliance Issue	"Gartner defines content services platforms (CSPs) as: A set of services and microservices, embodied as an integrated product suite and applications that share common APIs and repositories, to exploit diverse content types and to serve multiple constituencies and numerous use cases across an organization. A digital experience platform (DXP) is an integrated set of core technologies that support the composition, management, delivery and optimization of contextualized digital experiences. DXPs entail a high degree of emphasis on interoperability and cross-channel continuity across the entire customer journey. DXP capabilities can be broadly defined in the following three main sections of the functional criteria for this market: 1. Customer experience: ■ Content interaction, ■ Search, navigation and discovery ■ Collaboration and knowledge management, ■ Experience customization ■ Digital commerce 2. DXP management: ■ Content management, ■ Integration and aggregation, ■ Personalization and targeting. ■ Analytics and optimization, ■ Security administration ■ Workflow/business process management, ■ Development 3. Platform/architecture: ■ Multichannel delivery and presentation, ■ Customer data management ■ Cloud enablement, ■ Globalization/localization/multilingual support"	No change
AQ3	Vol 1, Annexure C, Business Process Management Software, Page no. 62	The OEM should fall in the Gartner's magic quadrant for Intelligent Business Process Management Suites	Request you to change the clause to "The OEM should fall in Gartner's Magic Quadrant for intelligent Business Process Management Suites or similar relevant report"	Compliance Issue	Same as above	No change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AQ4	Vol 1, 22.1Portal Design Guidelines,Page no. 110	Portal Design Guidelines	Though Portal is one of the critical component which will become the User Interface of "One IA&AD One System", it seems that technical specification of the same is missed out in the RFP. Request you to provide minimum technical specification of the same to ensure quality solution is deployed by the bidders.	Suggestion		Bidder needs to propose OIOS Portal functionalities while meeting functional requirements provided at Annexure A Vol-1. Refer addendum for details.
AQ5	Vol 1, 8.5. Track 5: Training and capacity building,Page no. 42	The bidder shall propose a training team and plan for adequately training the user for adoption of the OIOS System	Training is a critical aspect with respect to the success of the project. Suggest to include "Learning Management System" also as part of project so that all the training documentations, video recordings etc. can be maintained for the employees to refer through or learn at their pace. With LMS, pre-assessment and Post-assessment also can be done for the users.	Suggestion	As the offices are spread across so many location, would be a good practise to have a LMS through which all trainings can be provided to all the officers across the regions. The officers can take sessions as per their availability and through a pre-assessment and Post-assessment evaluation, the effectiveness of training also can be assessed.	IA&AD is planning to have its own LMS, which is not part of this RFP. No change in RFP.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR1	RFP.Vol.1.Annex.C 8.3.3. Security Information and Event Management Page no. 165	5. The solution must support automated classification of hosts/assets to enable simplified tuning.	Observation	Compliance Issue	Host/Asset auto discovery requires universal discovery tool which create uCMDB to maintain classified inventory./	"No change. It is clarified that the bidder needs to propose a solution that automatically discovers & categorizes IT resources such as servers, desktop, laptops, storage, network, security devices, applications, users etc. Further refer to S.No. 6 of Section 8.3.3 of RF volume 1, Annexure C that clearly mentions that 'The solution must support creation and maintenance of a customized list of items that can be referenced by the correlation engine'. Bidder is free to propose a solution that best meets the RFP requirements from different collection methods as specified in the RFP and maintain the classified inventory. "
AR2	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.3. Security Information and Event Management Page no. 175	"87. DNS Malware Monitoring: The vendor's solution must provide ability to detects malware-infected hosts and endpoints—servers, desktops, mobile devices—rapidly with high fidelity. Solution must provide following details: • Top domain shared by infected clients • Most queried blacklisted domains • Top Malware Types • Top IPs and Subnets"	Observation	Compliance Issue	DMA is specific feature available in DNS security solutions and can be integrated with SIEM solution to provide enriched security	"No change. DMA is an HPE patented solution HP DNS Malware Analytics (DMA)."

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR3	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.3. Security Information and Event Management Page no. 176	"87. DNS Malware Analytics Techniques: The vendor's solution can detect malware infected systems through DNS calls out to malicious domains. It should be positioned as a detection solution. DNS 88 Malware Analytics can determine malicious domains through the following techniques: 1. Blacklists – these can point to a number of malware types that are typically passed from a particular Black List Domain. 2. Domain Generating Algorithm – this algorithm detects whether malware might have generated the Domain through a random text generator. 3. Frequency Analysis – this analytic detects malware behavior by the number of malware C&C events over a time domain. 4. Length of Domain Analysis – this analytic detects the randomness and length of Domain (data exfiltration) 5. A combination of these Analytics"	Observation	Compliance Issue	DMA is specific feature available in DNS security solutions and can be integrated with SIEM solution to provide enriched security	"No change. DMA is an HPE patented solution HP DNS Malware Analytics (DMA)."
AR4	RFP.Vol.1.Annex.B - 6.3. Security Functionality – Application layer Point A- Page No. 33	a) Static testing and code review - Purpose of this type of testing is to identify the vulnerabilities without carrying out the actual execution of the code. Development or implementation team does this testing and provides the reports related to the same.	Observation	Suggestion	"Requesting you to kindly provide information on the approach for SAST to be performed. 1. How many developers? 2. How many Apps need to be scanned? 3. Which programming languages used? 4. Which platforms/OS are in use? 5. Which build tools are being used? 6. Any open source components used? "	"Kindly refer Section 15.3, RFP volume 1 for details on Phase 1 and Phase 2 resource deployment requirements. 2. to 6. Bidder to kindly refer Section 21 Quality Control requirements for Development, RFP volume 1"

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR5	01.02.OIOS.RFP.Vol.1.Annex.B - 6.3. Security Functionality – Application layer Point B- Page No. 33	b) Dynamic application testing- Purpose of dynamic application testing is to determine the associated security vulnerabilities in the code by executing it. This helps to identify the security issues related to the complete production set-up including the exact version of the application and application stack.	Observation	Suggestion	"Requesting you to kindly provide information for DAST Solution. 1. How many testers will be performing the dynamic scans? 2. What type of Apps need to be scanned? Web/Mobile/Web Services? 3. How many apps to be scanned and the frequency of scanning those apps? "	1. Kindly refer Section 15.3, RFP volume 1 for details on Phase 1 and Phase 2 resource deployment requirements. 2&3. Bidder to propose as per RFP requirements.
AR6	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.6. Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage)Management Page no. 183	"1. The proposed could be either: appliance-based, virtual appliance based. 6. The proposed solution should be appliance-based solution with no overhead of installing each component separately 32. The proposed solution should offer in various forms: appliance-based, virtual appliance based."	Observation	Compliance Issue	"Single Vendor Specific Clause. Major Players of PAM solution provide software licenses. Hence requesting you kindly remove those clauses. "	1. The proposed could be either: appliance-based, virtual appliance based or software license. Deleted: SI no 6. "The proposed solution should be appliance-based solution with no overhead of installing each component separately." Deleted: SI no 32. "The proposed solution should offer in various forms: appliance-based, virtual appliance based."

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR7	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.6. Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage)Management Page no. 188	41. The proposed solution should be able to integrate with VMware Vcenter to auto- discover and provision VM images onto the device list.	Observation	Compliance Issue	"Single Vendor Specific Clause. Requesting you to please remove the clause "	Deleted.
AR8	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.6. Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage)Management Page no. 188	47.The proposed solution should support privacy regulation by allowing on-screen user notification when a session is being recorded.	Observation	Compliance Issue	The end user is provided an web interface for PAM and will be launching the applications from this interface. So the end user is actually aware that he is being monitored. Hence we do not see the need an extra notification to the user that his session is being monitored. Hence requesting you to please remove this clause	No change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR9	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.6. Privilege Mgmt. of System Administrator (VMs, Physical Servers, Storage)Management Page no. 190	64.The proposed solution should support locally cache credential to reduce network traffic and increase reliability	Observation	Compliance Issue	Please clarify the cache location for the credential.	SI no 64 deleted
AR10	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.10. Identity Access Management Page no. 200	1. Software as a Solution (SaaS) offering	Observation	Compliance Issue	The on-prem solution should also be considered to increase the scope of competition. The on-prem solution can intergrate with both on-prem and cloud applications. Hence requesting you to please rephase the clause as " Software as a Solution (SaaS) offering or perpetual "	For S.No. 1 Kindly refer to the corrigendum.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR11	"01.03.OIOS.RFP.Vol.1.Annex.C OIOS System IT Infrastructure Requirements Page no. 11	"The COTS products related to IT infrastructure must be from vendors in latest report of the Gartner's Magic quadrant as per criteria defined below: a. The OEMs must be in Gartner's Leaders/ Challengers/ Visionaries quadrants."	Observation	Compliance Issue	Requesting you to please include all magic quadrants of gartner.	Kindly refer to the corrigendum.
AR12	"01.02.OIOS.RFP.Vol.1.Annex.B 6.5 - Data in use/storage Encryption Encryption of field (s) Page no. 32	Technical specifications with respect to this requirement is missing from Annexure C	Observation	Compliance Issue	Data Security has been asked in RFP however There is no specifications. Technical specifications for application-level data encryption needs to be detailed out in Annexure C	Data should be encrypted and decrypted by the application as detailed out in Annexure A. SI to propose encryption methodology and standards wherever applicable.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR13	*01.02.OIOS.RFP.Vol.1.Annex.B 6.6 - Data at rest Database Tables at Operating system in encrypted form RDBMs Page no. 32	Technical specifications with respect to this requirement is missing from Annexure C	Observation	Compliance Issue	Data Security has been asked in RFP however There is no specifications. Technical specifications for application-level data encryption needs to be detailed out in Annexure C	For OS, Database level encryption, refer to respective specifications.
AR14	*01.02.OIOS.RFP.Vol.1.Annex.B 6.7 - Data in motion Encrypted pipe for database to database data exchange (Database level) Page no. 32	Technical specifications with respect to this requirement is missing from Annexure C	Observation	Compliance Issue	Data Security has been asked in RFP however There is no specifications. Technical specifications for application-level data encryption needs to be detailed out in Annexure C	Data should be encrypted in motion, Encrypted pipe for database to database data exchange . SI to propose encryption methodology and standards .

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR15	"01.02.OIOS.RFP.Vol.1.Annex.B Security Layer Secure Electronic Mail Page no. 22	"Technical specifications with respect to this requirement is missing from Annexure C. Also, S/MIME is complex for IT and incompatible with Gmail, Yahoo, and Android. Proprietary Symmetric Key requires complex key database management, and can also lead to data loss if a key is corrupted. Secure electronic mail should instead support IETF RFC 5091 and IEEE 1363.3 based public key management"	Observation	Compliance Issue	"Stateless Key Management system using standards-based Identify-Based Encryption (IBE) is arguably the most important factor governing the performance and quality of experience of a secure email system"	Not Applicable, since the department will use NIC email for mail communication
AR16	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.8. Hardware Security Module Page no. 196	The solution should be able to protect data-at-rest, data-in-motion, classified data against root privileged user account access. It should also protect file, folder level encryption.	Observation	Compliance Issue	HSM can only address limited use cases, application-level data encryption solution should be considered in line with HSM to achieve end-to-end protection	HSM solution is expected to protect own data and not the Application data. All requirement specified here are limited to HSM only. Applicaton level data encryption is not expected functionality of HSM solution.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR17	*01.03.OIOS.RFP.Vol.1.Annex.C 8.3.8. Hardware Security Module Page no. 196	Solution should support fine-grained policy to enable administrator to perform activity like file archive and backup, without access to the data content itself	Observation	Compliance Issue	HSM can only address limited use cases, application-level data encryption solution should be considered in line with HSM to achieve end-to-end protection	No change. Query doesnot match the RFP content.
AR18	*01.03.OIOS.RFP.Vol.1.Annex.C 8.3.8. Hardware Security Module Page no. 196	Proposed solution should support multi-tenancy using separate domain with configurable policies, data encryption key management and audit log	Observation	Compliance Issue	HSM can only address limited use cases, application-level data encryption solution should be considered in line with HSM to achieve end-to-end protection	No change. Query doesnot match the RFP content.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR19	*01.03.OIOS.RFP.Vol.1.Annex.C 8.3.8. Hardware Security Module Page no. 196	Should have a seamless SIEM Integration	Observation	Compliance Issue	HSM can only address limited use cases, application-level data encryption solution should be considered in line with HSM to achieve end-to-end protection	No change. Query doesnot match the RFP content.
AR20	*01.03.OIOS.RFP.Vol.1.Annex.C 8.3.8. Hardware Security Module Page no. 196	Container Support – OIOS Solution (if container is used), Docker, Red Hat Open Shift	Observation	Compliance Issue	HSM can only address limited use cases, application-level data encryption solution should be considered in line with HSM to achieve end-to-end protection	No change. Query doesnot match the RFP content.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR21	*01.03.OIOS.RFP.Vol.1.Annex.C 8.3.8. Hardware Security Module Page no. 197	The data transformation should not involve any downtime and live transformation is expected to achieve high Performance Encryption with 100% System Uptime	Observation	Compliance Issue	HSM can only address limited use cases, application-level data encryption solution should be considered in line with HSM to achieve end-to-end protection	No change. Query doesnot match the RFP content.
AR22	*01.03.OIOS.RFP.Vol.1.Annex.C 8.3.8. Hardware Security Module Page no. 197	Should integrate with users and groups from LDAP, local systems, container environments etc.	Observation	Compliance Issue	HSM can only address limited use cases, application-level data encryption solution should be considered in line with HSM to achieve end-to-end protection	No change. Query doesnot match the RFP content.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR23	Generic	Generic	Suggestion	Suggestion	"NMS/EMS consists of multiple components. Having all these components from the same OEM will ensure that the components are pre-integrated and adequately tested and hence time to value realization is quick and issues of integration does not arise. Hence request you to please confirm if all the NMS/EMS components must be from the same OEM? "	Bidder to assess and propose a solution that best meets the RFP requirements.
AR24	Generic	Generic	Suggestion	Suggestion	"ISO 27034-1 standard helps organizations integrate security controls in the software through their software development cycle, by defining security frameworks & vulnerability management processes. This certification protects customer assets from potential cyber breaches & security threats while complying with the Application security standards. It addresses all aspects from determining information security requirements, to protecting information accessed by an application as well as preventing unauthorized use and/or actions of an application. Hence request you to please confirm if the proposed solution must be an industry standard solution from an OEM that is ISO 27034-1 certified? "	Bidder to assess and propose a solution that best meets the RFP requirements

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR25	Generic	Generic	Suggestion	Suggestion	<p>"To ensure that the proposed NMS/EMS is proven at the scalability required for the said project and is operational in the Indian Public Sector space and thereby avoid risk of being a test bed for solutions not known to scale up to the requisite levels. Hence request you to please confirm if the proposed EMS/NMS solution MUST have at least 3 deployments in Indian Government/ Public Sector, monitoring & managing 10,000+ network nodes in each of such deployments. Customer names, solution details and OEM undertaking needs to be provided at the time of bidding? "</p>	No change, Bidder has to comply with the RFP terms
AR26	Generic	Generic	Suggestion	Suggestion	<p>Please confirm if the same is accepted for Enterprise Monitoring System : "There should be a tight bi-directional integration between NOC and SOC to have the single consolidated console of Infrastructure & security events."</p>	No change, Bidder has to comply with the RFP terms

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR27	Generic	Generic	Suggestion	Suggestion	The proposed Helpdesk tool must be ITIL Gold-level certified on at least 10+ processes and should be PINK ELEPHANT / Axelos Gold level certified on at least 10+ ITIL 2011 processes: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfilment, etc. The certification copy to be submitted.	No change, Bidder has to comply with the RFP terms
AR28	Generic	Generic	Suggestion	Suggestion	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.	No change, Bidder has to comply with the RFP terms

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR29	Generic	Generic	Suggestion	Suggestion	The EMS must have risk and compliance dashboard across the network and data center components, providing an easy to understand dashboard of Cis with CVE risks and integrated remediation processes.	No change, Bidder has to comply with the RFP terms
AR30	Generic	Generic	Suggestion	Suggestion	The proposed NMS should provide integrated fault, performance Monitoring, Configuration & compliance Management together in one tool. This helps in ease of management and operations, avoiding multiple consoles management & overhead.	No change, Bidder has to comply with the RFP terms

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AR31	Generic	Generic	Suggestion	Suggestion	The proposed NMS should support out of the box monitoring of at least 3000+ devices from at least 150+ vendors.	No change, Bidder has to comply with the RFP terms
AR32	Generic	Generic	Suggestion	Suggestion	The propose solution should have diagnostic analytics capability that able to visually correlate performance and configuration changes of all network issues. This would highly help operators to quickly recognize network configuration changes that negatively impact performance and can open a pop-up window to view the differences in the impacting configuration change directly on the change-correlated performance view.	No change, Bidder has to comply with the RFP terms

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AS1	"01.03.OIOS.RFP.Vol 2, Section 7.7.1 - Pre-Qualification (PQ) Criteria Page 32"	"5. Sales turnover from IT Consultancy/ IT Advisory Services - The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc."	"Turnover has been asked from IT Consultancy/ IT Advisory Services. SI's don't have turnover of such magnitude (i.e., Rs. 1500 Crore p.a.) from IT consultancy/ IT Advisory Services."	Compliance Issue	"This condition is highly stringent. Since it is an SI project, Turnover requirement should be from IT or ITES services instead of IT consultancy/ IT advisory service. Kindly confirm."	"Corrigendum The Pre-Qualification Criteria stands revised and should be read as: Sales Turnover should be on account of the turnover of the Company and not the Composite turnover of its subsidiaries/sister concerns etc. from Information and Communication Technology Systems development and implementation (i.e. revenue should be on account of system integration/ turnkey solutions or implementation services only) Note: Excluding Supply of hardware"
AS2	"01.03.OIOS.RFP.Vol 2, Section 7.7.3 - Technical Scoring Model Page 49"	Key resources shall attend the Presentation during Technical evaluation. In case some of the resources are unable to attend, justification and request for VC may be made for IA&AD approval.	Key resources can not be kept idle till the award of the project.	Suggestion	SI's should try to keep the same key resource during Technical Evaluation/ Executuin of the project. However, in case of non-availability of such resource, it is the responsibility of the SI's to replace the resource with equivalent or better resource with the concurrence of the client. Kindly allow.	No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AS3	"01.03.OIOS.RFP.Vol 2, Section 9 - Payment Schedules Page 49"	Payment Condition - After one Quarter of M4	Pl. clarify M4.	Clarification	M4 is not mentioned in the RFP. Please clarify which milestone is M4.	Term M4 reference deleted from RFP at all instances
AS4	"01.03.OIOS.RFP.Vol III - Annexure A, Section 1.5.2 - Change in Named Key Personnel Page 7"	"Service Level Requirement - There should not be any deviation in Key personnel whose names were proposed in the bid/Project Start Measurement of Service Level Parameter - No change in the proposed Key personnel except with prior approval of IA&AD. "	Key personnel whose names were proposed in the bid/ Project Start may change during execution/ implementation. IA&AD is allowing change of resource with prior approval.	Suggestion	It happens that resource changes from time to time in private organizations. SI tries to replace with equivalent or better skilled resource. When prior approval from IA&AD has been provisioned in the RFP, then there should not be any penalty on SI as per the SLA terms in such scenario on SI. Kindly accept and confirm.	No change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AS5	01.03.OIOS.RFP.Vol 1 , Section 12.2.2 - Other Reuirement, Page 67	12.The Bidder shall conduct vulnerability and penetration testing (from third party agency empanelled with CERT-In/ STQC) on the facility every year and the report should be shared with IA&AD. The Bidder would ensure that the updates are made to the systems in response to any adverse findings in the report; without any additional cost to IA&AD.		Clarification	Kindly confirm who will bear the cost of STQC audit - bidder or client?	"IAAD shall bear the cost of such audits. Bidder need to provide its cost in financial bid. Refer corrigendum for BoQ."
AS6	"01.03.OIOS.RFP.Vol 1 , Section 12.2.3 - Certification / Compliance Page 68"	"i. The facilities/services for both Primary Data Center and Disaster Recovery Center need to be certified / compliant for the entire duration of the contract to the following standards based on the project requirements: a. ISO 27001 - the services should be certified for the latest version of the standards b. ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology ii. The SI shall meet all the security requirements indicated in the IT Act 2000. iii. The bidder shall submit the respective certificates issued by the authorized agency/persons to IA&AD "		Clarification	Kindly confirm who will bear the cost of STQC audit - bidder or client?	"IAAD shall bear the cost of such audits. Bidder need to provide its cost in financial bid. Refer corrigendum for BoQ."

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AS7	Vol-1/Track 3: / Page # 40	Setting Up of development, UAT, training, pre-production and production environment in PDC and DRC at Tier-3 co-located data centre.	"1. Please confirm high availability/clustering is not required for environments other than production. 2. Please suggest development, UAT, training, pre-production environment compute requirement in terms of % of production compute or ratio of compute of all environment."	Suggestion	"Non Production environments may not require HA/Clustering. "	"1. Confirmed. 2. Bidder to propose. "
AS8	RFP Vol-1- Annexure C One IA&AD One System/6.1.1. Server Sizing/32	Server sizing: OIOS at DC-1 (Primary DC) Table	"1. IT infrastructure sizing to be done base on no. of users listed in the table and 10 years growth of users has been factored. Please confirm. 2. if user growth is not considered in the table, Please suggest what growth to be factored to size IT infra for 10 years."	Query	For the IT infra sizing total no. users and concurrent users are required.	"Please refer RFP Vol-1- Annexure D Clause 2.2 - Number of users in IA&AD. "

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AS9	RFP Vol-1- Annexure C One IA&AD One System/6.1.1. Server Sizing/32	Server sizing: OIOS at DC-1 (Primary DC) Table	Please revisit sizing shared in the table considering current and future growth.	Suggestion		No Change
AS10	Volume-2/Format 18 C. Setting up of Backup Site 2 and Lease Line Provisioning/page # 105	"PDC to Backup Site 2/NLDC Number: 2"	"1. DCR to Backup site-2/ NLDC connectivity is not listed in leased lines provisioning. 2. Please share network diagram showing all the connectivities. "	Query	No connectivity listed between DCR & DCR to Backup site-2/ NLDC	1. Refer corrigendum for revised BoQ 2. Clarification - Refer S.5 of the Annex C for connectivity amongst DCs and NLDCs

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AS11	Vol-1/OIOS Network Infrastructure Requirements/Page #	OIOS Application deployment & User Network Connectivity to across OIOS diagram	1. As an standard practice Backup site 2/NLDC for DR site may not required.	Suggestion	"In 3 way DR solution only 3 sites are required. "	NO change
AS12	Vol-2/Track 2: Phase 1 Middleware and Software/Page 119	Help desk Tool – OIOS	Please suggest n. of concurrent or named users for helpdesk operations	Query	Licensing of tool is always based on no. of concurrent users of helpdesk users.	"No Change Please refer Clause 14.1. User Centralized Helpdesk Requirements of RFP Vol 1"

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AS13	Vol 3, Cl. 14.2, page no. 33	The Purchaser may at any time terminate the Contract for any reason by giving the IA a notice of termination that refers to this clause.	Termination for convenience should be only after providing 90 days' notice	Suggestion	Termination for convenience can't be arbitrary	Duplicate query
AS14	Vol 3, Cl. 15(5), page no. 37	The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.	Clause 12.4 is suggested to be deleted for unlimited liability	Compliance Issue	Liability for security breach should not be unlimited as the same is under purview of Purchaser	No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AS15	Vol 3, Cl. 15(6) page no. 37	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.(A)) even if it has been advised of their possible existence.	The phrase " (other than those set-forth in Clause 15.(A)) " is suggested to be deleted	Compliance Issue	We as an SI do not accept indirect losses in any event as a matter of organisation policy.	No Change
AS16	Volume II: Page 51	Labour rates, as shown in format 4D, 6 and 8 of Appendix II, as of 1st January 2020, shall be used while quoting the commercial bid. Escalation @ 8 % per annum, applicable on 1st January of every succeeding calendar year, will be applicable and paid for by IA&AD. Hence, labour costs should NOT be escalated in the commercial bid.	Just to clarify, does this mean that wherever Bidder is quoting the price of services, for the subsequent years price shall be adjusted to 8% uplift during year 2 to 5?	Query/Clarification...		YoY increase by 8% wherever applicable as per RFP need to be calculated and must be included in financial proposal. If bidder fails to incorporate subject escalation then IAAD reserves the right to revise it to meet RFP condition.

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AS17	Volume II: Section 7.8.7, pAGE NO. 55	IA&AD reserves the right to increase the quantity upto 25% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 3 years from the date of contract signing.	"For whatever reason, if time period gets extended beyond 3 years from the date of contract signing, then in such case, this condition should be optional to the SI and in such scenario price escalation may please be allowed. We understand in case of increase of quantity during currency of the contract, the project end date will remain the same, i.e., end of the seventh year. Kindly confirm"	Suggestion/ Query		No change
AS18	Volume II: Section 9 Page no. 66	"Payment Schedule "	Is the payment terms negotiatble? Bidder shall request for a simpler low-tiered payment milestones?	Query/Suggesti on		No Change

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AS19	Volumene 2, Format 12 ; Page 95	Training plan	Please clarify the training related details such as - avg. period for training, locations, batches etc. to evaluate the appropriate costing for the training.	Query		Please refer clause 7.2.3. Support for Training / capacity building of RFP Vol 1
AS20	Format 2 ; Page 112	Total commercial Quote	Any taxes applicable shall be charged on actual at the time of billing. Going forward, if there is any change in tax structure by the Government, it will be levied accordingly.	Suggestion/Clarification		No Change. However it is already provided in RFP that any change in tax structure by the Government, it will be handled accordingly.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AS21	Volume 3; Section 10; Page 84	" TERMS OF PAYMENT AND PENALTIES a) In consideration of the Services and subject to the provisions of the MSA and this Agreement, the Purchaser shall pay the amounts in accordance with the Terms of Payment Schedule of the MSA. b) For the avoidance of doubt, it is expressly clarified that the Purchaser and/or its nominated agencies may also calculate a financial sum and debit the same against the terms of payment as defined in the Terms of Payment Schedule of the MSA as a result of the failure of the Implementation Agency to meet the Service Levels as set out in Annexure A of this Agreement, such sum being determined in accordance with the terms of the Service as set out in Annexure A of this Agreement. "	The payment schedule has the defferred schedule for the payments to be made to supplier however it does not clearly specifies what would be credit perid i.e. within which supplier shall be paid for its invoices post milestone completion and submission of invoices.	Query	Not agreed	Refer Corringendum
AS22	Additional Caluse	Not Included in the MSA	"8.4	Unless the Customer disputes any amount claimed by Service Provider as payable by the Customer, the Customer will pay the fees or other compensation set forth in an invoice, which conforms to the terms of this Agreement and the applicable Statement of Work within thirty (30) calendar days of date of the invoice.	Suggestive clause to be added	Not agreed

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AS23	Additional Caluse	Not Included in the MSA	1.1 Customer shall pay all taxes or other dues as applicable from time to time arising out of the provision of the Services under this Agreement. If the Customer is required by any law to withhold and remit tax to any statutory bodies in the context of any payment made to Service Provider under the Agreement, in that event the Customer is entitled to reduce the payment by the amount of such tax and shall provide Service Provider such taxes certificate evidencing such payment by the Customer.	Suggestive clause to be added	Not agreed	No change
AS24	Additional Caluse	Not Included in the MSA	"8.9 Service Provider shall be entitled to reimbursement of any expenses such as travel that may be previously authorized by Customer and reasonably incurred by Service Provider, within thirty (30) calendar days of production of actual invoices or receipts for such expenses. "	Suggestive clause to be added	Not agreed. travel for training from and to Delhi-NCR	"No Change Please refer RFP Vol 1 clause 13.6. Training Infrastructure and Location"

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AS25	Additional Caluse	Not included in the MSA	"8.10	Without prejudice to any other rights and remedies available with Service Provider in accordance with the terms herein and/or at law, Service Provider may suspend the Services enumerated herein, without any liability of whatsoever nature, either towards Customer and/or any other third party(s), in event of	Suggestive clause to be added	Not agreed
AT1	Vol 2, 7.1.1 Eligibility to Bid,Point e, Page no. 19	Consortium is not allowed	Does the company who is bidding can take any MEITY empanelled CSP or does he need to sublet this task			Bidder to decide,

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AT2	2.5.5.3 Page 26 CAG Draft Vol 2	Proposals not accompanies with the EMD or containing EMD with infirmity (ies) (relating to the amount or validity period, etc.), mentioned above, shall be summarily rejected.	As BSNL is a PSU, it should be exempted from the EMD clause			No. RFP remains unchanged.
AT3	2.6.1 Page 34 CAG Draft Vol 2	"The bidder should have an annual turnover of not less than INR <1000 croress p.a. durin gthe last three financial years (F.Y. 2016-17, 2017-18 and 2018-19 respectively.) This turnoer should be on acctont of Information and Communication Technology systems, development and implementation (i.e. revenue should be on account of system integration/turnkey solutions or implementation services etc.) only"	We request that the total turnover may be allowed instead of only SI/implmentation services only for data center requirements.			No. RFP remains unchanged.

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AU1	Vol I, Section 12.1.1, Page 62	I. SI shall obtain support from OEM for software component.	This project life cycle is around 10 years, during this entire duration, the technology or software innovations happen and we strongly suggest to include OEM Upgrade support in addition to updates/pathes/bug fixes.	Suggestion	To propose efficient system to meet long term vision of this system	No change.
AU2	RFP Vol-I – Annexure B, 5.1.Specification for RTO/RPO Point no. 2 , Page 27	During normal operations, the Primary Data Center (of the Department) will serve the requests. The Disaster Recovery Site will not be performing any work but will remain on standby. During this period, the compute environment for the application in DR shall be available but with minimum possible compute resources required for a functional DR as per the solution offered. The application environment shall be installed and ready for use. DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center site	Technologies enable to ensure optimal utilization of DR infra for Backup, verifying the data if any blk corruptions, executing read only operations like reporting etc from DR instances. We propose this feature to ensure data consistency and offload read operations to DR.	Suggestion	To optimize the utilization of DR infra rather than keeping them idle.	Read sl no2 as: During normal operations, the Primary Data Center (of the Department) will serve the requests. The Disaster Recovery Site may be used for non core functions. For Core Applications, the application environment shall be installed and ready for use. DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center site

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AU3	RFP Vol-1- Annexure C, Section 1.1, Point no. 2 Page no. 7	The OIOS solution is expected to be functional for at least 10 years after phase – II deployment.	It is proposed and suggested to have software platform product availability and support for this duration. Ie Proposed technology software should not be End of Life for 10 years and should have support for 10 years.	Suggestion	To propose efficient system to meet long term vision of this system	No change.
AU4	RFP Vol-1- Annexure C, Section 7.10, Page 102	The OIOS application includes a Data Repository for the data collected by the audit offices from outside sources. This data is, generally, obtained from other Government Departments i.e. outside OIOS Application in the form of database dump file.	In order to leverage this data in this new application, it requires to transform and process the source data of heterogeneous DB systems before loading to the IAID DB systems. We suggest to leverage EL-T platform , kindly include the same.	Suggestion	Automation to reduce manual efforts and minimize errors	Refer corrigendum for data repository requirement

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AU5	RFP Vol I: Section 8.3, Page 40	Track 3: Setting Up of development, UAT, training, pre-production and production environment in PDC and DRC at Tier-3 co-located data centre	"1) Which site will be used to deploy Non-Prod environments? 2) Does non-prod environments required at both DC and DR? 3) What is the indicative hardware deployment sizing or the % of Prod env to be considered? 4) Any SLAs for Non-Prod env? 5) Is it required to have UAT and Pre-Prod with similar deployment topology as of Prod?"	Query	Required to address this in the proposed BoM.	"1,2,3. Duplicate query. 4. Refer Annexure A to Vol-3 5. Bidder to propose "
AU6	RFP Vol-1- Annexure C One IA&AD One System Page 32	" 6.1.1. Server Sizing"	Looks to be a mismatch of BPM license requirement while comparing the BoQ and the server sizing for PDC, which one has to be considered as final?	Query	Required to address this in the proposed BoM.	Refer BoQ for bid submission.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AU7	RFP Vol-1- Annexure C, Page 36	6.2.1. DC/DR Services - General Features	Database software have built-in DR solution to replicate the changes happening in the database across multiple DR Sites with an option to run real-time reports from DR Sites without stopping the recovery mechanism. Suggest to include in the solution.	Suggestion	To optimize the utilization of DR infra rather than keeping them idle.	No change.
AU8		Caching	We recommed to include Caching and In-Memory capability at App and DB tier to deliver the desired QoS.	Suggestion	To deliver performance thro caching technology	No change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AU9	RFP Vol-1- Annexure C, Page 36	6.2.1. DC/DR Services - General Features	The IT infrastructure domain is witnessing various new innovations that leads to increase in Performance, Scalability, Manageability, Single Point of Failures and support the green IT environment by optimizing Power, cooling & Space requirements in the form of Integrated Systems which tightly integrates the Servers, Storage and connectivity between them. Please confirm that Bidders can propose the Integrated Systems for different layers (Application / Web / Database) in addition to best of breed solutions.	Suggestion	Innovation	Bidder need to propose solutions meeting RFP requirement.
AU10	RFP Vol-1- Annexure C, Page 10	15. The IT infrastructure (as stated in the subsequent sections in this Report) proposed for OIOS would comply with the Magic Quadrant listed in latest Gartner report.	"Pl clarify if this applies to the softwre components listed in Annex C ie Database and IAM as well. "	Query	To propose robust paltform to meet long term vision of this system	Refer RFP

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AU11	RFP Vol-1- Annexure C, Page 150	8.1. Security Architecture	In other sections of the RFP, there are requirements for Database security ie Encryption (at rest and in motion), Secured Database Audit Vault, Masking the data for Non-Prod environments , control privilege user access etc , we assume that this system is of sensitive and confidential and hence requires Database security solution. Kindly confirm and include in this section of the scope.	Query	To propose secured database paltform to meet long term vision of this system	Bidder need to propose solutions meeting RFP requirement.
AU12	RFP Vol-1- Annexure C, Page 56	7.2 Document Management System: Documents/Files store within Database	"We recommed to store the Audit Reports ie Files/Documents that are managed In Document Management system in a Database storage rathan than a traditional file system to leverage the advanctage of scalability, flexibility, Security and manageability. The doument management system supports storing the unstructured content within a RDBMS as BLOB datatype. It benefits: 1) Integrates repository management with database management for consistent backup and monitoring processes. 2) Helps overcome limitations associated with directory structure and number of files per directory in a file system approach. 3) Aids in distributing content more easily across systems, for better scaling of Content Server. 4)Allows for different types of storage devices not commonly associated with a file system, for example, content addressed storage systems and write-only devices necessary in some business uses. Kindly consider this solution requirement."	Suggestion	To propose robust solution to meet long term vision of this system	No change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AU13		DevOps Tools and Dev Environment	we propose to deploy and manage entire Devops Tooling along with Dev Environment IaaS by leveraging Cloud Services with the benefits of Opex and consumption based subscription model.	Suggestion	Reduce Cost and increase flexibility and agility	No change.
AU14		EMS as PaaS Service	"with traditional EMS deployment with on-premise, it requires good amount of hardware Infra, services and maintenance. Also, in this scenario, you would require EMS on all four sites. We propose to leverage cloud deployment wherein it monitors all four sites and also delivers the required of availability. The MSP/SI can have full control of managing EMS implementation for the required monitoring services."	Suggestion	Reduce Cost and increase flexibility and agility	No change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AV1	"Vol-1, 8.3.1. Enterprise Network Security,Clause-1" Page-154	The OEM should fall in the Gartner's magic quadrant for Enterprise Network Firewalls	Suggestions	"Suggestion: The OEM should fall in the Gartner's magic quadrant for Enterprise Network Firewalls from last 5 years."	Security is utmost importance for critical infrastrucure and application like OIOS. It is suggested to choose Gartner from established leader.	The RFP condition remains unchanged.
AV2	"Vol-1, 8.3.1. Enterprise Network Security,Clause-2" Page-154	"Software defined instance should consist of: • Application based Firewall with SSL VPN • IPS • Gateway Antivirus/ Zero day • Application Security with user identification • URL filtering • Anti APT Note: Solution can be one integrated solution or combination of separate components."	Observation	"Compliance: Gateway Antivirus and Zero day"	Gateway Antivirus and Zero Day are two different security features. As per requirement please suggest if only either of the feature is reired or both,	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AV3	"Vol-1, 8.3.1. Enterprise Network Security,Clause-15" Page-157	Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability. The proposed security device or its family can also have optional wireless in hardware or software.	Observation	"Compliance: Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability. The proposed security device or its family should not have wireless in hardware or software."	"Please clarify if this is typo mistake as having wireless in the secuurity devices will make the device vuknerable to the attacks and will be a serious security breach. Please change this to ""The proposed security device or its family should not have wireless in hardware or software."""	Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability.
AV4	"Vol-1, 8.3.1. Enterprise Network Security,Clause-29" Page-159	"The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. Can also have optional wireless support in the software proposed device as well as complete family of OEM."	Observation	"Compliance: The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. The proposed security device or its family should not have wireless in hardware or software."	"Please clarify if this is typo mistake as having wireless in the secuurity devices will make the device vuknerable to the attacks and will be a serious security breach. Please change this to ""The proposed security device or its family should not have wireless in hardware or software."""	"The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. "

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AV5	"Vol-1, 8.3.1. Enterprise Network Security Pg-154"		Suggestions	The proposed solution shall support sandbox behavior based inspection from day-1 and the solution shall support automated signature generation for discovered zero day malware and the OEM should ensure the delivery of the signature in 10 mins from the time of detection and it should have public reference.	The unknown threats are the major cause of compromise. The solution should be capable of protection against unknown and this should support automated signature creation within 10 mins of Zero-day/Unknown malware detection.	The RFP condition remains unchanged.
AV6	"Vol-1, 8.3.1. Enterprise Network Security Pg-154"		Suggestions	" Please add: The proposed solution must support on appliance Per policy SSL and SSH decryption for both inbound and outbound traffic."	Most of the applications run on SSL encryption and management on SSH. Current day attacks can also be embedded in this encrypted traffic. This feature is missing and is very important for protection against such threats.	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AW7	"Vol-1, 8.3.1. Enterprise Network Security Pg-154"		Suggestions	" Suggestions: Please add missing security certifications: The proposed device should have ICSA, FIPS and security certification from common criteria EAL4/NDPP"	Important security certifications are missing. This will ensure we donot get an unsecure device with no backdoor check. Mentioning standard certifications will ensure no vulnerable device is been proposed.	No change
AW1	"01.03.OIOS.RFP.Vol.1.Annex.C 7.6. Virtualization software Page 94	16. Virtualization software should provide Storage Integration for single console management of SAN infrastructure.	Observation		Do you need storage LUNs integration into Virtualization environment & its management	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AW2	"01.03.OIOS.RFP.Vol.1.Annex.C 7.8. Server Operating System Page 96	3. The product or upgraded version of the Product should have Product life cycle of minimum 10 years after OIOS phase-2 deployment. Further it should not have any end of life mode for technical support.	"Will request to remove ""Further it should not have any end of life mode for technical support. ""	Any enterprise release which has a 10 years of support cycle post 10 years the product retires	There is a new version provided which is provided free of cost under the subscription cycle. This will provide latest software release for OS for further support during the project lifecycle	3. The product or upgraded version of the Product should have Product life cycle of minimum 10 years after OIOS phase-2 deployment.
AW3	"01.03.OIOS.RFP.Vol.1.Annex.C 7.3. Business Process Management Software Page 62	1. The OEM should fall in the Gartner's magic quadrant for Intelligent Business Process Management Suites	"Latest Gartners ""Intelligent Business Process Management Suites"" Magic Quadrant Report has only 3 Vendor/Products : Pegasystems, Appian & IBM. While RFP says preference for OpenSource should be given but the technical compliances given in the RFP are totally against opensource. None of the 3 vendors listed provide opensource solution. If OpenSource solution are intentionally left out against the GoI MEITY guidelines, how department is ensuring compliance as per government policies?"	Query. Suggestion for Deletion.	Technical compliance does not ensure applicability/usage of feature in that particular project. While feature may be present but SI may not implement and hence this allows unjustified burden in terms of cost for department. Our suggestion is to remove technical specification list and let the bidder choose the right platform basis on business requirements, SLA's and responsibilities/penalties.	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AW4	"01.03.OIOS.RFP.Vol.1.Annex.C 7.3. Business Process Management Software Page 63	"BPM Solution must support the following kinds of processes: a) Human Workflows b) Integration Workflows (STP) c) Decision Centric Workflows d) Event Based Workflows e) Case Management based Workflows"	"While RFP says preference for OpenSource should be given but the technical compliances given in the RFP are totally against opensource. If OpenSource solution are intentionally left out against the Gol MEITY guidelines, how department is ensuring compliance as per government policies? Please refer to other large government RFP's in recent times and you shall find that all of them are focused on business objective, business requirements, technical requirements but not technical compliances."	Query. Suggestion for Deletion.	Technical compliance does not ensure applicability/usage of feature in that particular project. While feature may be present but SI may not implement and hence this allows unjustified burden in terms of cost for department. Our suggestion is to remove technical specification list and let the bidder choose the right platform basis on business requirements, SLA's and responsibilities/penalties.	The RFP condition remains unchanged.
AW5	"01.03.OIOS.RFP.Vol.1.Annex.C 7.12. Application Server Page 104 of 205"	"1. Should be completely Java EE 7 Compliant – with Web and Full profile both 6. Java JSE 8 7. Java EE7"	Why do you need support for 2 Java standards - Java EE 8 & Java EE 7? Application server can use only one java/jre/jvm version at a time. Java EE 7 is an outdated version and only old application server version support old technology. Please suggest if Java EE 7 is required so that accordingly earlier version of Application Server compliant to EE7 can be proposed.	Query. Suggestion for Deletion.	As per industry trend organization prefer to use N & N-1 versions of technology only. Here ask for support of very old technology in. a new project needs to be understand so that appropriate solution can be proposed.	"1. Should be completely compliant to Java latest version – with Web and Full profile both 6. Deleted 7. Deleted"

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AW6	"01.02.OIOS.RFP.Vol.1.Annex.B 5.1. Open API – Based Architecture Page 19, 20 "		Does SI need to propose API Manager solution for securing APIs?	Query	How department is planning to secure, manage, monitor, provide documentation of exposed APIs (internally & externally both)? In future there will be requirement of managing multiple versions of APIs, multi tenancy etc. How department is planning to address those challenges?	"Internal API security (within OIOS Application): MZ and other security tools specified in RFP. External API security: SI to propose solution for external API security using existing security components of the RFP. "
AX1	Vol.1, Section- 5. Overarching strategy for product (OIOS IT solution) delivery, Page no. 19	Across the entirety of Clause 5 - Agile methodology has been selected by you with specific focus to Scrum. There are 6-7 widely used Agile methodologies. We request you to consider Agile as the basis and leave its implementation to the methodology selected by the SI. SAP Activate is the Agile Methodology but by specifying Scrum (and therefore Sprint) - we feel the guideline is too restrictive, prescribes a certain methodology and is aligned away from a COTS based approach. This is NOT inclusive and our sincere request is that while Agile can be prescribed - the methodology should be left to the choice of the SI or the OEM standards for Agile.	This is NOT inclusive and our sincere request is that while Agile can be prescribed - the methodology should be left to the choice of the SI or the OEM standards for Agile.	Functional Compliance	Restrictive	No change, Bidder has to comply with the RFP terms

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AX2	Vol. 1, Section 19.6. Portability, page no. 103	By going through the Clause - while we understand that as a Customer you prefer Open Source - but by mentioning a) No OEM specific functionality of RDBMs to be used, which may become obstacle in changing RDBMs at a later stage, b) The users at IA&AD/ IA&AD should be able to access the applications on the existing OS, browsers etc. or platforms of similar nature or family without any machine-dependent installations and that c) solution should also be compatible to platforms commonly available in mobile devices - the RFP has CLOSED the door on COTS solutions. We respect the fact that as a Customer you have the right to choose the technology - but we propose that COTS solution should also be considered to meet the functional requirement.	We respect the fact that as a Customer you have the right to choose the technology - but we propose that COTS solution should also be considered to meet the functional requirement.	Functional Compliance	Restrictive	SI can propose solution component which meets requirement of OIOS Application functionality. No change, Bidder has to comply with the RFP terms.
AX3	RFP Vol-1- Annexure C One IA&AD One System Page 10	"We highlight your attention to - ""Wherever the Gartner report is not published for any category of the product / solution, the bidder may submit an alternative reputed product analysis report viz Forrester, IDC The COTS products related to IT infrastructure must be from vendors in latest report of the Gartner's Magic quadrant as per criteria defined below: a. The OEMs must be in Gartner's Leaders/ Challengers/ Visionaries quadrants. The preference would be awarded in this category as - Leaders (highest)/ Challengers/Visionaries (lowest). b. The product category should have support in India"". We would want to know for which components will this rule apply a) Database, b) Application Server , c) IDE, d) BPM /Workflow etc. Please furnish details and how will you differentiate between Leader, Visionary etc."	Please furnish details and how will you differentiate between Leader, Visionary etc.	Functional Compliance	Restrictive	Refer corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AX4	RFP Vol-1- Annexure C One IA&AD One System , Section 7.3. Business Process Management Software Page 61	For COTS solutions - BPMs and Workflows are built in. If the COTS solution like SAP figures in the Gartner/ significant other reports - will this be acceptable?	If the COTS solution like SAP figures in the Gartner/ significant other reports - will this be acceptable?	Functional Compliance	Restrictive	No. For BPM requirement , refer specifications provided in RFP.
AX5	RFP Vol-1- Annexure C One IA&AD One System, Section 7.9. Database OIOS, Page 98	RDBMS software should function on 64-bit operating system platforms offered for OIOS like Linux, AIX, and Windows - This is restrictive, we request availability on atleast 2 of the 3 platforms mentioned. Also by specifying Windows we wanted to know if a vendor lock-in trigger is initiated. Apart from this - certain other points eg Active Active clustering, Restricted/Encrypted access for DBAs etc are restrictive and/or specific to certain OEMs We request removal of these clauses/sub-clauses.	We request removal of these clauses/sub-clauses.	Functional Compliance	Restrictive	RDBMS software should function on 64-bit operating system platforms offered for OIOS, Linux and Windows.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AX6	RFP Vol-1- Annexure C One IA&AD One System, Section 7.10 Database Repository, Page 102	The list of data repositories mentioned do not take into account RDBMSes or in-memory databases such as HANA and Sybase. We request its inclusion.	We request its inclusion.	Functional Compliance	Restrictive	Refer Corrigendum
AX7	RFP Vol-1- Annexure C One IA&AD One System,Section 7.12. Application Server, Page 104	By mentioning - Should be completely Java EE 7 Compliant – with Web and Full profile both - we realise that you have completely ignored Application Servers that come built in COTS solutions such as SAP. We request you to remove this.	We request you to remove this.	Functional Compliance	Restrictive	Duplicate query. Refer to response provided above.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AX8	3.4.4. Platform & Database Agnostic OIOS Application shall be forward compatible. They shall be deployable on any technology platform and shall be able to communicate with any data store.	As youd be aware - this is not possible with SAP. We sincerely feel this deliberately precludes usage of an enterprise class, world leading solution like SAP and favors few chosen OEMs and a Bespoke approach to Application development.	We sincerely feel this deliberately precludes usage of an enterprise class, world leading solution like SAP and favors few chosen OEMs and a Bespoke approach to Application development.	Functional Compliance	Restrictive	The RFP condition remains unchanged.
AX9	RFP Vol-I – Annexure B One IAAD One System - Point 13. Support for Differently-Abled Users - All applications must support accessibility by Differently-Abled Users and adhere to GIGW Standards.	This is truly an imperative Business ask. However, we do not see specification wrt integration with features such as Voice based AI bots, Read Aloud etc.	We do not see specification wrt integration with features such as Voice based AI bots, Read Aloud etc.	Functional Compliance	Restrictive	The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AX10	A) MZ : Back-end applications – Database administrator’s access to OIOS Core Application, Database and supporting document. This needs higher security. B) No single DBA should be able to unilaterally make updates to tables / structures / rules / policies. C) The SI should use Open Source Solution (Enterprise Edition) for any system software that SI would be using. In case there is a need to purchase/ provision COTS (Commercial-off-the-Shelf) license, the same should be flagged and justified.	We request attention to certain points in your RFP – e.g. A) MZ : Back-end applications – Database administrator’s access to OIOS Core Application, Database and supporting document. This needs higher security. B) No single DBA should be able to unilaterally make updates to tables / structures / rules / policies. C) The SI should use Open Source Solution (Enterprise Edition) for any system software that SI would be using. In case there is a need to purchase/ provision COTS (Commercial-off-the-Shelf) license, the same should be flagged and justified. We feel that the overall approach, choice of Vendors and Products is pre-determined and the RFP is written with certain OEMs in mind. By mentioning certain technical specification, allowances have been made for certain OEMs so that in case there is a need to purchase/ provision COTS (Commercial-off-the-Shelf) license, the same can be easily justified.	By mentioning certain technical specification, allowances have been made for certain OEMs so that in case there is a need to purchase/ provision COTS (Commercial-off-the-Shelf) license, the same can be easily justified.	Functional Compliance	Restrictive	The RFP condition remains unchanged.
AY1	Vol. 1, Annexure A, Section 32 QA/QC within Field Audit Office (07_03), Page no. 100	The quality assurance/ QC process is a multi-level process which ensures largely the following checks. OIOS should provide for maintaining such a checklist for QA/QC. This checklist is broadly common for all field audit offices of IA&AD, but may vary slightly especially across different audit streams.	What is the extent of the QA/QC per Audit? Is the QA/QC involves Data/exception driven analysis to raise queries on Audit issues/observations?			No. The RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AY2	Vol. 1, Annexure A, Section 09 Data Collection platform, Page no. 115	This module aims at providing a platform for IA&AD to manage its data collection activities. There are various processes during which data collection becomes very essential. The data collection requirements are both periodical and adhoc. The allocation of access to data collection may range from specific audit assignment to functional wings of FAO to field audit offices. The following are some of the use cases for data collection.	What is the platform used to store Auditee data after Data collection? Is the data collected and stored are analysed in the same OIOS platform.			No separate platform. The RFP remains unchanged.
AY3	Vol. 1, Annexure A, Section 44 Consolidate and analyse data (09_04), Page no. 119	This sub-module provides a platform to view consolidated data upon completion of data collection and perform basic analysis. Upon submission of data by all collectors, or when the DCK Administrator renders the collection exercise complete, the system would provide a facility to consolidate the data elements (and its sub-elements) and download the data in CSV or Excel or JSON.	What is the extent of the Data Consolidation and Analysis after collection? What is the ultimate outcome of the Analysis exercise?			The extent of data consolidation and analysis after collection depends on the individual audit assignment. This will form part of input for audit.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AY4	Vol. 1, Annexure A, Section 43 Monitor data collection (09_03), page no. 119	This sub-module provides a platform for DCK Administrator and Audit manager to monitor the progress of data collection. They also monitor feedback received from the data collector and propose changes to be made in the design of collection kit, if necessary. Apart from the number of submissions/re-submissions, other meta-data such as location, date and time of submission/resubmission are also visible to the DCK Administrator/Audit manager. They can also view/download the data collected at any point of time.	Are you envisioning any rules based query/ analytics to monitor the data collected?			Not part of this RFP. The RFP remains unchanged.
AY5	Vol. 1, Annexure A, Section 48 T&M phase of ITA/PR/IW, Page no. 126	Preparation of Annual / Quarterly audit plan and its approval (by HOD) containing list of sections to be audited.	Does the internal test Audit/inspection is planned based on the data / exception of audit findings or QA/QC issues arising from Audits?			Not at present. The RFP remains unchanged

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AY6	Vol. 1, Annexure A, Section 16 Legacy data, page no 147	The legacy audit reports, to the extent necessary, have to be migrated into OIOS and be available as part of OIOS.	What is the format of the legacy data that need to be migrated? If it is unstructured whether this is available in Text/Image form?			Legacy data has both structured data and unstructured data to be migrated. The unstructured data is in the form of documents.
AY7	Vol. 1, Annexure A, 60 Bulk data migration service (16_01), Page no. 148	OIOS should have feature to offer bulk data migration service. The field audit offices would be responsible for capturing details of entities in prescribed formats (Excel). Then, the field audit offices then request for a bulk data migration service through a specific web-page by filling in a form and uploading the Excel files (containing data) and the zip117 files (containing attachments). The 'Data migration support team' of IA&AD would then load the Excel files(s) into the 'Validator' of OIOS to ensure that the data to be uploaded is valid.	Is the Data standardisation is envisioned as scope in this project?			No. The RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AY8	Vol. 1, Annexure A, 16 Parametric risk analysis (04_03), Page no. 61	<p>The determine the audit risk i.e. the probability of material irregularity assists IA&AD in prioritising focus areas of audits, auditable entities and transactions to be test checked. One such methodology to measure audit risk is based on a parametric approach. Let us consider the case of risk analysis of auditable entities. In order to evaluate the risk associated with each auditable entity, certain parameters ('risk parameters') are defined. The parameters may be financial or non-financial, quantitative or qualitative. Provide a platform to conduct quantitative risk assessment based on risk parameters (weighted risk score); both the parameters and the weights associated with each parameter should be configurable. Other kinds of risk assessment are currently kept outside the scope of OIOS. However, the documentation may be part of the Audit Planning and Audit Guidelines modules.</p>	<p>How frequency the Parametric Risk analysis is refreshed? Does the parameter include any risk / control exceptions while monitoring the Auditees financial / non-financial data?</p>			<p>It is an annual exercise typically Not envisaged as part of this RFP.</p>
AY9	Vol. 1, Annexure A, Sampling approach - Module 05: Audit design, page no. 71	<p>The technique of statistical sampling is used to select the auditable entities at various levels of auditable entity (See illustration below) and transactions (if electronically available). In the absence of electronic data, the process is manual and only documentation would be attached (as explained in the above sub-module 05_01). The approach to selection may be one of the following.</p> <ul style="list-style-type: none"> • Simple random sampling -> with/without replacement • Judgemental sampling (Should be rarely used with justification) • Stratified random sampling • Multi-stage cluster-based sampling • Probability proportional to size sampling -> monetary unit, weighted combination of different parameters, combination of multiple parameters. • Others 	<p>Is thestatistical sampling expected to be based on data analytics on the data(transactional) received on the Auditee such as Control exception analysis? Or it is limited to transaction sequence alone without looking into the transaction/control.</p>			<p>Presently, we only do exception based statistical sampling, etc. We look at both control exception and transaction exception.</p>

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AY10	Vol. 1, Annexure A, Section 22.6. Technology Standards, Page no. 113	Multilingual interface - The system should provide multilingual interface/labels in languages of minimum English.	Will the system be configured with Multiple languages in different locations at simultaneously? Is the Language setting are Centrally controlled or locally at a browser level?			The user interface would only be in English. The data elements to be stored in the OIOS solution, Templates for reporting / reports, documents would be in multiple languages. In such cases, the languages specified in Schedule VIII to the Indian Constitution need to be supported. Apart from this, the application should also support UTF-8 coding.
AZ1	Vol. 1, 12.2. Hosting requirements, Point no. g, Page No 63	For each of the site (DC & DR) there has to be Near DC/Near DR, which will be hosted at IA&AD provided space in the same city. No other compute infrastructure except storage, UPS is proposed to be hosted at these sites.	Please Clarify , Do we need to propose separate (Dedicated) UPS in Near DC/ Near DR	Dedicated UPS will have cost implications	UPS in Data centre is generally non dedicated	UPS in the two NLDCs will be provided by SI only.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AZ2	Vol. 1, 12.2. Hosting requirements, Point no. m, Page No 64	SI shall also provider for common security devices such as door sensors, staff attendance control systems, video surveillance, monitoring, recording facilities, etc.	The DC Facilities have Access control integrated with Attendance control system for internal staff. Please clarify if a dedicated attendance only for customer staff	This would require scope for API integration with customer attendance system	We suggest that logs be shared with customer on monthly basis.	Kindly refer Section 12.2 Hosting Requirements point no. n that clearly mentions the requirement of having the facilities monitored through a central building management system to provide better infrastructure control.
AZ3	Vol. 1, 12.2. Hosting requirements, Point no. j, Page No 63	The SI shall make the access logs relating to the access for the cage using biometric available every 60 days. The SI shall also provide for video surveillance for the entrance as well as the perimeter of the cage. The video surveillance shall be available for at least 30 days. The live video feed for each of the camera may be made available for viewing at IA&AD premises on real time basis. For this purpose, the internet connectivity at IA&AD premises will be procured by IA&AD. However, connectivity requirement at camera end to be borne by SI.	Live feed of the Dedicated CCTV in a cage is possible; but live feed of common/shared areas cannot be allowed as our strict safety and security policy	Tier 3 compliance.	Recorded feed of common area may be given on request	The live feed of cage (within, whole area, entry to cage) is required. However the recorded feed of common area shall have to be provided by the Co-Location Service Provider through SI at pre-defined interval of every 30 days or frequency mutually decided or on request.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
AZ4	Vol. 1, 12.2. Hosting requirements, Point no. o, Page No 64	SI shall evaluate the sizing of rack space required at the facilities for the entire duration of the contract with adequate space for future expansion and scalability requirements. The future requirement for hosting the data warehouse/data analytics system shall also be kept in mind. The payment relating to the hosting charges for the data warehouse/data analytics system including power charges and rack cost shall be paid additionally by IA&AD from the date when the IT infrastructure is hosted in these racks by IA&AD.	Since space is reserved inside cage	We request customer to pay only for Space till the racks are powered	Space is dedicated inside cage. If non caged scenario; ROFR could have been proposed.	<p>Section 12.2. Hosting requirements, point no. O at Page No 85 stands revised.</p> <p>SI shall evaluate the sizing of rack space required at the facilities for the entire duration of the contract. However for future expansion and scalability requirements, the rate card shall be used. The rates shall be derived as: Unit rate for area A where A is Mimimum area (Sq ft) which DC provider shall provide for CoLo rent.</p> <p>In financial proposal, bidder shall input rates as per above correction.</p> <p>Deleted text - The future requirement for hosting the data warehouse/data analytics system shall also be kept in mind. The payment relating to the hosting charges for the data warehouse/data analytics system including power charges and rack cost shall be paid additionally by IA&AD from the date when the IT infrastructure is hosted in these racks by IA&AD.</p>
AZ5	Vol. 1, 12.2.2, Other Requirements, Point no. 2(a), Page No 66	SI shall provide for fireproof media storage for storage of tapes, cartridges, etc	Do we need to propose the space for media storage Vault, if yes please specify the size of the same in litres.		Space need to be reserved for same	Duplicate query: refer corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA1	Vol 1, page 26 Section 6	The term 'System Integrator' includes, besides the SI, service provider of hosting services in Tier-3 co-located DC/DR and any other sub-contractor and outsourced resource(s) employed by SI.	As TCS will be the prime bidder and all the subcontractors as well as the hosting service partner will be under direct contract with SI hence, the steering committee shall have the members of the SI.			The steering committee has the mandate to provide strategic direction to the project from the perspective of IA&AD. The steering committee would be appraised of the status of the project by the SI. The SI would not be part of the steering committee. It would only be answerable to steering committee.
BA2	Vol 1, Page 31, Section 7.2.5. IT Infrastructure	Infrastructure readiness of field audit offices.	Who will be responsible for the same and who will provide the required computing and networking infrastructure?			Infrastructure readiness of the field audit offices is the responsibility of the IA&AD product owner and his team. The infrastructure readiness only involves ensuring end-point devices (laptop/Desktop) to the users. The IA&AD already possesses a network for the users in HQ. The users in the field are mobile and would be using mobile data. The minimum requirements, if any, may be finalised through a consultant process.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA3	Vol 1, Page 29,7.2.1. Design and development	Defining criteria for acceptance of user stories in each sprint.	Kindly calrify whose responsibility is to create the test cases?			The primary responsibility of creating test cases for system testing is with the SI. The responsibility of creating criteria for acceptance of user stories including tests to be conducted will be that of the product owner's team. However, ensuring required documentation would be that of SI.
BA4	Vol 1, Page 31, Section 7.2.5. IT Infrastructure	Co-ordinate with the Selected Bidder and third party (if required) for audit of the OIOS system.	Please clarify who will pay for the 3rd party audits?			Si will pay for third party audits and bill to IA&AD.

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BA5	Vol 1, page 33 Section 7.3.2	The Selected Bidder shall identify and inform product owner about the usage of Digital Signatures for various officials in the business process workflow.	a) Is the bidder required to procure the DSC's ? Please clarify what does "Identify and Inform" signify b) Kindly confirm that IA&AD will procure the DSC system as well as obtain and maintain the process for issuance of DSC?	Clarification		a) The SI is not responsible for procurement of DSCs. The SI must enable IA&AD to view information regarding usage of DSCs. For example, it may be set up as a MIS report. b) It is confirmed that IA&AD will procure the DSCs and maintain the process for issuance of DSC.
BA6	Vol I, Page 37 , 8.1. Track 1: Setting up of development and UAT environment	The Phase-I of the OIOS project is envisaged to be rolled out by June 2020	Please provide all timelines with respect to months/weeks after contract signing i.e. TO.			All timelines are based on the assumption that the date of signing of contract is on or before 31st December 2019. If there is a delay in signing of contract, the timelines would be postponed to the extent of delay.

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BA7	Vol I, Page 37 , 8.1. Track 1: Setting up of development and UAT environment	SI shall set up and configure development and testing environment in Tier 3- co-located DC/DR within three months from the signing of contract.	Please change the duration from 3 months to minimum 4 to 5 months.			No. RFP remains unchanged.
BA8	Vol I, Page 37 , 8.1. Track 1: Setting up of development and UAT environment	c. Site readiness for Development Center at IA&AD premises.	Kindly confirm what activities needs to be performed for site readiness of DC.			Site readiness will include hiring of necessary office space and setting up basic infrastructure facilities such as furniture and internet facilities by IA&AD.

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BA9	Vol I, Page 38 , 8.1. Track 1: Setting up of development and UAT environment	The SI shall notify the product owner for all such releases deployed in the test environment and allow selected IA&AD closed user group to perform testing. It would be relevant here to mention that the closed user group of IA&AD would be located in different geographical locations.	Kindly confirm that all the users conducting the UAT will be connected through MPLS.			The users will not be connected through MPLS.
BA10	Vol I, Page 39 , 8.2. Track 2: OIOS Application design, development, roll out & Implementation	During the UAT the SI would deploy human resources to support the product owner's team. The co-ordination regarding UAT by geographically distributed pilot and nodal offices would be done by the core team of product owner.	Kindly provide the list of offices where handholding support has to be provided during UAT.			The SI only needs to provide support to the product owner's team. The handholding of UAT offices is the responsibility of the product owner's team. The SI is not expected to travel to different geographical locations of the UAT offices. The list is hence irrelevant to SI.

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BA11	12.2.1. Bandwidth requirements , page 62, Vol 1		As per TRAI regulation the SI cannot resale bandwidth hence, IA&AD has to confirm to sign a tri party agreement and payment to be made directly to the telecom service provider by IA&AD.			Refer Corrigendum
BA12	12.2. Hosting requirements , Page 63 , Vol 1	a. Bidder shall enter into a tri-party agreement with Data Center Service Provider and IA&AD for required Data Center Services, however sole responsibility to provide the services as per the RFP requirements shall lie with SI	Kindly confirm that the payment be made directly by the IA&AD to the DC / DR service provider.			Payment shall be made by the IA&AD to SI only.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA13	Vol 1, Section 8.3, Page 41	Other common infrastructure of the DC/DR like network, security, bandwidth and other systems as provided by SI shall be leveraged for hosting the data warehousing / data analytics system.	a) How will the bidder assess the requirements for network, security ,bandwidth and Other systems for data warehousing and analytics at this stage? b) Change request will also be needed for additional network, security, bandwidth if needed as well as for the additional manpower needed to integrate and maintain thses additional systems.	Clarification		a) The bidder would not be able to assess the requirements. The same would be taken up separately as change management. b) Yes and the same would be taken up separately.
BA14	Vol 1, section 10, Pages 51/52	The following tracks are envisaged on T&M - help desk, training and phase development and O&M	a. What is the team size expected for these activities/phases. If there is a requirement for rampup/ramp down of resources what is the process to be followed ? b. How will the T&M mode impact the technical and commercial evaluation of the bid.	Clarification		a) The indicative requirement for helpdesk, training and O&M are listed in section 14.1, section 13.1 to 13.3 and section 14.5. The requirement for rampup/rampdown will be taken up during project implementation as and when necessary. b) The SI is expected to provide rate card of the required resources/batches.The commercial evaluation of the bid will be based on the rate card and indicative requirement prescribed in RFP. Please refer to the commercial evaluation formulat for Phase 3 (Para 7.7.5 of Vol2).

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BA15	Vol 1, section 11.3, page 57	The feedback received during testing of stage 1 and stage 2 would be considered 'within scope' of the RFP. That is, Additional story points or changes in story points that are added based on feedback received in stages 1 and 2 would NOT be considered as 'change management'.	The feedback received should be within the functional and non functional specifications defined in the RFP else it can get into unlimited scope and schedule.	Compliance issue		Yes, the feedback received would be within the scope of the functional and non-functional requirements.
BA16	Vol 1, section 11.3, page 57	Phase 1 and 2: The sub-modules to be developed and implemented in phase 1 and 2 have been divided into eight (indicative) releases. The releases are indicated with numbers in the cells of the table. Further, the road map also includes the extent of coverage in IA&AD, as detailed below.	The table on page 55 and page 56 indicate 5 releases in phase I and II, whereas it is specified 8 in the mentioned clause. Please explain.			Release 6 involves Stage 2 implementation of specific sub-modules, as listed in table in pages 58/59 and Release 7 and 8 involves Stage 3 implementation of specific sub-modules, as listed in table in pages 58/59

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BA17	Vol1 , Section 11.3, page 57	One sub-module (Auditee data warehouse) which would be handled independently is highlighted in black.	The Auditee data warehouse modules is not depicted in the table	clarification		It is page no 59 and the sub-module number is 12_04
BA18	Vol1, Section 12.1.1, Page 62	The initial estimate for procurement of infrastructure may be planned based on the indicative key data points detailed in 'Annexure D: Indicative key data points' to this document.	If this is a initial estimate for procurement of Infrastructure, how will the bidder finalize the Infrastructure required and the corresponding commercials	clarification		SI need to size and provision hardware for Phase 1 and Phase 2 of the project in line with Annexure D and Section 6.1.2 of Annexure C.

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BA19	Vol1,12.2.1. Bandwidth requirements, Page 65	<p>b. SI shall provide MPLS connectivity between DC/DR/Near DC/Near DR to meet the required RPO and RTO. This should include the following.</p> <ul style="list-style-type: none"> a. Connectivity between DC and DR. b. Connectivity between DC and Near DC. c. Connectivity between DR and Near DR. d. Connectivity between DR and Near DC. e. Connectivity between DC and Near DR. 	Please specify the bandwidth required for each of the cases.			<p>Connectivity between DC, DR to back up site - bidder to assess.</p> <p>For rest of the Connectivity refer 6.3.2 of RFP volume 1 Annexure C for details and Bill of Material provided at RFP volume 2</p>
BA20	Vol1,12.2.1. Bandwidth requirements, Page 65	<p>c. SI shall also provide for internet connectivity at DC/DR to allow the OIOS IT solution to be accessible from internet. Internet connectivity needs to be provided from ISPs at each data centre. The internet bandwidth should be provisioned to meet the user requirements.</p> <ul style="list-style-type: none"> a. IA&AD officials accessing OIOS IT solution through NIC-NET. b. IA&AD officials accessing OIOS IT solution from elsewhere. c. Any other entities accessing the system through portal/APIs. 	Please specify the bandwidth required for each of the cases.			<p>SI need to assess the data in, out requirements at DC, DR for Phase- 1,2.</p> <p>For rest of the requirement: Connectivity between DC, DR to back up site - bidder to assess.</p> <p>For rest of the Connectivity refer 6.3.2 of RFP volume 1 Annexure C for details and Bill of Material provided at RFP volume 2</p>

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BA21	Vol 1 , Section 12.3, page 71	Support IA&AD in migration of the infrastructure, data, content and any other assets to the new environment created by IA&AD or any Agency (on behalf of IA&AD on alternate service provider's offerings to enable successful deployment and running of the IA&ADs solution	The service provider can support the alternate service provider during transition phase but responsibility of successful deployment and Go Live should remain with the Alternate service provider as the new solution is owned by the alternate service provider	Compliance issue		Support IA&AD in migration of the infrastructure, data, content and any other assets to the new environment created by IA&AD or any Agency on behalf of IA&AD to alternate service provider for successful redeployment and running of the IA&AD solution.
BA22	vol 1, section 14.1, page 80	SI shall deploy Helpdesk Resources in a time phased manner. Time phased Helpdesk resource requirements with team structure and skill set is provided in the table below. The requirements are indicative and may be augmented based on actual requirements arising with a prior notice of 30 days, which the SI shall comply.	What is the modality of ramp up and ramp down of T&M resources and how does it impact the commercial evaluation	Clarification		The SI is expected to provide rate card of the help desk resources indicated in the section 14.1. The section also prescribes the indicative quantity. The commercial evaluation will then be made using the rate card and the indicative quantity. The ramp up / ramp down will be done based on actual requirements will be requested by the IA&AD and the SI shall provide those resources within 30 days at the same rate that he bid. Hence, the ramp up/ ramp down requirements do not affect commercial evaluation, as it is based on rate card.

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BA23	01.00.OIOS.RFP.Vol.1 -- 13.2. Training of Master Trainers	The majority of the master trainers are a set of two to three officials of IA&AD from each of the 141 field audit offices. The trainers have to be imparted training in office administration, wing administration and functions and activities to be carried out by other officials in the office. The Trainees identified by IA&AD for Training are envisaged to act as Master Trainers for IA&AD. Upon successful training these Master Trainers are envisaged to become trainers for their own respective office.	1. Are the Master Trainers identified also part of the UAT team?	Suggestion	The UAT participants should also be part of the master trainer set	Yes, UAT participants are a sub-set of master trainer set.
BA24	01.00.OIOS.RFP.Vol.1 -- 13.2. Training of Master Trainers	The training material for these trainings must be carefully designed so that it is replicable across various wings/branches/sections in the field audit offices. The material must provide for self-learning and continued learning even after the training. The training plan must include appropriate methodology to evaluate the trainees and measure the effectiveness of the training.	These requirements highlight the need for a Learning Management System (LMS) to be implemented. Please confirm	Suggestion	LMS should be added as part of the requirement along with any specifications that may be expected	SI need to integrate the solution with IAAD's LMS

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BA25	Vol I, Page 76, Section 13.7 Evaluation	In case the average score of the training falls below expected level, then the training would be considered as ineffective and hence re-training has to be arranged by the Selected Bidder at no additional cost.	Please remove this clause			The RFP condition remains unchanged
BA26	01.00.OIOS.RFP.Vol.1 -- 13.3 UAT Training & Indicative Trainee Details	At various stages of the project (for every release), specialized UAT training should be provided to the various users who will conduct acceptance tests of OIOS System.	Can 'specialized' be elaborated upon?	Suggestion	Will help determin the scope and detail of training expected for UAT learner, as these members are expected to be closer to the entire program thereby requiring a separate approach and packaging of training	Specialised means training required to test the specific sub-modules to be tested. The word "specialised" may be read as "specific".

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BA27	01.00.OIOS.RFP.Vol.1 -- 13.3 UAT Training & Indicative Trainee Details	The table below provides the training requirements. ...	Locations not explicitly mentioned for the UAT training session	Suggestion	Can the locations be provided where the Uat training is expected to be conducted	Refer Section 13.6 page no. 76 of volume 1 of the RFP Training Infrastructure and Location
BA28	01.00.OIOS.RFP.Vol.1 -- 13.4. Indicative Training Coverage	e) Training would include mechanism for demonstration using audio/video/simulated/demo practice exercises and evaluation.	Does not mention the platform or channel of disbursement of self-learning content	Suggestion	Learning Management System / Platform be included as part of the requirements	SI need to integrate the solution with IAAD's envisaged LMS

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BA29	01.00.OIOS.RFP.Vol.1 -- 13.5 Responsibilities of the selected bidder for training	a) Develop an overall training plan in consultation of the IA&AD. b) Develop a Batch-Wise training schedule, curriculum, training material and methodology for evaluating the trainee and effectiveness of training. c) Deliver training to nominated trainees while carrying out the training effectiveness evaluation.	Does this apply to Master Trainers Training, and/or UAT training?			Yes. it does.
BA30	01.00.OIOS.RFP.Vol.1 -- 13.5 Responsibilities of the selected bidder for training	All training material, documentation and end user manual would be provided by the SI.	Hard copied / soft copies / both formats? To be specified as part of this requirement	Suggestion	Any hard copy or physical copies would be best addressed within IA&AD ecosystem for logistics and data security considerations	Soft copies only

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BA31	01.00.OIOS.RFP.Vol.1 -- 13.6. Training Infrastructure and Location	The location for both UAT Training as well as the End User Trainings would be at IA&AD Premise(s) at NCR – Delhi and other planned locations. IA&AD would bear the travel cost in case of locations other than NCR - Delhi.	1. By End User it is assumed to be the Master Training mentioned earlier in this document. 2. Can a tentative list of number of the planned locations be shared?		1. If assumptions is incorrect, please detail the scope of End User Training with respect to learner count, batch size etc.	1. Yes, the assumption is correct. 2. Duplicate. Refer Clarification
BA32	01.00.OIOS.RFP.Vol.1 -- 13.6. Training Infrastructure and Location	Training Infrastructure: The training facility would include the infrastructure required for conducting the training. It would include location/space for training, projector and laptop/ desktop	Training Stationery and other training related resources may be required for example printouts, guides etc.		All stationery, hard copies etc., To be aranged by IA&AD	Yes. it will be arranged by IA&AD

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA33	GENERAL Query	Is either the training or the training material expected in any Inaguage other than english? If yes, please specify.				No. Training material is expected only in English.
BA34	19.1. Performance, Vol I, Page 99		All measurements for performance to be done at DC only. Please confirm.			Performance criteria are detailed in 'RFP Vol III, Annexure A: Service Level Agreement'.

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BA35	19.5. Scalability, Vol I, Page 103	Support multi-tier architecture and should have the capability to integrate with external / third party components like Rules Engine, Functional Modules etc. which should not be point to point integration, but with well-defined interfaces for data integration using enterprise data model	Please explain all the external interfaces for OIOS System. Kindly explain the data exchange with each of these systems and periodicity (synchronous / asynchronous) for each of the external systems.			The interfaces mentioned here are not external interfaces but interfaces to external tools, which form inherent part of the solution. The external interfaces are dealt in functional requirements specifically.
BA36	19.7. Manageability , Vol I, page 104	3. Auto discovery of all components manageable 4. Auto discovery of all other system components	Please explain these points in detail			For specific compliance refer to Enterprise Monitoring System requirement/ specifications at Annexure C of Vol-I.

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BA37	22.1. Portal Design Guidelines, Page 110, Vol I	2. All the forms / screens should be in English. However, all scheduled languages should be supported in word processing, data elements and documents stored in document management system.	Kindly explain the requirements in detail.			The user interface is expected to be English only. But the data which is processed in IA&AD would be in multiple languages. For example, specific data fields/elements such as Address of the auditee informaiton. documents, etc. The solution should facilitate transliteration input tool for multiple languages. Apart from English, all languages in Schedule VIII need to be supported. For multi-lingual search, refer clarification.
BA38	Vol II , 7.7.1 Pre-qualification (PQ) criteria, Pg 32	Extracts from the audited balance sheet and profit & loss OR Certificate from the statutory auditor or a Chartered Accountant. In case revenues from IT Consultancy/ IT Advisory Services are not separately mentioned in the audit reports, a Certificate from the bidder's statutory auditor/Company Secretary shall be provided, specifying the relevant turnover for the respective years.	Kindly confirm that Certificate from Company Secretary in this regard will be acceptable.	issue	the RFP clause is not clear. It mentions Certificate from Satutory Auditor or Chartered Accountant in the beginning while later it states Certificate from statutory auditor/Company Secretary is required. Kindly confirm.	Yes, Certificate from Company Secretary is acceptable.

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BA39	Vol II , 7.7.1 Pre-qualification (PQ) criteria, Pg 32	Extracts from the audited balance sheet and profit & loss OR Certificate from the statutory auditor or a Chartered Accountant. In case revenues from IT Consultancy/ IT Advisory Services are not separately mentioned in the audit reports, a Certificate from the bidder's statutory auditor/Company Secretary shall be provided, specifying the relevant turnover for the respective years.	Kindly confirm a relevant certificate to mention that The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively) and not the definite Turnover from IT Consultancy/ IT Advisory Services in each of three FYs.	issue	We can not disclose the specific information if it is not published in our annual audited statements.	Certificate from Company Secretary is acceptable
BA40	Vol II , 7.7.1 Pre-qualification (PQ) criteria, Pg 32	The Bidder should have positive net worth in each of three financial years i.e., (F.Y. 2015-16, 2016-17 and 2017-18 respectively)	Kindly provide the minimum net worth Criteria.	issue	Certificate from CS/CA can not specify the definite Network for each FY since it is not available in public domain. We can get Certificate certifying we have minimum positive network (as required by you) for the Fys asked.	Bidder to meet the PQ requirements and its compliance by certifying that they have minimum positive network each of three financial years i.e., (F.Y. 2015-16, 2016-17 and 2017-18 respectively)

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BA41	Vol II , 7.7.5 Commercial Bid Evaluation, Pg 51	The bid price will include all taxes and levies and shall be in Indian Rupees.	Kindly accept bid price exclusive of GST	issue	Rate of GST can change during the tenure of the contract.	The taxes have been requested as separate line items in all forms. All Indian taxes will be paid by iAAD.
BA42	Vol II , 7.7.5 Commercial Bid Evaluation, Pg 51	Any conditional bid would be rejected	Allow Bidder to include assumptions in the proposal	Suggestion	There could be some assumptions required to be made by the bidder in preparing the response to the RFP scope of work. These can be discussed at the time finalizing and signing of agreement.	No assumptions. RFP remains unchanged.

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BA43	Vol II , 7.8.4 Performance guarantee , Pg 45	A Performance Bank Guarantee (PBG) of 10% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any Commercial Bank. The PBG should be furnished within 15 days from notification of award or on or before signing of the contract, and should be valid till the entire term of the agreement and for an additional period of 180 days after the completion of term of agreement including warranty obligations.	Please allow the successful bidder to submit the PBG within 30 days of contract signing.	issue	We need 30 days for processing the request for issue of PBG against a new contract.	No. RFP remains unchanged.
BA44	Vol II , 7.8.4 Performance guarantee , Pg 45	A Performance Bank Guarantee (PBG) of 10% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any Commercial Bank. The PBG should be furnished within 15 days from notification of award or on or before signing of the contract, and should be valid till the entire term of the agreement and for an additional period of 180 days after the completion of term of agreement including warranty obligations.	Please accept PBG valid for 60 days beyond contract expiry rather than 180 days.	Suggestion	60 days is reasonable period to make any claims against the PBG.	No. RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA45	Vol II , 7.8.5 Signing of contract, Pg 55	Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications, the Proposal of the Bidder, terms and conditions regarding implementation of project, between IA&AD and the successful Bidder.	This clause is conflicting with 7.8.4 Performance guarantee of vol II. Kindly modify the clause to be read as - Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications, the Proposal of the Bidder, terms and conditions regarding implementation of project, between IA&AD and the successful Bidder within 30 days of issue of LOI/LOA whichever is before.	issue	Seeking clarity on the clause of signing of contract.	No. RFP remains unchanged.
BA46	Vol III, 2. Scope of the Project, Pg 17	Develop / customize and implement One IAAD one system (OIOS); manage and provide technical support to the solution for the period of 7 years from the date of Go-Live.	Request to please reduce the O&M period to 5 Year from date of Go Live Phase 2	Compliance	OEM share the pricing for their product for period not exceeding 3-5 Years . 7 Year pricing is too long for us to comply with.	No. RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA47	Vol III, 13.2. Invoicing and Settlement, Pg 30	c) Payment shall be made within 60 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") .	Please reduce the payment term to 30 days from date of invoice	Suggestion	60 days credit period is too long	Refer Corrigendum.
BA48	Vol III, 13.2. Invoicing and Settlement, Pg 30	c) Payment shall be made within 60 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") .	Pls add to this clause - Delayed payment against agreed credit period will attract penal interest @2% per Month or part thereof.	Suggestion	This is to protect the Service providers cashflow of the project.	Kindly refer to clause 13.2 Invoicing and Settlement, point no. C

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA49	Vol III, 14.2. Termination for Convenience, Pg 33	1) The Purchaser may at any time terminate the Contract for any reason by giving the IA a notice of termination that refers to this clause.	Termination for Convenience is not acceptable. Pls delete it from RFP	issue	this clause is not acceptable as service provider stands to loose the investment in terms of resources, time & money in the project.	No. RFP has been changed to include notice period. Refer corrigendum
BA50	Vol III, 14.3. Effects of termination, Pg 34	c) In the event that Purchaser or the Implementation Agency terminates this Agreement, the compensation will be decided in accordance with the Terms of Payment Schedule set out as Schedule V of this Agreement.	In case of termination of the contract, Purchaser will be required to pay for the value of goods and services delivered before the event of termination.	issue	It is required to recover the cost of goods and services delivered by service provider, irrespective of payment due as per terms of payments.	No. RFP remains unchanged. Please refer Section 14.3 (specifically 14.3 (f) (v)) in Vol 3 of RFP.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BAS1	RFP Vol 1 , 7.3.2 , Page No. 33	The Selected Bidder shall identify and inform product owner about the usage of Digital Signatures for various officials in the business process workflow.	Kindly elaborate on type of users who are to be digital certificate enabled along with approximate count of users.	Security		What does type mean? The number of certificates are irrelevant for the SI
BAS2	RFP Vol 1 , 7.3.2 , Page No. 33	Collaborate with the hardware/ software OEMs/ vendors for timely installation of products. Also maintain all kinds of interactions with the service provider of Tier-3 co-located DC/DR and provide regular report to product owner on infrastructure usage, performance and security.	Kindly provide additional details on Co-located DC , does it mean hosting of multiple projects in shared mode, request clarification on logical/physical segregation.	Security		Kindly refer Section 12.2 Hosting Requirements, point no. 1 of volume 1 of the RFP.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA53	RFP Vol 1 , 8.1 , Page No. 37	SI shall set up the development and testing environment in a cloud environment.	Kindly clarify whether Security is also to be considered for cloud environment.	Security		Bidder to consider the minimum security requirements available with the cloud service provider in Cloud. Refer to Para 3.1 in Annexure C which allows for proposing alternative models for the subject requirement. Refer corrigendum on this issue.
BA54	RFP Vol 1 , 12.2 , Page No. 64 , Point K	DC and DR facilities should have existing and valid ISO 27001 certified. The certificate shall be maintained by the service provider for the DC/DR facilities during the entire duration of the contract.	Kindly elaborate , Whose responsibility is there for achieving ISO 27001 certificate , is it with SI or the service provider who is providing DC / DR services.	Security		SI should ensure that the service provider has the certification and ensure continuity of the certification by the DC/DR service provider.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA55	RFP Vol 1 , 12.2.4, Page No. 68 , Point 1	The Bidder shall ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application and may choose from multiple key management options.	Kindly elaborate what are the specifications of Encryption also clarify multiple key management operation.	Security		Bidder to assess and propose a solution that best meets the RFP requirements
BA56	RFP Vol 1 , 19.3, Page No. 101 , Point I	The portal shall comply with a designated policy for the processes of secure data disposal from the system.	Request clarification on designated policy based portal data disposal. Does any disposal policy exists or this is expected to be created.	Security		SI will not dispose any business data (legacy data, transaction data etc.), System logs without the express instructions of IAAD.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA57	RFP Vol 1 , 22.2, Page No. 111 , Point I	<p>The solution would leverage use of Controller of Certifying Agency empanelled agencies for authentication (Aadhaar based authentication and e-KYC using biometric devices), Digital-Locker, Digitize India,</p> <p>e-sign, PayGov India, National Payment Gateway platform, Mobile-Seva etc.</p>	RFP mentions about Usage of Digital Signatures and e-Sign mechanisms. Request further clarification usage of both mechanisms or option of using any one of them.	Security		Currently it is only e-sign, however the envisaged solution should be designed in such a manner that it has capability to use Digital Signatures and different e-sign mechanisms
BA58	RFP Vol 1 Annexure B , 3 , Page No. 30	<p>Anti-APT (Advanced persistent threat) solution</p> <p>Network Gateway security</p>	<p>Kindly Elaborate on consideration of Anti-APT & Network Layer Security (IPS , Message Security , Antispyware , Antibot) for IA&AD, as access locations.</p> <p>As per our current understanding IA@AD are access locations only and not part of Datacentre infrastructure.</p>	Security		SI No 3: Network layer for IA&AD offices is not part of scope of work of SI. For DC Requirement, refer BoM (Vol-2) and Annexure C.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA59	RFP Vol 1 Annexure B , 4 , Page No. 31	End point Layer (Not in SI's scope of work)	As per RFP statement,End point Layer is out of SI scope. However in the same section there is a mention of list of end point security namely Desktop firewall , Patch Management , AV , DLP etc. Request clarification on scope of security componenets applicable to end point layer.	Security		SI no 4 clearly states that its not part of SI's cope of work. The information provided here is for understanding of SI that security for such devices is also part of IA&AD Security Architecture. For DC Requirement, refer BoM (Vol-2) and Annaexure C.
BA60	RFP Vol 1 Annexure B , 7 , Page No. 32	Policy management (Not in SI's scope of work)	As per RFP statement, Policy management is out of SI scope However in the same section there is a mention of IT security governanace and security architecture & design. Request clarification on policymanagement w.r.t the security componenets mentioned above.	Security		Drafting an Organisation wide Security policy is not in SI's scope of work. However "policy" term is also used in Security components such as Firewall, WAF, SIEM, etc. The management of such components shall be SI's responsibility.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA61	RFP Vol 1 Annexure C , 3.1 , Page No. 13	The OIOS Application would be accessible to the all users through minimum security level of 2-factor authentication.	What are the type of Users referred here , whether these are Internal user or external users also.	Security		The users would be mostly internal to IAAD. For further deals, please refer Annexure - A to Vol-I RFP.
BA62	RFP Vol 1 Annexure C , 8.3.8 , Page No. 196	HSM solution needs to be offered on PaaS subscription model.	Please clarify whether PaaS Model will work , is it on cloud or in OIOS Data centre.	Security		SI No 1 Deleted.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA63	RFP Vol 1 Annexure C , 8.3.10 , Page No. 200	Software as a Solution (SaaS) offering	Please clarify whether SaaS Model will work , is it on cloud or in OIOS Data centre.	Security		SI No 1 Deleted.
BA64	GENERIC		There is a mention of multiple security products like HSM , PKI etc. in RFP, against which Gartner/Forrester/IDC reports are not available, in such case how these componenets are to be identified/considered.	Security		No change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA65	RFP : 01.00.OIOS.RFP.Vol.1 : Page 85 28.1 Scanning of documents	<p>28.1 Scanning of documents</p> <p>As described in the earlier sections, the field audit members have the necessity to scan and upload documents during several occasions and link them in the audit execution module. OIOS would provide for a mobile application to scan the documents and store internally and then upload the same to the OIOS server. The documents will then be attached in the OIOS ecosystem to the relevant entities. The same application can also be used to capture photographs and / or videos. The photographs, videos and scanned documents must have a real-time date and timestamp, geographical location, IMEI, etc. OIOS should provide for authentication of the scanned documents, photos and videos by basic physical signature of the person from auditable entity (Digital signature is not required).</p>	<p>Other than Sevices with respect to scanning of documents, request you to please provide the list of all services which are expected to be a part of the proposed mobile application.</p> <p>We also understand that a common hybrid mobile application supporting all standard mobile platforms would suffice. There is no need for separate native mobile application. Please confirm on our understanding.</p>	Suggestion		The features needed are described in detail in Chapter 28 of annexure A of Vol 1.
BA66	RFP : 01.00.OIOS.RFP.Vol.1 : Page 114 : Mobile Application XVIII. Mobile App - Offline – Online Mode	<p>Mobile App - Offline – Online Mode</p> <p>The Mobile Application should work in both online and offline mode and have the capability to synchronize with the central application once the data generated in offline mode gets the required connectivity.</p>	Other than Sevices with respect to scanning of documents, request you to please provide the list of all services which are expected to be a part of the proposed mobile application	Suggestion		The features needed are described in detail in Chapter 28 of annexure A of Vol 1.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA67	RFP : 01.00.OIOS.RFP.Vol.1 : Page 103 : 19.5. Scalability	Support multi-tier architecture and should have the capability to integrate with external / third party components like Rules Engine, Functional Modules etc. which should not be point to point integration, but with well-defined interfaces for data integration using enterprise data model	Request you to please provide the expected third party business applications with which the proposed solution is supposed to integrate with.	Suggestion		The interfaces mentioned here are not external interfaces but interfaces to external tools, which form inherent part of the solution. The external interfaces are dealt in funtional requirements specifically.
BA68	RFP : 01.00.OIOS.RFP.Vol.1 : Page 80	The broad set of activities as part of helpdesk support includes: <input checked="" type="checkbox"/> Receiving incidents/requests through phone or email or web-app or live chat. Entering of the incidents in the helpdesk application and communicate the user of the unique incident id generated through email/phone/SMS. Selected bidder will be responsible for provisioning for converting these phone numbers into multiple lines as required.	We understand that the SMS gateway would be arranged by department and the trasactional cost would also be borne by department. Please confirm.	Suggestion		Yes. The transactional cost would be borne by the Department. The arrangements would be facilitated by IAAD.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA69	RFP : 01.00.OIOS.RFP.Vol.1 : Page 80	<p>The broad set of activities as part of helpdesk support includes:</p> <ul style="list-style-type: none"> ☐ Receiving incidents/requests through phone or email or web-app or live chat. Entering of the incidents in the helpdesk application and communicate the user of the unique incident id generated through email/phone/SMS. Selected bidder will be responsible for provisioning for converting these phone numbers into multiple lines as required. 	<p>We understand that the email gateway would be arranged by department and the trasactional cost would also be borne by department. Please confirm.</p>	Suggestion		<p>Yes. The transactional cost would be borne by the Department. The arrangements would be facilitated by IAAD.</p>
BA70	RFP : 01.00.OIOS.RFP.Vol.1 : Page 111	<p>The solution would leverage use of Controller of Certifying Agency empanelled agencies for authentication (Aadhaar based authentication and e-KYC using biometric devices), Digital-Locker, Digitize India, e-sign, PayGov India, National Payment Gateway platform, Mobile-Seva etc.</p>	<p>Please confirm on the following :</p> <ol style="list-style-type: none"> 1. The expected the number of payment gateways with which integration is expected with. 2. We understand that department would make the necessary arrangements for the required payment gateways. Please confirm on our understanding. 	Suggestion		<p>For Phase 1,2, no integration with payment gateways is required.</p>

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA71	RFP : 01.00.OIOS.RFP.Vol.1 : Page 111	The solution would leverage use of Controller of Certifying Agency empanelled agencies for authentication (Aadhaar based authentication and e-KYC using biometric devices), Digital-Locker, Digitize India, e-sign, PayGov India, National Payment Gateway platform, Mobile-Seva etc.	Please confirm that cost of integration with Aadhar and the transactional cost would be borne by the department.	Suggestion		Yes. The cost of integration and transactional cost would be borne by Department.
BA72	RFP : 01.00.OIOS.RFP.Vol.1 : Page 111	The solution would leverage use of Controller of Certifying Agency empanelled agencies for authentication (Aadhaar based authentication and e-KYC using biometric devices), Digital-Locker, Digitize India, e-sign, PayGov India, National Payment Gateway platform, Mobile-Seva etc.	We understand that KYC using Biometric would be limited to API based integration with Biometric only. Procurement of Biometric devices is out of scope of implemented of bidder. Please confirm.	Suggestion		Yes. Procurement of biometric devices are out of scope of implementation of bidder.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA73	RFP : 01.00.OIOS.RFP.Vol.1 : Page 113	Multilingual interface - The system should provide multilingual interface/labels in languages of minimum English.	We understand that the proposed solution would be in English language only. However, the system is expected to be unicode compliant to support multiple languages in future. Please confirm on our understanding.	Suggestion		Yes. The user interface/labels may only be in English.
BA74	RFP : 01.00.OIOS.RFP.Vol.1 : Page 56	Module 16: Legacy data <ul style="list-style-type: none"> • Bulk data migration • Adhoc data entry 	We understand that data migration is expected to be in scope of work. If so, please confirm on the following: <ol style="list-style-type: none"> 1. Please let us know the amount of data to be migrated (for example type and quantum of master data, open items, balances etc.). We can provide the necessary templates and upload data, however we expect pre defined Team would fill the Template. Please confirm your acceptance of this approach. 2. What is the quantum of Data to be migrated/entered - please give module wise details? Who will provide infrastructure for data entry? Is this referring to one time legacy- cutoff data entry or day to day operations as well? 3. Please confirm size of electronic data that needs to be migrated to the new system. 4. Other queries : <ul style="list-style-type: none"> • What is the current database size? Is it required to retain current data after migration? • What is expected Data Growth? What is the data retention policy? • How frequently data needs to be archived? 	Suggestion		The role of SI is to provide service delivery as elaborated in Chapter 59 of Anenxure A of the document. The size of the data cannot be quantified. The data entry would be made by IA&AD. The data growth cannot be predicted. The data retention policy cannot be predicted, The legacy data is not available in digital form. The digitisation is not responsibility of the SI. The SI is requested to go through the role detailed in Chapter 59 of Annexure A for further details.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA75		General - Social Media Integration	Please confirm if Integration with social media platforms such as Facebook, Twitter, etc. is in scope of work. If so, we understand that any cost of integration with social media platform would be borne by the department.Please confirm.	Suggestion		It is not within scope of work.
BA76		General - User Base	Please provide the approx. user base who would be using the system Please also confirm on the expected user concurrency which is expected to be supported by the proposed solution.	Suggestion		Refer Annexure D.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA77	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 78					No query text available for this row
BA78	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 78		Please specify the expected number of seats for helpdesk , per shift.			Refer Section 14.1

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA79	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 78		Is 100% call recording required for inbound calls? if yes then what would be retention period?			Yes. The retention period would be three months after the issue has been resolved.
BA80	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 78		Will the L1, L2 and L3 technical teams be required to make any outbound calls?			Yes to call back, if necessary.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA81	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 78,79		<ol style="list-style-type: none"> 1. L1 technical support team ONLY will be receiving calls from Level 1 functional help desk support team? 2. OR will the L2 and L3 technical support teams also be receiving inbound calls from L1 technical support teams? 3. Kindly confirm there won't be direct calls to L1 Technical Team from the users. 			<ol style="list-style-type: none"> 1. Yes. L1 will be receiving calls from Level 1 functional help desk support team. 2. L2 will be receiving from L1/functional help desk support team. L3 will be receiving from L2/functional help desk support team. 3. There will be no direct calls from users to L1.
BA82	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 80		<p>What will be the expected volume of calls that will be received by L1, L2 and L3 technical support teams?</p>			<p>Cannot be predicted. Depends on the quality of delivery of SI.</p>

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA83	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 80		What will be the expected volume of emails that will be received by L1, L2 and L3 technical support teams?			Cannot be predicted. Depends on the quality of delivery of SI.
BA84	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 80		What will be the expected volume of live chats that will be received by L1, L2 and L3 technical support teams?			Cannot be predicted. Depends on the quality of delivery of SI.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA85	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 80		Will client provide mail ID for help desk users?			Yes.
BA86	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 80		Will the client SMS gateway be leveraged for sending SMS?			Yes.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA87	01.00.OIOS.RFP.Vol.1 - sec 14.1 - pg 78		Will there be SLA's for inbound calls received like AHT, abandon%, Avg Queue time, etc			No there is no such SLA
BA88	Vol I, Page 80, Section 14.1. User Centralized Helpdesk Requirements	Selected bidder will be responsible for provisioning for converting these phone numbers into multiple lines as required.	Please clarify hthe meaning of the statement " provisioning for converting these phone numbers into multiple lines as required"			The helpdesk calls shall be routed and distributed to multiple technical support present on call

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA89	Volume II, Section 7.8.4 Performance guarantee, Page 54	<p>A Performance Bank Guarantee (PBG) of 10% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any Commercial Bank. The PBG should be furnished within 15 days from notification of award or on or before signing of the contract, and should be valid till the entire term of the agreement and for an additional period of 180 days after the completion of term of agreement including warranty obligations. In case any claims or any other contract obligations are outstanding, the Implementation Agency will extend the Performance Bank Guarantee as asked by the Purchaser till such time the Implementation Agency settles all claims and completes all contract obligations.</p> <p>Notwithstanding what has been stated elsewhere in this Contract and the Schedules attached herein, in the event the Implementation Agency is unable to meet the obligations pursuant to the implementation of the Project and/or provide the operations and maintenance Services and any related scope of work as stated in this Contract, the Purchaser will, inter alia, have the option to invoke the Performance Bank Guarantee after serving a written notice fifteen days in advance on the Implementation Agency. Such right of the Implementation Agency shall be without prejudice to any other rights or remedies available under law or contract. In case the contract is extended, the PBG has</p>	<p>Request IA&AD to modify the clause to: A Performance Bank Guarantee (PBG) of 10% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any Commercial Bank. The PBG should be furnished within 15 days from notification of award or on or before signing of the contract, and should be valid till the entire term of the agreement and for an additional period of 180- 90 days after the completion of term of agreement including warranty obligations.</p> <p>In case any claims or any other contract obligations are outstanding, the Implementation Agency will extend the Performance Bank Guarantee as asked by the Purchaser till such time the Implementation Agency settles all claims and completes all contract obligations not beyond 90 days after the performance of the Agreement.</p> <p>Notwithstanding what has been stated elsewhere in this Contract and the Schedules attached herein, in the event the Implementation Agency is unable to meet the agreed obligations pursuant to the implementation of the Project and/or provide the operations and maintenance Services and any related scope of work as stated in this Contract, the</p>			RFP remains unchanged.
BA90	Volume II, Section 7.8.7 Repeat Order, Page 55	<p>IA&AD reserves the right to increase the quantity upto 25% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 3 years from the date of contract signing.</p>	<p>IA&AD reserves the right to increase the quantity upto 25% 2% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 3 years from the date of contract signing.</p>			RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA91	Volume II, Section 7.10 Failure to Agree with the Terms and Conditions of the RFP, Page 55	Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP may constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.	Failure of the successful Bidder to agree with the Draft mutually agreed Legal Agreement and Terms & Conditions of the RFP may constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.			RFP remains unchanged.
BA92	Volume II, 7.11 Fraud and Corrupt Practices, Page 56	b. Without prejudice to the rights of IA&AD under Clause above and the rights and remedies which IA&AD may have under the LOI or the Agreement, if any Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the IA&AD during a period of three years from the date such Bidder or Systems Implementation Agency, as the case may be, is found by IA&AD to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.	b. Without prejudice to the rights of IA&AD under Clause above and the rights and remedies which IA&AD may have under the LOI or the Agreement, if any Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the IA&AD during a period of three years from the date such Bidder or Systems Implementation Agency, as the case may be, is found by IA&AD to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be. this tender.			RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA93	Volume II, 5. Letter of Proposal, Page 82	<p>To: <Location, Date> <Name> <Designation> <Address> <Phone Nos.> <email id> Subject: Submission of the Technical bid for Implementation of One IA&AD One System assignment Dear Sir/Madam, We, the undersigned, offer to provide Systems Integration solutions to IA&AD on Implementation of One IA&AD One System with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed on the https://eprocure.gov.in/eprocure/app portal We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We undertake, if our Proposal is accepted, to initiate the System Integration services related to the assignment within 15 days of signing of the contract. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.</p>	<p>Request you to modify the clause to To: <Location, Date> <Name> <Designation> <Address> <Phone Nos.> <email id> Subject: Submission of the Technical bid for Implementation of One IA&AD One System assignment Dear Sir/Madam, We, the undersigned, offer to provide Systems Integration solutions to IA&AD on Implementation of One IA&AD One System with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed on the https://eprocure.gov.in/eprocure/app portal We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We undertake, if our Proposal is accepted, to initiate the System Integration services related to the assignment within 15 days of signing of the</p>			RFP remains unchanged.
BA94	Volume II, Appendix II. Financial Proposal Templates Format 1. Covering Letter , Page 110	<p>1. PRICE AND VALIDITY <input checked="" type="checkbox"/> All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of bid submission closing. <input checked="" type="checkbox"/> We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections. <input checked="" type="checkbox"/> We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.</p>	<p>1. PRICE AND VALIDITY <input checked="" type="checkbox"/> All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of bid submission closing. <input checked="" type="checkbox"/> We hereby confirm that our prices include-exclude all taxes. However, all the taxes are quoted separately under relevant sections. <input checked="" type="checkbox"/> We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.</p>			RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA95	Volume II, Integrity Pact 10. Sanctions for Violation , Page 152	<p>iii. The Performance Bank Guarantee / Other Guarantee shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore</p> <p>iv. To recover all sums already paid by the Purchaser, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing RBI Bank Rate.</p> <p>v. To encash the advance bank guarantee and Performance-Bank Guarantee if furnished by the Bidder, in order to recover the payments, already made by the Buyer, along with interest.</p> <p>vi. To cancel all or any other Contracts with the Bidder.</p> <p>vii. To debar the Bidder from entering into any bid from the Government for India for a minimum period of five years, which may be further extended at the discretion of the Purchaser.</p> <p>viii. To recover all sums paid in violation of this Pact by Bidder to any middleman or agent or broker with a view to securing the contract.</p> <p>ix. If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the Purchaser, or alternatively, if any close relative of an officer of the Purchaser has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filling the tender. Any failure to disclose the interest</p>	<p>Request IA&AD to modify the clause to:</p> <p>iii. The Performance Bank Guarantee / Other Guarantee shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore</p> <p>iv. To recover all sums already paid by the Purchaser, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing RBI Bank Rate;</p> <p>v. To encash the advance bank guarantee and Performance-Bank Guarantee if furnished by the Bidder, in order to recover the payments, already made by the Buyer, along with interest;</p> <p>vi. To cancel all or any other Contracts with the Bidder;</p> <p>vii. To debar the Bidder from entering into any bid from the Government for India for a minimum period of five years, which may be further extended at the discretion of the Purchaser;</p> <p>iv. To recover all sums paid in violation of this Pact by Bidder to any middleman or agent or broker with a view to securing the contract.</p> <p>ix. If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the Purchaser, or alternatively, if</p>			RFP remains unchanged.
BA96	Volume II, Integrity Pact 12. IA&AD Examination of Book of Records , Page 154	<p>In case of any allegation of violation of any provisions of this Integrity Pact or payment of commission, the Purchaser or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination</p>	<p>Request IA&AD to modify the clause to:</p> <p>In case of any allegation of violation of any provisions of this Integrity Pact or payment of commission, the Purchaser or its agencies shall be entitled to examine the Books of Accounts of the Bidder limited to the one related to this tender and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination</p>			RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA97	Volume II, Integrity Pact , Page 155	15. Validity The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the Purchaser and the Bidder/Seller, whichever is later.	Request IA&AD to modify the clause to: 15. Validity The validity of this Integrity Pact shall be from date of its signing and extend up to 5 1 years or the complete execution of the contract to the satisfaction of both the Purchaser and the Bidder/Seller , whichever is later			Refer Corrigendum
BA98	Volume III, Deliverables , Page 10	Deliverables means the products, infrastructure and services agreed to be delivered by the Implementation Agency in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications or any other IP that may rightfully belong to the purchaser;	Request IA&AD to modify the clause to: Deliverables means the products, infrastructure and services agreed to be delivered by the Implementation Agency in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code (for bespoke development only);			The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA99	Volume III, 13.2. Invoicing and Settlement , Page 30	<p>13.2. Invoicing and Settlement</p> <p>a) Subject to the specific terms of the Agreement and the SLA, the Implementation Agency shall submit its invoices in accordance with the following principles:</p> <p>i. The Purchaser shall be invoiced by the Implementation Agency for the Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the Implementation Agency shall raise an invoice as per Schedule V of this Agreement; and</p> <p>ii. Any invoice presented in accordance with this Clause shall be in a form agreed with the Purchaser.</p> <p>b) The Implementation Agency alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate with all adjustments or changes in the terms of payment as stated in Schedule V of this Agreement. The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.</p> <p>c) Payment shall be made within 60 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified</p>	<p>13.2. Invoicing and Settlement</p> <p>a) Subject to the specific terms of the Agreement and the SLA, the Implementation Agency shall submit its invoices in accordance with the following principles:</p> <p>i. The Purchaser shall be invoiced by the Implementation Agency for the Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the Implementation Agency shall raise an invoice as per Schedule V of this Agreement; and</p> <p>ii. Any invoice presented in accordance with this Clause shall be in a form agreed with the Purchaser.</p> <p>b) The Implementation Agency alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate with all adjustments or changes in the terms of payment as stated in Schedule V of this Agreement.</p> <p>c) Payment shall be made within 30 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA.</p>			<p>c) Payment shall be made within 30 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 days after submission of invoice. This interest is subject to a limit of 10% of the total contract value.</p>
BA100	Volume III, 14.3. Effects of termination , Page 34	<p>14.3. Effects of termination</p> <p>a) In the event that Purchaser terminates this Agreement pursuant to failure on the part of the Implementation Agency to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by Implementation Agency may be forfeited.</p> <p>b) Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out as Schedule II of this Agreement.</p> <p>c) In the event that Purchaser or the Implementation Agency terminates this Agreement, the compensation will be decided in accordance with the Terms of Payment Schedule set out as Schedule V of this Agreement.</p> <p>d) Purchaser agrees to pay Implementation Agency for i) all charges for Services Implementation Agency provides and any Deliverables and/or system (or part thereof) Implementation Agency delivers through termination for convenience and any charges at the tendered rate, for extension period beyond termination as decided by the Nodal Agency as per Schedule 2, Clause 2.2 and ii) reimbursable expenses Implementation Agency pre closure termination.</p> <p>e) If Purchaser terminates without cause, Purchaser also agrees to pay any applicable adjustment expenses to Implementation Agency incurs as a result of such</p>	<p>14.3. Effects of termination</p> <p>a) In the event that Purchaser terminates this Agreement pursuant to failure on the part of the Implementation Agency to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by Implementation Agency may be forfeited.</p> <p>b) Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out as Schedule II of this Agreement.</p> <p>c) In the event that Purchaser or the Implementation Agency terminates this Agreement, the compensation will be decided in accordance with the Terms of Payment Schedule set out as Schedule V of this Agreement.</p> <p>d) Purchaser agrees to pay Implementation Agency for i) all charges for Services Implementation Agency provides and any Deliverables and/or system (or part thereof) Implementation Agency delivers through termination for convenience and any charges at the tendered rate, for extension period beyond termination as decided by the Nodal Agency as per Schedule 2, Clause 2.2 and ii) reimbursable expenses Implementation Agency pre closure termination.</p>			<p>No difference in the texts</p>

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BA101	Volume III, 15. INDEMNIFICATION & LIMITATION OF LIABILITY , Page 35	<p>15. INDEMNIFICATION & LIMITATION OF LIABILITY</p> <p>5) The liability of either Party (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 exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.</p> <p>6) 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.(A)) even if it has been advised of their possible existence.</p> <p>7) 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</p>	<p>15. INDEMNIFICATION & LIMITATION OF LIABILITY</p> <p>5) The liability of either Party (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 exceed the total amount paid to IA by the PURCHASER in the preceding twelve months under that applicable work that gives rise to such liability. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15. the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.</p> <p>6) 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.(A)) even if it has been advised of their possible existence.</p> <p>7) The allocations of liability in this Section 15</p>			The RFP condition remains unchanged.
BA102	Volume III, , Page 38	<p>5) If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.</p>	<p>5) If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) thirty (30) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.</p>			The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA103	Volume III, , Page 40, 18. AUDIT, ACCESS AND REPORTING	18. AUDIT, ACCESS AND REPORTING	18. AUDIT, ACCESS AND REPORTING Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the IA which shall not be less than 10 days. The cost of such audit shall be borne by the PURCHASER. PURCHASER shall not have access to the proprietary data of, or relating to, any other customer of IA, or a third party or IA's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with IA's ability to perform the services in accordance with the service levels, unless the PURCHASER relieves IA from meeting the applicable service levels. PURCHASER will ensure that the auditor (except CAG) appointed to conduct the audit will not be the competitor of Selected IA and will be bound by confidentiality obligations			Requested changes not mentioned. Hence, RFP remains unchanged.
BA104	Volume III, , Page 40, 19. INTELLECTUAL PROPERTY RIGHTS	19. INTELLECTUAL PROPERTY RIGHTS 3. Pre-existing work: 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 sub-contractors 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 Purchaser as part of the service or deliverables 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. 4. Residuals:	19. INTELLECTUAL PROPERTY RIGHTS 3. Pre-existing work: 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 without limitation, any enhancement or modification revision, customization, improvement, addition, interfaces, adapters, translation, abridgment, condensation, expansion, or any other form in which such material or any proprietary portion thereof may be recast, transformed, or adapted 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 sub-contractors 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 Purchaser as part of the service or deliverables for its internal			The RFP condition remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA105	Volume III, , Page 40, 21. LIQUIDATED DAMAGES	<p>21. LIQUIDATED DAMAGES</p> <p>Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.</p>	<p>21. LIQUIDATED DAMAGES</p> <p>Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% 5% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.</p>			The RFP condition remains unchanged.
BA106	Vol I, Page 56 , Page 32	<p>Module 16: Legacy data</p> <ul style="list-style-type: none"> • Bulk data migration 	<p>Kindly explain the scope of data migration which should include</p> <ol style="list-style-type: none"> 1. Name of the source data repositories 2. Number of tables, attributes of each source repository. 3. Total amount of data to be migrated from each repository <p>We will require metadata information for each of the data sources.</p> <p>Please provide the above information for adata migration.</p>			The scope of data migration is detailed out in Chapter 59 of Annexure A of Vol 1 of RFP. The requested detailes are not available.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA107	Vol 1 Annexure D, page 4 Section 2.2	This works out to be 39,000 users - 29,200 core users and 2,920 concurrent users. Table 2: Manpower position	a.)The table 2 provides a different concurrency number which is 2373. What is the correct concurrency to be provisioned. B)The concurrency figures are not matching with the sizing given in section 6.1.1 Annexure C	Clarification		The figures specified in the Annexure D is the actual concurrency.
BA108	Vol 1 , Annexure D, Section 2.1, Page 3	The OIOS IT solution should treat the office structure in such a way that the restructuring of IA&AD does not result in "Change management", but will be managed through re-configuration.	If re-structuring of IA&AD results in increased concurrency and changes in business functionality should result in change management	Compliance issue		Any changes in Concurrency/technical or business specifications due to restructuring would be dealt on case to case basis through Change Management.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA109	Vol 1, Annexure D, section 2.3, page 4	Since, this is the first enterprise level application that is envisaged to be rolled out, IA&AD is not in a position to size application data requirements. IA&AD is also not in a position to size the volume of Auditee Information, since we do not have historic information on this. However, the indicative sizing for key documents and audit products are detailed below.	Any change in the Indicative sizing should be considered under change management	Compliance issue		Refer to Section 6.1.2 of Annexure C to Vol -I for storage sizing for seven years. Any change in the storage sizing (Including the extendable storage requirement) would be considered as change management.
BA110	Vol 1, annexure C, section 6.1, page 32	Server sizing: OIOS at DC-1 (Primary DC)	a)what does N.A signify in point 1.2.2 b) what is the concurrency of users for GIS, Media News c) what is the concurrency considered for Document management systems, Knowledge Management system and other system components under point 1.5	Clarification		a) Not applicable b) SI to size based on Annexure A, Vol-I and Industry best practices c) SI to size based on Annexure A, Vol-I and Industry best practices

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA111	Vol 1, Annexure D, section 2.3.2, page 4	The sizing of the audit products based on assignment types is detailed below. It is important to note that the sizing per product is only approximate.	If sizing is approximate, any change in this should be covered under change management	Compliance issue		Duplicate query.
BA112	Vol 1 , Annexure A, section 59.2 , page 146	sample text "The employee details regarding qualifications, certifications, examinations are available in various databases."	To estimate the effort required for data migration need full details of the various databases, tables, fields, volume of records, type of data structure for which data needs to be migrated	Compliance issue		Refer to Chapter 59 on role of SI in legacy data migration. The role is very limited and is fairly agnostic of changes in these details.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA113	Vol II, Format 21. Client References, Page 109	Format 21. Client References	Please delete this clause	NDA signed with the customer. Would be difficult to share the client references		No change
BA114	Vol.1.Annex.C, Page : 57	The SI has to submit that the proposed DMS complies with above components. An indicative list of DMS features is as follows: 1. The OEM should fall in the Gartner's magic quadrant for Content Service Platforms	We have our own framework solution which meets C&AG's DMS requirements and has successfully implemented in various central & state government projects for more than a decade. Request C&AG to allow us to propose our solution for the requirement and remove the clause w.r.t Gartner magic quadrant compliance?	Compliance		No change. Bidder has to meet RFP conditions.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA115	Vol.1,Annex.C, Page : 62	<p>The SI has to submit that the proposed BPM complies with above components. An indicative list of BPM features is as follows:</p> <p>1. The OEM should fall in the Gartner’s magic quadrant for Intelligent Business Process Management Suites</p>	<p>We have our own framework solution which meets C&AG’s BPM requirements and has successfully implemented in various central & state government projects for more than a decade. Request C&AG to allow us to propose our solution for the requirement and remove the clause w.r.t Gartner magic quadrant compliance?</p>	Compliance		No change. Bidder has to meet RFP conditions.
BA116	Vol.1, Page 111	<p>To this end the Solution should be based on Open standards. Interoperability related projects should be compliant to CMIS standards for Content and Document management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0 and BPMN 2.0 for Integration and Workflow</p>	<p>We have our own framework solution which meets C&AG’s requirements and has successfully implemented in various central & state government projects for more than a decade. Request Request C&AG to allow us to propose our solution for the requirement and remove the clause w.r.t to compliance to BPEL 2.0 and BPMN 2.0 for integration and workflow?</p>	Compliance		Not allowed. RFP remains unchanged.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA117	Vol 1, 5.2. Key personnel	<p>The following points are stated in an objective manner:</p> <ul style="list-style-type: none"> ☐ The selected bidder would propose the name and CVs of those lead members in the proposal who would be working in development and implementation of the OIOS System. ☐ Only these lead members who would be working in the OIOS System shall be present during the Technical Presentation during the Bid process. ☐ The SI would retain these lead members till the completion of OIOS Application Phase1, Phase 2 and Phase 3. These key resources should not be withdrawn from the OIOS Project, unless an explicit approval from IA&AD is sought for and received. 	<p>In IT industry there is a global movement of resources and till start of project it may not be feasible to keep the proposed resources on bench/idle. Request C&AG to allow us to propose tentative resources and at time of execution of the project, resources with same or better skills/qualification will be made available?</p>	Compliance		<p>No Change, as continuity of resources is critical for the project.</p>
BA118	Vol II, Page 77, Format 1. Compliance Sheet for Pre-qualification Proposal , S.No 13	<p>Self-Certification by the authorized signatory with clear declaration of staff – year wise, level/designation wise.</p>	<p>Please change as "Self-Certification by the authorized signatory on least 1000 qualified Software Engineers on rolls"</p>	Compliance	<p>It would be difficult to provide designation/level for all the employees in the company as the employee strength is more than 4 Lakhs</p>	<p>Year-wise is removed. It is not required to provide list of all/ 1000 Software Engineers on rolls. However summary sheet need to be provided for various category of Software design, development, maintenance roles.</p>

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BA119	Vol III, 14.2. Termination for Convenience, Pg 33	1) The Purchaser may at any time terminate the Contract for any reason by giving the IA a notice of termination that refers to this clause.	Termination for Convenience is not acceptable. Pls delete it from RFP	Show Stopper		Refer Corrigendum for introduction of notice period.
BA120	Volume II, Appendix II. Financial Proposal Templates Format 1. Covering Letter , Page 110	1. PRICE AND VALIDITY <input checked="" type="checkbox"/> All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of bid submission closing. <input checked="" type="checkbox"/> We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections. <input checked="" type="checkbox"/> We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.	1. PRICE AND VALIDITY <input checked="" type="checkbox"/> All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of bid submission closing. <input checked="" type="checkbox"/> We hereby confirm that our prices exclude all taxes. However, all the taxes are quoted separately under relevant sections. <input checked="" type="checkbox"/> We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.	Suggestion		No change. All forms include taxes as separate line items.

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BA121	Volume II, Integrity Pact , Page 155	15. Validity The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the Purchaser and the Bidder/Seller, whichever is later.	Request IA&AD to modify the clause to: 15. Validity The validity of this Integrity Pact shall be from date of its signing and extend up to 1 years or the complete execution of the contract , whichever is later	Compliance		Refer Corrigendum
BA122	Vol III, 2. Scope of the Project, Pg 17	Develop / customize and implement One IAAD one system (OIOS); manage and provide technical support to the solution for the period of 7 years from the date of Go-Live.	Request to please reduce the O&M period to 5 Year from date of Go Live Phase 2	Compliance	OEM share the pricing for their product for period not exceeding 3-5 Years . 7 Year pricing is too long for us to comply with.	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BA123	Vol II , 7.8.4 Performance guarantee , Pg 45	A Performance Bank Guarantee (PBG) of 10% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any Commercial Bank. The PBG should be furnished within 15 days from notification of award or on or before signing of the contract, and should be valid till the entire term of the agreement and for an additional period of 180 days after the completion of term of agreement including warranty obligations.	Please accept PBG valid for 60 days beyond contract expiry rather than 180 days.	Suggestion	60 days is reasonable period to make any claims against the PBG.	No Change.
BA124	Vol II , 7.7.5 Commercial Bid Evaluation, Pg 51	The bid price will include all taxes and levies and shall be in Indian Rupees.	Kindly accept bid price exclusive of GST	issue	Rate of GST can change during the tenure of the contract.	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB1	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.5. Host Intrusion Prevention System Page 182"	9. Correlation should be performed both on the agent and on the Management Centre console. Agent based correlation should be supported. The Management Centre for HIPS should provide all management functions for all HIPS agents in a centralized manner from the security management software to be provided by the bidder.	Observation	Compliance Issue	Correlation at agent level is not recommended as it leads to duplication. And it will be resource hungry therefore request to remove this clause	9. Correlation should be performed on the Management Centre console. The Management Centre for HIPS should provide all management functions for all HIPS agents in a centralized manner from the security management software to be provided by the bidder.
BB2	"01.03.OIOS.RFP.Vol.1.Annex.C 8.3.5. Host Intrusion Prevention System Page 183"	14. HIPS should prevent external USB/CD/DVD drivers	Observation	Compliance Issue	This is not a part of HIPS solution, It is a device control requirement hence we request to remove from the HIPS specifications therefore request to remove this clause	14. deleted

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB3	"RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 4 Page 198"	"Solution should correlate linkages between users, files, and websites to detect rapidly mutating threats. By analyzing key file attributes, Solution should accurately identify whether a file is good and assign a reputation score to each file, effectively protecting against targeted attacks."	Observation	Compliance Issue	"OEM specific language. As per our understanding here, AV solution should provide logs and reports on the basis of users, files and websites on threat, please clarify "	Solution should correlate linkages between users, files, and websites to detect threats. By analyzing key file attributes. Solution should accurately identify if file is infected and effectively protect against targeted attacks.
BB4	"RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam S.No 6, Page 198"	"Solution should provide protection for business-critical systems by only allowing whitelisted applications (known to be good) to run or byblocking blacklisted applications (known to be bad) from running. Finger printing of applications should be from centralized console. "	Observation	Compliance Issue	"OEM specific language used. Application fingerprinting is supported by only one OEM Symantec DCS. As finger printing is not a standard offering as a part of endpoint security therefore request to remove this clause. Link of the Symantec website appended below:- https://www.symantec.com/connect/articles/how-collect-and-add-fingerprint-any-app-or-location-sep-manager-graphical "	Solution should allow only whitelisted applications.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB5	"RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 7 Page 198"	Solution should help identify and protect internal and external security breaches by monitoring application behavior and controlling file access, registry access, processes that are allowed to run, and devices information can be written to	Observation	Compliance Issue	"OEM specific language. Sys hardening (symantec) System hardneing is not a Std offering, it is part of OS hardneing sol. Link of the Symentac website appended below:- https://www.insight.com/content/dam/insight-web/en_US/article-images/datasheets/symantec-endpoint-protection-12-1-6.pdf "	Solution should identify and protect security breaches by monitoring application behavior and controlling file access, registry access, permitted processes.
BB6	"RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 8 Page 199"	Should allow administrator to verify and report compliance; quarantine location and peer-to-peer enforcement lockdown and isolate a non-compliant or infected system.	Observation	Compliance Issue	" Not a std offering, Link of the Symentac website appended below:- https://www.insight.com/content/dam/insight-web/en_US/article-images/datasheets/symantec-endpoint-protection-12-1-6.pdf "	Administrator should be able to verify and report compliance. Solution should isolate a non-compliant or infected system and quarantine infected file.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB7	"RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 10 Page 199"	"Solution must prevent clients from downloading full definition packages."	Observation	Compliance Issue	"First time it will download the full package and next time it will do the incremental package. This is a vendor specific clause: https://support.symantec.com/us/en/article/howto111069.html "	SI no 8. Deleted
BB8	"RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 11 Page 199"	"The solution should download content updates when computers are idle. Following conditions should be monitored to check whether the client is idle: The user is not idle The computer is on battery power. The CPU is busy. The disk I/O is busy. No network connection is present."	Observation	Compliance Issue	"It is a vendor specific. As per our understanding here,the proposed AV solution should be able schedule the pattern update frequency, kindly clarify Link of the Symantac website appended below:- https://www.symantec.com/connect/articles/configure-liveupdate-run-client-updates-when-client-computers-are-idle "	Deleted.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB9	"RFP Vol - 1 - Annexure C 8.3.9. Anti-Virus malware and Anti-Spam (for Server & System administration OS) S.No 14 Page 200"	Solution should able to collect file fingerprints for all the applications that a group of client computers run for whitelisting or blacklisting.	Observation	Compliance Issue	Fingerprints are not a part of standard offering of Antivirus solution so we request you to remove this clause	Deleted.
BB10	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security S.No 15 Page 157"	"Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability. The proposed security device or its family can also have optional wireless in hardware or software."	Observation	Compliance Issue	Wireless is not a part of IPS therefore we request you to remove this clause	Intrusion prevention signatures should be built based on the vulnerability itself. A single signature should stop multiple exploit attempts on a known system or application vulnerability.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB11	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - IPS S.No 16 Page 157"	"The proposed solution must support different Custom IPS and Application policies for different users and groups. The solution must support FQDN/IP address for static route next hop, policy-based forwarding for next hop and BGP peer address. "	Observation	Compliance Issue	IPS is transparent security device and not meant to perform the network routing operations therefore we request you to remove this clause	The proposed solution must support different Custom IPS and Application policies for different users and groups.
BB12	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - IPS S.No 17 Page 157"	"The proposed solution must support different actions in the policy such as deny, drop, reset client, reset server, and reset both client and server. "	Observation	Compliance Issue	OEM specific term, so we request you to remove this clause	No change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB13	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - IPS S.No 17 Page 157"	Solution should support Session based differentiated services codepoint (DSCP) classification.	Observation	Compliance Issue	OEM specific term, so we request you to remove this clause	Duplicate query. Refer corrigendum.
BB14	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - Anti-APT S.No 24 Page 158"	"Advance unknown malware analysis engine, detecting VM/container-aware malware to detect and protect from virtual sandbox evading advance unknown malware using bare metal analysis. "	Observation	Compliance Issue	(bare metal is OEM specific term)so we request you to remove this clause	Advance unknown malware analysis engine, detecting VM/container-aware malware to detect and protect from virtual sandbox evading advance unknown malware .

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB15	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - Threat Protection S.No 29 Page 159"	"The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware. Can also have optional wireless support in the software proposed device as well as complete family of OEM."	Observation	Compliance Issue	OEM specific term, so we request you to remove this clause	The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware.
BB16	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - Performance Requirement S.No 34 Page 160"	"Solution must support at least 2 Gbps of IPSEC VPN throughput from Day one without requiring any license."	Observation	Compliance Issue	Not applicable	The RFP condition remains unchanged. The combined throughput of single/ multiple boxes should be 2 Gbps.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB17	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - Performance Requirement S.No 35 Page 160"	"The proposed solution must support at least 100 IPsec VPN tunnels and up to 1000 SSL VPN Users from Day one without requiring any license."	Observation	Compliance Issue	Not applicable	The RFP condition remains unchanged.
BB18	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - Performance Requirement S.No 37 Page 160"	"The solution must provide 8 no 10/100/1000 TX + 4 X 1 Gig SFP and 4x 10Gig SFP+ interfaces populated with desired trans receivers, 2x HA ports and 1 out of band management interface."	Observation	Compliance Issue	please clarify "2xHA"	The solution must provide 8 no 10/100/1000 TX + 4 X 1 Gig SFP and 4x 10Gig SFP+ interfaces populated with desired trans receivers, and 1 out of band management interface.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BB19	"RFP Vol - 1 - Annexure C 8.3.1. Enterprise Network Security - IPS (Main point S.no 4 IPS) Page 154"	The Enterprise Network Security would include the following security components as single/multiple component(s):	Observation	Compliance Issue	We request you to reemove 'single' word from this . Security is an important component and every organisation today focuses @ layered security approach. Organisations prefer to have IPS and Firewall from separate OEM, as these components sit on your perimeter , and in case one technology fails other will be still there to protect you.	No. RFP remains unchanged.
BC1	7.6. Virtualization software - RFP Vol-1- Annexure C - Point no. 14, Page 94	"14. Virtualization software should be based on open-source hypervisor platform to support vendor agnosticism."	Many of the leading virtualization software are not based on open-source and yet they provide best in class hypervisor platform to meet all the needs stated in RFP. Also, V2V converter tools are available to change the file format if required to change the vendor.	Compliance Issue	Please dilute this point for qualification of other hypervisor solutions.	Deleted.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BC2	NA	NA	For the new generation datacenters it is highly recommended to control the network also at software layer by introducing SDN layer to not just provision the network faster but also make the movement/transition of VMs within or across the data center easier and smoother. Please suggest if you want us to include the SDN layer.	Suggestion	Please indicate if this functionality is required.	No change
BC3	7.6. Virtualization software - RFP Vol-1- Annexure C - Point no. 12, Page 93	12. Virtualization software should embrace OSS with Enterprise support guarantee and remove vendor lock-in.	Please confirm if OSS here stands for "Operational Support System"	Clarification	Please clarify.	Deleted.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BC4	7.6. Virtualization software - RFP Vol-1- Annexure C - Page 93	NA	Virtualization software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions.	Suggestion	Redundancy in application architecture is an important aspect and virtualization can help achieve this.	No Change
BC5	7.6. Virtualization software - RFP Vol-1- Annexure C - Point no. 12, Page 93	"11. Virtualization software should provide a mechanism to track VM resource utilization for capacity planning."	Capacity planning would require proposed solution to store and track the data for predictive analysis, please confirm if proposed solution should provide the capacity planning.	Clarification	Please clarify.	No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BC6	"7.7. Virtualization Management software RFP Vol-1- Annexure C - Point no. 12, Page 95	"3. Virtualization management software should have integrated Physical Host and Virtual Machine performance monitoring including CPU, Memory, Disk, Network, Power, Storage Adapter, Storage Path, Cluster services, Virtual machine data stores"	It is recommended to use centralized solution to monitor and track the health of all the virtual machine from unified console, please suggest if you want a single console to monitor the same.	Clarification	Please clarify.	Bidder to propose the solution that best meets the RFP requirement.
BC7	"7.15. Site Recovery Software RFP Vol-1- Annexure C - Page 120"	NA	Please suggest if you want the solution to work in conjunction with various replication solutions including both the VM/ Hypervisor based replication and array based replication to automate the process of migrating, recovering, testing, re-protecting and failing-back virtual machine workloads.	Suggestion	It is important to integrate Site recovery solution to integrate with replication.	No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BC8	"7.15. Site Recovery Software RFP Vol-1- Annexure C - Point no. 11, Page 120	1. Should monitor both Data Centers for its availability	Proposed solution would be monitoring the availability of all the VMs running in both the data centers for disasters.	Clarification	Please clarify.	Bidder to propose the solution that best meets the RFP requirement.
BC9	"8.1. Track 1: Setting up of development and UAT environment One IA&AD One System: Volume 1 - Page 37"	"a. Software Development & Deployment Tools for Continuous Integration and Continuous Delivery (CI/CD): The SI should Use DevOps toolchain for delivery, development and management of OIOS Application throughout the system development lifecycle. The set of tools for the DevOps toolchain shall be proposed by the SI. The tools should support specific DevOps initiatives such as Plan, Create, Verify, Package, Release, Configure and Monitor."	As the department has asked for seamless migration from T&D environment to Production it is important to automate the process so as to avoid any manual intervention that may cause human errors, please suggest if you want SI to include automation layer managing workloads across the data center for achieveing error free migration and centralized management along with CI/CD tool.	Clarification	Please clarify.	SI to propose suitable solution for seamless integration

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD1	RFP Volume 2, 7.7.1 Pre- qualification (PQ) criteria,Sales turnover from IT Consultancy/ IT Advisory Services , Page 32 S no. 5	The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017-18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc. Extracts from the audited balance sheet and profit & loss OR Certificate from the statutory auditor or a Chartered Accountant. In case revenues from IT Consultancy/ IT Advisory Services are not separately mentioned in the audit reports, a Certificate from the bidder's statutory auditor/Company Secretary shall be provided, specifying the relevant turnover for the respective years.	The Bidder should have an annual turnover of not less than INR 1500 Crores p.a. in each of three financial years (F.Y. 2015-16, 2016-17, 2017- 18 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services / IT Services . The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc Extracts from the audited balance sheet and profit & loss OR Certificate from the statutory auditor or a Chartered Accountant. In case revenues from IT Consultancy/ IT Advisory Services / IT Services are not separately mentioned in the audit reports, a Certificate from the bidder's statutory auditor/Company Secretary shall be provided, specifying the relevant turnover for the respective years.	Compliance	The RFP is for creating IT platform for integration of different applications and involves application development as the major work. Hence, we feel that the criteria asking for turnover of IT consultancy/IT Advisory is not relevant to the objective of RFP and is also a very high turnover for application developer/SI to meet.	Refer Corrigendum
BD2	RFP Volume 2, 7.7.1 Pre- qualification (PQ) criteria #10,Experience in Data Center, Page 34	The bidder should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in the last five financial years. Project Scope must have: 1.Hardware/System software/Network components supply 2. Data Center Commissioning & Operations 3. Training service 4. Operation and maintenance services Project Value should be: - One project of not less than 20 Cr OR - Two projects each of not less than 10 Cr OR - Three or more projects each of not less than 7 Cr On Going Projects: Project should be Live and in Operations and Maintenance phase. Note: Supply of PC, Laptop, Printers, non-DC accessory components shall not be counted for Project value.	Our understanding of Data Center Setup & commissioning is where we have supplied Hardware/System software/Network components and are currently managing the O&M. This does not include the physical build of DC / Non-IT Components. Please Confirm. In case the expectation is to have Physical Build / NON IT Component supply as part of experience , request please exclude the same from the citation. Our understanding - On Going Project which has been implemented before 5 years but are under support during last 5 years will also be considered please confirm. Suggestion Documents Required:- Copy of work order / client certificates & Completion certificates from the client; OR Work order + Self certificate of completion with details. OR Certificate by the Company Secretary of the bidder for the stated criteria and implementation status	Suggestion	As the current RFP does not involve the Physical Build / Supply of Non-IT Components , therefore, IT Supply and commission (Hardware/ System Software / Network Component) needs to be sought as PQ Criteria . As per the current trend in IT , every customer does not own their captive Data Center , instead they hire space / host IT. Infrastructure in 3rd Party Service provider. For Documentation:- Bidder may be allowed to submit Company Secretary Certificate for stated criteria, where bidder cannot share the WO / Client Certificate due to NDA/ Confidentiality issues.	Refer Corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD3	RFP Volume 2, 7.7.1 Pre- qualification (PQ) criteria #9, Technical Capacity, Page 34	The Bidder should be an IT-solutions-provider incorporated in India and should have successfully implemented project(s) in the last five financial years as below: i. One System Integration / e-Governance project of minimum – INR 60 Crore or ii. Two System Integration / e-Governance projects of minimum – INR 45 Crores each or iii. Three System Integration / e-Governance projects of minimum – INR 30 Crores each	Our understanding - On Going Project which has been implemented before 5 years but are under support during last 5 years will also be considered please confirm. <u>Suggestion</u> Documents Required:- Copy of work order / client certificates & Completion certificates from the client; OR Work order + Self certificate of completion with details. OR Certificat by the Company Secretary of the bidder for the stated criteria and implementation status	Suggestion	The e-Governance Projects may have gone live prior to April, 2014 For Documentation:- Bidder may be allowed to submit Company Secretary Certificate for stated creteria, where bidder cannot share the WO / Client Certificate due to NDA/ Confidentiality issues.	Refer Corrigendum (Projects which were implemented before 5 years and it's O & M phase is still in progress shall be considered as it is On Going Project.)
BD4	RFP Volume 1, 12.3. Exit Management / Transition Requirements , Page 70	Amongst others, a service provider could be changed/decommissioned subject to the following two triggers as explained below: 1. Non-performance: The performance will be monitored against set SLAs and if the service provider fails to meet the SLAs for two consecutive quarters the SI shall migrate to a different service provider at no extra cost and ensure the SLAs are met with the new service provider. 2. Material breach: In case of a data breach resulting in material breach, the IA&AD have rights to terminate both SI and service provider on an immediate basis along with revoking the PBG submitted by SI.	Amongst others, a service provider could be changed/decommissioned subject to the following two triggers as explained below: 1. Non-performance: The performance will be monitored against set SLAs and if the service provider fails to meet the SLAs for two consecutive quarters the SI shall migrate to a different service provider at no extra cost and ensure the SLAs are met with the new service provider. 2. Material breach: In case of a data breach resulting in material breach, the IA&AD have rights to terminate both SI and service provider on an immediate basis along with revoking the PBG submitted by SI: In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination. The Goods that are complete and ready for shipment within 30 days after the Supplier's receipt of notice of termination, the goods shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect: (a) To have any portion completed and delivered at the Contract terms and prices ; or (b) To cancel the remainder and pay to the Supplier	Suggestion	Payment protection for selected bidder in case of termination for the services delivered, etc.	No change. Bidder has to comply with RFP terms.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD5	RFP Volume 2, 7.3.1. Right to Terminate the Process , Page 24 Point a	IA&AD may terminate the RFP process at any time and without assigning any reason. IA&AD makes no commitments, express or implied, that this process will result in a business transaction with anyone	IA&AD may terminate the RFP process at any time before entering to a valid contract and without assigning any reason. IA&AD makes no commitments, express or implied, that this process will result in a business transaction with anyone	Suggestion		No Change.
BD6	RFP Volume 2, 7.3.3 (5). Earnest Money Deposit (EMD)/ Bid Security , Page 25	The EMD may be forfeited in the event of: i. A Bidder withdrawing its bid during the period of bid validity or any extension agreed by the bidder thereof ii. If the bid is varied or modified in a manner not acceptable to IA&AD after opening of Bid during the validity period or any extension thereof. iii. If the Bidder withdraws its bid during evaluation. iv. A successful Bidder fails to sign the subsequent contract in accordance with this RFP v. If the Bidder, having been notified of his selection, fails or refuses to submit the required Performance Bank Guarantee within the time stipulated by IA&AD vi. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.	The EMD may be forfeited in the event of: i. A Bidder withdrawing its bid during the period of bid validity or any extension agreed by the bidder thereof ii. If the bid is varied or modified in a manner not acceptable to IA&AD after opening of Bid during the validity period or any extension thereof. iii. If the Bidder withdraws its bid during evaluation. iv. A successful Bidder fails to sign the subsequent contract in accordance with this RFP v. If the Bidder, having been notified of his selection, fails or refuses to submit the required Performance Bank Guarantee within the time stipulated by IA&AD vi. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.	Suggestion		No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD7	RFP Volume 2, 7.7.5.K , Commercial Bid Evaluation Page 51	Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications.	Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications.Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of IA&AD	Suggestion		Refer clause 13.3 (C) of RFP Vol III
BD8	RFP Volume 2, 7.8.7 , Repeat Order Page 55	IA&AD reserves the right to increase the quantity upto 25% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 3 years from the date of contract signing.	IA&AD reserves the right to increase the quantity upto 25% 10% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 3 years from the date of contract signing. Successful bidder agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.	Suggestion		No change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD9	RFP Volume 2, 7.10 , Failure to Agree with the Terms and Conditions of the RFP Page 55	Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP may constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.	Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP may constitute sufficient grounds for the annulment of the award by giving 90 days written notice to cure the default failing which may attract termination. in which event IA&AD may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In the event of termination IA&AD shall pay successful bidder for goods delivered and services rendered till the date of termination.	Suggestion		No change.
BD10	RFP Volume 2, 9, Payment Schedules :TRACK 1: SETTING UP OF DEVELOPMENT & TEST ENVIRONMENT Page 66	Approval of IPMP, Product backlog & resource deployment: Approval of Integrated Project Management Plan Finalization of initial version of Product Backlog After Deployment of resources (onsite/offsite) : 5% of Development cost of OIOS Application Phase 1 & Phase 2* : Fixed Cost; One Time Cost (Lumpsum)	Approval of IPMP, Product backlog & resource deployment: Approval of Integrated Project Management Plan Finalization of initial version of Product Backlog After Deployment of resources (onsite/offsite) : 5% of Development cost of OIOS Application Phase 1 & Phase 2* : Fixed Cost; One Time Cost (Lumpsum)	Suggestion		Query not clear.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD11	RFP Volume 2, 9, Payment Schedules :TRACK 1: SETTING UP OF DEVELOPMENT & TEST ENVIRONMENT Page 66	Setting Up of Development & other Environment: On successful commissioning of Dev & other environment with relevant software: For Subscription Model components – On actuals after 1st quarter; For Perpetual license based components - 100% after one month of installation	Setting Up of Development & other Environment: On successful commissioning of Dev & other environment with relevant software: For Subscription Model components – On actuals after 1st quarter; - Annualy Advance For Perpetual license based components - 100% after one month of installation 90% on delivery and 10% on installation.	Suggestion		No Change.
BD12	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)Page 67	Stage 0 UAT On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog Acceptance by Product Owner for functional part : 40%: Fixed Cost; Every 2 Months invoice may be raised	Stage 0 UAT On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog Acceptance by Product Owner for functional part : 40%: Fixed Cost; Every 2 Months month invoice may be raised	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD13	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)Page 67	Stage 1 UAT (5 pilot offices) On successful Stage 1 UAT in pilot offices : 20% Fixed Cost; (Every two months invoice may be raised)	Stage 1 UAT (5 pilot offices) On successful Stage 1 UAT in pilot offices : 20%-25% Fixed Cost; (Every two months month invoice may be raised)	Suggestion	These are suggestions for payment terms	No Change.
BD14	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)Page 68	Stage 2 UAT (nodal offices): Configurability for 26 nodal offices and HQ offices On successful Stage 2 UAT in nodal offices : 20% Fixed Cost; (Every two months invoice may be raised)	Stage 2 UAT (nodal offices): Configurability for 26 nodal offices and HQ offices On successful Stage 2 UAT in nodal offices : 20%-25% Fixed Cost; (Every two months month invoice may be raised)	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD15	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)Page 68	End of Phase – 1 :At the end of Phase-1; On Integration Testing; all documentation and deliverables : 5% Fixed Cost; One time	End of Phase – 1 :At the end of Phase-1; On Integration Testing; all documentation and deliverables : 5% Fixed Cost; One time	Suggestion	These are suggestions for payment terms	No Change.
BD16	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)Page 68	Post End of Quarter of Phase – 1 UAT After one Quarter of M4 : 10%; Fixed Cost;One time	Post End of Quarter of Phase – 1 UAT After one Quarter of M4 : 10%; Fixed Cost;One time	Suggestion	These are suggestions for payment terms	Please read M4 as "End of Phase 1"

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD17	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)Page 68	Phase-1 Procurement of System Software, hardware On successful commissioning of System Software, hardware components of Phase - I 80% on installation and 20% after commissioning at 5 sites	Phase-1 Procurement of System Software, hardware On successful commissioning delivery of System Software, hardware components of Phase -I 80% on installation and 20% after commissioning at 5 sites 90% on delivery and 10% on installation	Suggestion	These are suggestions for payment terms	No Change.
BD18	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)Page 68	Stage 0 UAT On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog Acceptance by Product Owner for functional part : 40%: Fixed Cost; Every 2 Months invoice may be raised	Stage 0 UAT On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog Acceptance by Product Owner for functional part : 40%: Fixed Cost; Every 2 Months month invoice may be raised	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD19	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)Page 69	Stage 1 UAT (5 pilot offices) On successful Stage 1 UAT in pilot offices : 20% Fixed Cost; (Every two months invoice may be raised)	Stage 1 UAT (5 pilot offices) On successful Stage 1 UAT in pilot offices : 20%-25% Fixed Cost; (Every two months month invoice may be raised)	Suggestion	These are suggestions for payment terms	No Change.
BD20	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)Page 69	Stage 2 UAT (nodal offices): Configurability for 26 nodal offices and HQ offices On successful Stage 2 UAT in nodal offices : 20% Fixed Cost; (Every two months invoice may be raised)	Stage 2 UAT (nodal offices): Configurability for 26 nodal offices and HQ offices On successful Stage 2 UAT in nodal offices : 20% 25% Fixed Cost; (Every two months month invoice may be raised)	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD21	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)Page 69	End of Phase – 2 :At the end of Phase-2; On Integration Testing; all documentation and deliverables : 5% Fixed Cost; One time	End of Phase – 1 :At the end of Phase-1; On Integration Testing; all documentation and deliverables : 5% Fixed Cost; One time	Suggestion	These are suggestions for payment terms	No Change.
BD22	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)Page 69	Post End of Quarter of Phase – 2 UAT After one Quarter of M4 : 10%; Fixed Cost;One time	Post End of Quarter of Phase – 1 UAT After one Quarter of M4 : 10%; Fixed Cost;One time	Suggestion	These are suggestions for payment terms	M4' may be read as "End of Phase 2"

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD23	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)Page 70	Phase-2 Procurement of System Software, hardware On successful commissioning of System Software, hardware components of Phase - 2 80% on installation and 20% after commissioning at 5 sites	Phase-1 Procurement of System Software, hardware On successful commissioning delivery of System Software, hardware components of Phase -1 80% on installation and 20% after commissioning at 5 sites 90% on delivery and 10% on installation	Suggestion	These are suggestions for payment terms	No Change.
BD24	RFP Volume 2, 9, Payment Schedules :TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-3)Page 70	OIOS APPLICATION PHASE – 3: On fulfilment of work (as mutually agreed upon for the Resource, Time, work schedule before commencement of Phase-3 work) : On Actuals Time and Material; Every 2 Months	OIOS APPLICATION PHASE – 3: On fulfilment of work (as mutually agreed upon for the Resource, Time, work schedule before commencement of Phase-3 work) : On Actuals Time and Material; Every 2 Months Month	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD25	RFP Volume 2, 9, Payment Schedules :TRACK 3: TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES, Page 70	PDC for OIOS Phase 1 On successful commissioning of System Software, Hardware components of Phase - II 80% on installation and 20% after OIOS Application commissioning at 5 offices	PDC for OIOS Phase 1 On successful commissioning of System Software, Hardware components of Phase - II 80% on installation and 20% after OIOS Application commissioning at 5 offices 90% on delivery and 10 % on installation	Suggestion	These are suggestions for payment terms	No Change.
BD26	RFP Volume 2, 9, Payment Schedules TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES, Page 71	PDC for OIOS Phase 1 On successful commissioning of System Software, Hardware components of Phase - II 80% on installation and 20% after OIOS Application commissioning at 5 offices	PDC for OIOS Phase 1 On successful commissioning of System Software, Hardware components of Phase - II 80% on installation and 20% after OIOS Application commissioning at 5 offices 90% on delivery and 10 % on installation	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD27	RFP Volume 2, 9, Payment Schedules TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES, Page 71	Setup DRC for OIOS On Provisioning, configuration, testing & Set Up of DRC for OIOS 80% on installation and 20% after OIOS Application commissioning at 5 offices	Setup DRC for OIOS <u>On Provisioning, configuration, testing & Set Up of DRC for OIOS</u> 80% on installation and 20% after OIOS Application commissioning at 5 offices 90% on delivery and 10% on installation	Suggestion	These are suggestions for payment terms	No Change.
BD28	RFP Volume 2, 9, Payment Schedules TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES, Page 71	Setup DRC for OIOS On Provisioning, configuration, testing & Set Up of DRC for OIOS 80% on installation and 20% after OIOS Application commissioning at 5 offices	Setup DRC for OIOS <u>On Provisioning, configuration, testing & Set Up of DRC for OIOS</u> 80% on installation and 20% after OIOS Application commissioning at 5 offices 90% on delivery and 10% on installation	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD29	RFP Volume 2, 9, Payment Schedules TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES, Page 71	Storage Network Setup at 2 IA&AD offices On Provisioning, configuration, testing & Set Up of Backup Site for OIOS at 2 IA&AD offices On actuals Fixed Cost; Quarterly	Bidder presumes "on actuals" signifies that payments shall be made on time and material basis. Kindly confirm. Bidder requests to change payment frequency from quarterly to monthly.	Suggestion	These are suggestions for payment terms	No Change.
BD30	RFP Volume 2, 9, Payment Schedules TRACK 4: CENTRALISED HELPDESK SETUP AND OPERATIONS, Page 71	Centralized Helpdesk Setup and Operations – All Activities On Setup of: Centralised Helpdesk Software Deployment of Helpdesk Resources Operationalisation of Issue Resolution Framework for Development Team and End-user On actuals Time & Material for Resources; Quarterly	Centralized Helpdesk Setup and Operations – All Activities On Setup of: Centralised Helpdesk Software Deployment of Helpdesk Resources Operationalisation of Issue Resolution Framework for Development Team and End-user On actuals Time & Material for Resources; Quarterly Monthly	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD31	RFP Volume 2, 9, Payment Schedules TRACK 5: TRAINING & CAPACITY BUILDING, Page 72	Training of Product Owner's Core Team On completion of training batches for training on Agile Software Engineering Training On actuals For each Training conducted Quarterly	Bidder requests to change payment frequency from quarterly to monthly.	Suggestion	These are suggestions for payment terms	No Change.
BD32	RFP Volume 2, 9, Payment Schedules TRACK 5: TRAINING & CAPACITY BUILDING, Page 72	Master Training OIOS Phase 1 & 2 On completion of training batches for Master training on OIOS Phase 1 & 2 On actuals For each Training conducted Quarterly	Bidder requests to change payment frequency from quarterly to monthly.	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD33	RFP Volume 2, 9, Payment Schedules TRACK 5: TRAINING & CAPACITY BUILDING, Page 72	UAT training Phase 1 and 2 On completion of training batches for UAT training On actuals For each Training conducted Quarterly	Bidder requests to change payment frequency from quarterly to monthly.	Suggestion	These are suggestions for payment terms	No Change.
BD34	RFP Volume 2, 9, Payment Schedules OPERATIONS AND MAINTENANCE, Page 73	OIOS Phase 1 and Phase 2 On successfully meeting the SLAs EQIs Fixed Cost Quarterly	A. Bidder requests to change payment frequency from quarterly to monthly. B. Bidder requestes clarification on payments on Phase-1 O&M. C. Bidder presumes that Purchases will pay the bidder for Pahse-1 O&M at agreed rates if Phase-2 Go-Live is delayed.	Suggestion	These are suggestions for payment terms	No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD35	RFP Volume 2, 10, Sanctions for Violation, Page 152 point a, sub point ii	To immediately cancel the contract, if already signed, without giving any compensation to the Bidder.	To immediately cancel the contract, by giving 45 days written notice to the bidder if already signed, without giving any compensation to the Bidder. In the event of termination purchaser shall pay bidder for goods delivered and services rendered till the date of termination.	Suggestion		No Change.
BD36	RFP Volume 2, 10.iii, Sanctions for Violation, Page 153 point a, sub point iii	The Performance Bank Guarantee / Other Guarantee shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore	Request deletion	Suggestion - Request to follow latest IP as per CVC guidelines.	http://cvc.gov.in/sites/default/files/ten_d007vpl033_0.pdf	Refer Corrigendum.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD37	RFP Volume 2, 10.iv, Sanctions for Violation, Page 153 point a, sub point iv	To recover all sums already paid by the Purchaser, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing RBI Bank Rate.	Request deletion	Suggestion - Request to follow latest IP as per CVC guidelines.	http://cvc.gov.in/sites/default/files/ten_d007vgl033_0.pdf	Refer Corrigendum
BD38	RFP Volume 2, 10.Vii, Sanctions for Violation, Page 153 point a, sub point vii	To debar the Bidder from entering into any bid from the Government for India for a minimum period of five years, which may be further extended at the discretion of the Purchaser	Request deletion	Suggestion - Request to follow latest IP as per CVC guidelines.	http://cvc.gov.in/sites/default/files/ten_d007vgl033_0.pdf	Refer Corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD39	RFP Volume 2, 11, Fall Clause , Page 154	As per RFP	Request deletion	Suggestion - Request to follow latest IP as per CVC guidelines.	http://cvc.gov.in/sites/default/files/ten_d007vg1033_0.pdf	Refer Corrigendum
BD40	RFP Volume 3, clause 13.2, sub clause c, Invoicing and Settlement Page 30	Payment shall be made within 60 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 days after submission of invoice. This interest is subject to a limit of 10% of the total contract value.	Payment shall be made within 60-30 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 days after submission of invoice. This interest is subject to a limit of 10% of the total contract value.	Suggestion		Refer Corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD41	RFP Volume 3, Clause 14.2, sub clause 1, Termination for Convenience Page 33	The Purchaser may at any time terminate the Contract for any reason by giving the IA a notice of termination that refers to this clause	The Purchaser may at any time both party by giving 30 days written notice to the other party terminate the Contract for any reason by giving the IA a notice of termination that refers to this clause	Suggestion		Termination for convenience (60 days) - notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD. All cost points during the notice period would have to approved by IAAD prior to incurring. IAAD's approval would supercede any planned and agreed previously by IAAD procurement of any goods (for example but not limited to hardware, CoTS) or service (for example but not limited to hiring of staff, place, AMC) by SI.
BD42	RFP Volume 3, clause 15, sub clause 5, INDEMNIFICATION & LIMITATION OF LIABILITY Page 37	The liability of either Party (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 exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.	The liability of either Party (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 <u>by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total contract value payable under this Agreement. shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim.</u> The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.	Suggestion		No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD43	RFP Volume 3, 21, LIQUIDATED DAMAGES Page 45	the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value.	the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value respective component value but shall not include Operations and Maintenance Value:	Suggestion		No Change.
BD44	RFP Volume 3, clause 2, sub clause 2.1 TRANSFER OF ASSETS Page 57	Purchaser shall be entitled to serve notice in writing on the IA at any time during the exit management period as detailed hereinabove requiring the IA and/or its sub-contractors to provide the Purchaser with a complete and up to date list of the Assets within 30 days of such notice. Purchaser shall then be entitled to serve notice in writing on the IA at any time prior to the date that is 30 days prior to the end of the exit management period requiring the IA to sell the Assets, if any, to be transferred to Purchaser or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws	Purchaser shall be entitled to serve notice in writing on the IA at any time during the exit management period as detailed hereinabove requiring the IA and/or its sub-contractors to provide the Purchaser with a complete and up to date list of the Assets within 30 days of such notice. Purchaser shall then be entitled to serve notice in writing on the IA at any time prior to the date that is 30 days prior to the end of the exit management period requiring the IA to sell the Assets, if any, to be transferred to Purchaser or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws. The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Suggestion		Refer Clause 12.1.1 (h) of RFP Vol I.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD45	RFP Volume 3, clause 2, sub clause 2.2 TRANSFER OF ASSETS Page 57	In case of contract being terminated by Purchaser, Purchaser reserves the right to ask IA to continue running the project operations for a period of 6 months after termination orders are issued	In case of contract being terminated by Purchaser, Purchaser reserves the right to ask IA to continue running the project operations for a period of 6 months after termination orders are issued. The Bidder shall be paid for the post termination period as per the payment schedule.	Suggestion		No Change.
BD46	Annexure A. Volume 3,1.5.6, Manpower Deployment during Phase 3 page no. 10	SI to deploy all the resources (as agreed with IA&AD) for Phase 3 within the timelines defined in the RFP. If the team mobilization exceeds 8 weeks, then IA&AD reserves the right to terminate the agreemen	SI to deploy all the resources (as agreed with IA&AD) for Phase 3 within the timelines defined in the RFP. If the team mobilization exceeds 8 weeks, then IA&AD reserves the right to terminate the agreement. In the event of termination IA&AD shall pay bidder for goods delivered and services rendered till the date of termination.	Suggestion		No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD47	Annexure A. Volume 3,1.5.8, OIOS Production Server Availability , Page 11	If the Server availability is consistently below 99% for five days or more in a quarter, then IA&AD will have the right to terminate the MSA.	If the Server availability is consistently below 99% for five days or more in a quarter, then IA&AD will have the right to terminate the MSA. In the event of termination IA&AD shall pay bidder for goods delivered and services rendered till the date of termination.	Suggestion		No Change.
BD48	Annexure A. Volume 3,1.5.9, OIOS Application Availability , Page 12	If the Application is consistently below 97% during PBH continuously for five days or more in a quarter, then IA&AD will have the right to terminate the MSA	If the Application is consistently below 97% during PBH continuously for five days or more in a quarter, then IA&AD will have the right to terminate the MSA. In the event of termination IA&AD shall pay bidder for goods delivered and services rendered till the date of termination.	Suggestion		No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD49	S. No. missing in original query list					S. No. missing in original query list
BD50	Annexure A. Volume 3,1.5.10, OIOS Support Services , Page 13	If the services are consistently below 97% during PBH continuously for five days or more in a quarter, then IA&AD will have the right to terminate the MSA.	If the services are consistently below 97% during PBH continuously for five days or more in a quarter, then IA&AD will have the right to terminate the MSA. In the event of termination IA&AD shall pay bidder for goods delivered and services rendered till the date of termination.	Suggestion		No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD51	Annexure A. Volume 3 Reporting of Security Incidents , Page 29	In case of serious breach of security wherein the data is stolen or corrupted, CAG reserves the right to terminate the contract	In case of serious breach of security wherein the data is stolen or corrupted, CAG reserves the right to terminate the contract. In the event of termination IA&AD shall pay bidder for goods delivered and services rendered till the date of termination.	Suggestion		No Change.
BD52	Annexure A. Volume 3, 1.6.7,Maximum Penalty to SI for the SLA ,Page 43	The maximum penalty levied (from the calculated penalty) at any point of time on an additive basis in any quarter shall not exceed 15% of quarterly payments due to the System Integrator. This is applicable only for the Operation and Maintenance phase.	The maximum penalty levied (from the calculated penalty) at any point of time on an additive basis in any quarter shall not exceed 15% 10% of quarterly payments due to the System Integrator under this contract. This is applicable only for the Operation and Maintenance phase.	Suggestion		No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD53	Annexure A. Volume 3, 1.6.8, Condition for termination , Page 43	In case the calculated penalty exceeds 20%, for two consecutive quarters, IA&AD reserves the right to terminate the MSA.	In case the calculated penalty exceeds 20%, for two consecutive quarters, IA&AD reserves the right to terminate the MSA. In the event of termination IA&AD shall pay SI for goods delivered and services rendered till the date of termination. The Goods that are complete and ready for shipment within 30 days after the Supplier's receipt of notice of termination, the goods shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect: (a) To have any portion completed and delivered at the Contract terms and prices ; or (b) To cancel the remainder and pay to the Supplier an agreed amount as per the Terms & conditions of the contract for partially completed Goods and for materials and parts previously procured or services rendered by the Supplier.	Suggestion		No Change.
BD54	ARC/RRC - clause not present	New clause	The Fixed Price, as mentioned in the Commercial schedule, is valid within a dead band of $\pm 5\%$ of the baseline volumetric of the respective resource unit that is provided as part of RFP. For assets volumes above +5% threshold of the baseline volumetric, additional resources will be charged at ARC 'Additional Resource Charge' to reflect additional marginal cost to Service Provider, while credits known as RRC 'Reduced Resource Credit' will be granted to Customer for reduction in resources consumed, for service volumes below -5% of the baseline volumetric.	Suggestion		No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD55	Variance in Minimum Wages - clause not present	New clause	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Suggestion		No Change.
BD56	SNR -Clause Not Present		Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	Suggestion		Refer Clause 13 of RFP Vol III

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD57	Non Hire Clause - Clause Not Present		Customer acknowledges that personnel to be provided by Wipro represent a significant investment in recruitment and training, the loss of which would be detrimental to Wipro's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Wipro employee, or induce any such individual to leave the employ of Wipro. For purposes of this clause, a Wipro employee means any employee or person who has who has been involved in providing services under this Agreement.	Suggestion		Refer Clause 23 - 1(f) of RFP Vol III.
BD58	Saving Clause - Clause Not Present		Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro performance is effected , delayed or causes non- performance due to Customer's omissions or actions whatsoever.	Suggestion		No Change.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD59	Deemed Acceptance - Clause Not Present		Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.	Deviations / Recommendations - To be Included while Presenting the RFP		Refer Clause 7 (d) of RFP Vol III
BD60	01.00.OIOS.RFP.Vol.1. Sec-8.1 Track 1: Setting up of development and UAT environment.Pg No-37	SI shall set up the development and testing environment in a cloud environment. SI shall set up and configure development and testing environment in Tier 3- co-located DC/DR within three months from the signing of contract.SI shall migrate the development and testing environment to Tier-3 co- located DC/DR, as and when it is ready.SI shall set up the remaining environments (training, pre-production and production environment) in Tier-3 DC/DR.	Can we give Cloud and DC/DR from same Service provider. Is there any requirement for DR for Cloud, SLA requirement for Cloud Services.	Suggestion	This will help in understanding the migration timelines and efforts.	a. Bidder to propose b. No. c. No.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD61	01.00.OIOS.RFP.Vol.1. Sec-8.3 Track 3.Pg No-40	Procure, Provide and Configure Network Connectivity betweena. PDC and DRC utilizing two IA&AD NICNET gateways.	Is it mandate to use NICNET gateways. Confirmation required if any integration to be done with Cloud gateways.	Suggestion	This will help in understanding the project deliverables.	2. Procure, Provide and Configure Network Connectivity between: a. PDC and DRC utilizing two lease lines/fiber.
BD62	02.00.OIOS.RFP.Vol.2.Pg No-61	Cloud provisioning document (for development and UAT). Failover Testing	Failover Testing Plan is required at Application level or DR is required for Cloud.	Suggestion	Required deployment architecture	D3. Cloud provisioning document (for development and UAT) A report will be submitted upon completion of this activity and will include the following: Failover Testing Plan Point Deleted

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD63	01.00.OIOS.RFP.Vol.1 7.2.5. IT Infrastructure Page-31	Reviewing the installation/configuration and deployment of OIOS System and its sub-components in the Tier-3 co-located DC/DR for UAT, Staging, Training and Production environment in both PDC (Primary Data Center), DRC (Disaster recovery Center) and other facilities.	Is the requirement of 4 environments of UAT, Staging, Training & Production is both for DC & DR at each location?	Environment Details	Required from sizing perspective	PDC: All environment, DRC: Dev, Prod environment
BD64	01.00.OIOS.RFP.Vol.1 8.3. Track 3: Page-40	Setting Up of development, UAT, training, pre- production and production environment in PDC and DRC at Tier-3 co-located data centre	Bidder request to share what all environments are to be setup at DC and also in the DR.	Environment Details	Please clarify.	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD65	01.00.OIOS.RFP.Vol.1 8.3. Track 3: Page-40	Setting Up of development, UAT, training, pre- production and production environment in PDC and DRC at Tier-3 co-located data centre	Since this will be a new setup, are you expecting SI to deploy/configure New Directory services & DNS for this environment or the existing Directory & DNS services will be extended for this RFP.	Environment Details	Please clarify.	Bidder have to setup new DNS services and will use existing LDAP services from NIC. In case the NIC LDAP services is not available, the authentication should happen via local LDAP/cache.
BD66	Annexure-C 5. Business Continuity Planning and Disaster Recovery Page-27	6. The components of above are as follows: - a) Primary Data Center b) Secondary (Disaster Recovery) Data Center c) Near line Data Center (NLDC-1)/ equivalent backup site in same city as of PDC d) Near line Data Center (NLDC-2)/ equivalent backup site in same city as of DR DC	Is it mandatory to have 4 sites as DC, Near DC/Backup Site DC , DR & Near-DR/Backup site DR or bidder can deploy the environment keeping in view SLA of 15 min RPO & 4 hrs RTO?	Information regarding	Please clarify.	Bidder has to deploy all components as per the RFP

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD67	Annexure-C 5. Business Continuity Planning and Disaster Recovery Page-27	6. The components of above are as follows: - a) Primary Data Center b) Secondary (Disaster Recovery) Data Center c) Near line Data Center (NLDC-1)/ equivalent backup site in same city as of PDC d) Near line Data Center (NLDC-2)/ equivalent backup site in same city as of DR DC	Is it mandatory to have Near DC/Backup Site DC & Near-DR/Backup site for backup pupose only?	Information regarding		Yes, in order to achieve desired RPO, for Backup & Restore purpose.
BD68	7.6. Virtualization software - RFP Vol-1- Annexure C - Page 94	14. Virtualization software should be based on open- source hypervisor platform to support vendor agnosticism.	Many of the leading virtualization software are not based on open- source and yet they provide best in class hypervisor platform to meet all the needs stated in RFP. Also, V2V converter tools are available to change the file format if required to change the vendor.	Compliance Issue	Please dilute this point for qualification of other hypervisor solutions.	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD69	NA	NA	For the new generation datacenters it is highly recommended to control the network also at software layer by introducing SDN layer to not just provision the network faster but also make the movement/transition of VMs within or across the data center easier and smoother. Please suggest if you want us to include the SDN layer.	Suggestion	Please indicate if this functionality is required.	Bidder should assess the requirement and propose appropriate solution to meet the RFP conditions.
BD70	7.6. Virtualization software - RFP Vol-1- Annexure C - Page 93	12. Virtualization software should embrace OSS with Enterprise support guarantee and remove vendor lock-in.	Please confirm if OSS here stands for "Operational Support System"	Clarification	Please clarify.	Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD71	7.6. Virtualization software - RFP Vol-1- Annexure C - Page 93	NA	Virtualization software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions.	Suggestion	Redundancy in application architecture is an important aspect and virtualization can help achieve this.	No Change
BD72	7.6. Virtualization software - RFP Vol-1- Annexure C - Page 93	11. Virtualization software should provide a mechanism to track VM resource utilization for capacity planning.	Capacity planning would require proposed solution to store and track the data for predictive analysis, please confirm if proposed solution should provide the capacity planning.	Clarification	Clarification Required	Bidder should assess the requirement and propose appropriate solution to meet the RFP conditions.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD73	7.7. Virtualization Management software RFP Vol-1- Annexure C - Page 95	3. Virtualization management software should have integrated Physical Host and Virtual Machine performance monitoring including CPU, Memory, Disk, Network, Power, Storage Adapter, Storage Path, Cluster services, Virtual machine data stores	It is recommended to use centralized solution to monitor and track the health of all the virtual machine from unified console, please suggest if you want a single console to monitor the same.	Clarification	Clarification Required	Bidder should assess the requirement and propose appropriate solution to meet the RFP conditions.
BD74	7.15. Site Recovery Software RFP Vol-1- Annexure C - Page 120	NA	Please suggest if you want the solution to work in conjunction with various replication solutions including both the VM/ Hypervisor based replication and array based replication to automate the process of migrating, recovering, testing, re-protecting and failing-back virtual machine workloads.	Suggestion	It is important to integrate Site recovery solution to integrate with replication.	No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD75	7.15. Site Recovery Software RFP Vol-1- Annexure C - Page 120	1. Should monitor both Data Centers for its availability	Proposed solution would be monitoring the availability of all the VMs running in both the data centers for disasters.	Clarification	Clarification Required	All the components of both the Data Centres
BD76	8.1. Track 1: Setting up of development and UAT environment One IA&AD One System: Volume 1 - Page 37	a. Software Development & Deployment Tools for Continuous Integration and Continuous Delivery (CI/CD): The SI should Use DevOps toolchain for delivery, development and management of OIOS Application throughout the system development lifecycle. The set of tools for the DevOps toolchain shall be proposed by the SI. The tools should support specific DevOps initiatives such as Plan, Create, Verify, Package, Release, Configure and Monitor.	As the department has asked for seamless migration from T&D environment to Production it is important to automate the process so as to avoid any manual intervention that may cause human errors, please suggest if you want SI to include automation layer managing workloads across the data center for achieving error free migration and centralized management along with CI/CD tool.	Clarification	Clarification Required	Bidder should assess the requirement and propose appropriate solution to meet the RFP conditions.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD77	Volume 1 - , Annexure - C, 7.2 Document Management System / P-61	33) The DMS should allow highlighting any or all parts of a page in scanned pdf document and images. The solution should include linking the highlighted portions to one or multiple places in same or another document.	Please elaborate the requirement	Clarification	Discussion required	DMS should have the capability of highlighting/ marking a single/multiple page(s) or portions of page(s) of a scanned (not fit for OCR) multiple page document (stored as single PDF or multiple images as per the solution offered by SI). Word(s)/line(s) of another/same document (not necessarily scanned) should be able to link (hyperlink)/ refer (take to) the highlighted/ marked portions of the document. Such referencing/linking may be many to many. For this purpose, the highlighted/marked portion of the document may be assigned a unique ID. This is a functional requirement of OIOS. In case no DMS can fulfil this requirement, The SI has to offer another solution in addition to DMS.
BD78	Volume 1 - , Annexure - C, 7.1 / DevOps Environment/P-55	Deployment of applications or application changes/components etc. in OIOS with complex/layered architecture needs a seasoned deployment process and tools. It is recommended to use advanced capabilities such as DevOps which has capabilities of continuous integration and continuous deployment to reduce the time it takes a change in development and move the change to production.	Our understanding is that DevOps requirement is for Coding, building, Packaging, releasing, configuring and monitoring activity. Please share preferences for software toll required for each activity(if any). Can we propose open source tool for this purpose?	Clarification	Clarification required	No preferences. Bidder to assess the requirements and propose a solution that meets RFP conditions

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD79	Volume 1 - , Annexure - C,7.2 Document Management System / P-57	General query	For sizing please provide - 1) Total number of DMS users. 2) Total number of BPM users 3) Concurrent DMS users 4) Concurrent BPM users 5) Annual growth of users for each module?	Clarification	These details are required for sizing perspective	For sizing No. of users & concurrency has been provided in RFP for OIOS Application. For estimating BPM, DMS users/concurrent users please refer Annexure A of RFP Vol I.
BD80	Volume 1 - , Annexure - C,7.2 Document Management System / P-57	General query	Please share the details of different type of documents. Please provide below details: 1) For New Documents a) Number of document ingestion per day :- b) Average size of document :- in KB c) Maximum size of document :- in KB 2) What is percentage the Year on Year growth over 5 years for the number of documents added? 3) Average number of document views per day 4) Average number of document searches per day	Clarification	These details are required for sizing perspective	Refer Annexure D of RFP Vol I for size & year on year growth.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD81	Volume 1 - , Annexure - C,7.3 Business Process Management Software / P-61	General query	For BPM sizing can we get volumetric for 1) No. of Workload Per Month (Days per month), 2) No. of Process instances Per Hour, 3)No. of User Interactions (per screen), 4)Estimated Number of concurrent users for BPM 5) No. of Transactions Per Seconds (TPS) Considered for Sizing (Rules Execution Per Second) 6)No. of business process need to factor 7) complexity level of each processes	Clarification	These details are required for sizing perspective	Refer Annexure D of RFP Vol I for size & year on year growth.
BD82	Volume 1 - , Annexure - C,7.2 Document Management System / P-59	General query	Assuming scanning solution will be deployed centrally and access through web only. If No, Please share the number of location required for scanning solution. Also do share number of scanning users, number of template need to consider along with number metadata fields on each template?	Clarification	Clarification required	No, scanning of the documents would be carried out by multiple usres in multiple locations. Refer Section 28.1 of Annex -A

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD83	Volume 1 - , Annexure - C,7.2 Document Management System / P-60	General query	For scanning solution OCR/ICR will support English language only. Please confirm if our understanding is correct.	Clarification	Clarification required	No, OCR is not a stated requirement of OIOS.
BD84	Volume 1 - , Annexure - C,7.2 Document Management System / P-61	General query	<ol style="list-style-type: none"> 1. What is the average number of documents scanned per day across all the locations combined (Branches + Circle Offices+ Regional Offices, Department etc.). 2. Kindly mention the Year on Year growth % of documents scanned (for estimating storage required) 	Clarification	Clarification required	Refer Annexure A & Annexure D of RFP Vol I for size & year on year growth. Sizing of DC/DR in Section 6.1 in Annexure - C includes estimates for storage requirement of scanned documents.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD85	Volume 1 , 7.3.4. Training and capacity building, Page 35	Conduct trainings and ensure effective capacity building of the participant	Please confirm if all such trainings will be conducted in classroom mode at IA&AD locations or part of it may also be delivered as online training through video conferencing	Clarification	Clarification required	Refer Clause 13.6 of RFP Vol I. Yes. It will be in classroom mode.
BD86	Volume 1 , 7.3.4. Training and capacity building, Page 36	Hand-holding support for core team of product owner and empower them to support UAT testing and support during on-boarding of offices other than pilot and nodal offices. 7	Please confirm the approx. no of users who would require hand-holding support for UAT activity	Clarification	Clarification required	Refer Clause 13.3 of RFP Vol I

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD87	73	The material must provide for self-learning and continued learning even after the training. The training plan	Please confirm if the SI is expected to develop CBT or WBT modules as part of continues learning? If yes, please clarify where these modules will be deployed.	Clarification	Clarification required	The modules will be deployed in the envisaged LMS of IAAD
BD88	Volume - 1,13.5. Responsibilities of the selected bidder for training, Page 76	Develop methodology for evaluating the trainee and effectiveness of training.	This evaluation has to be done on paper or online feedback gathering mechanism is required. Please confirm	Clarification	Clarification required	SI to propose

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD89	Volume - 1, 13.7. Evaluation, Page 76	<p>In case the average score of the training falls below expected level, then the training would be considered as ineffective and hence re-training has to be arranged by the Selected Bidder at no additional cost.</p> <p>13</p>	Please specify the expected level of evaluation score for each batch of training.	Clarification	Clarification required	As per Clause 13.7 of RFP Vol 1 - "The parameters and the scale for measurement would be mutually agreed between the product owner and SI." Also refer SLA
BD90	01.00.OIOS.RFP.Vol.1, Section 11.1, Page 54	Reporting and dashboard services	What is the current reporting software is being used? How is the reporting being delivered currently?	Clarification	Query to understand what tool is currently being used	Manual/Excel Based

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD91	01.00.OIOS.RFP.Vol.1, Section 22.2, Page 111	Interoperability is defined as the ability of two or more systems or components to exchange information and use the information that has been exchanged.	Does CAG expect the reporting tool will connect to different systems directly and help to generate reports & dashboard independently or as a best practice all the data should collected in one data warehouse (DWH) system in normalized format so that any kind of reports or analytics can be generated from DWH application using the selected reporting tool?	Clarification	Validation on the requirement of the DWH	The reporting tool should be able to connect to data from various modules/sub-modules of OIOS and generate reports and dashboards.
BD92	02.00.OIOS.RFP.Vol.2, Section 8, Page 65	The expected number of reports to be designed is a maximum of 500.	Though we understand the maximum number of reports to be designed. Please also suggest on the below details: 1. Number of total user to access reporting tool. Can we assume 10% of the Table - 2.2 (01.04.OIOS.RFP.Vol.1.AnnexD) 2. No of adhoc user/super user who will generate reports 3. Is there any projection of Year on year growth of the total number of users and their concurrency 4. Please provide the different source system where the reporting tool will connect and generate reports 5. Frequency of reporting to users	Clarification	Will help in designing the solutions and infrastructure sizing	Cannot be estimated

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BD93	01.01.OIOS.RFP.Vol.1.Annex.A, Section 59.2, Page 146	Current vision for data migration	We understand that there are 13 sub modules, among them there that are few modules envisaged to be migrated. Please share the details of the data needs to be migrated. 1) Type and volume of data to be migrated? 2)Capacity of data to be migrated? 3) Types of native databases to be migrated? 4)Current periodical and adhoc reports module wise	Clarification	Will help in designing the solutions and infrastructure sizing	Data Migration activity is envisaged in Phase 3 on T&M Basis.
BD94	01.01.OIOS.RFP.Vol.1.Annex.A, Section 62.1.2.2, Page 152/153	Building common analytics within audit stream and analytics for assignments which are repeated over time. Module will help in employing embedded analytics to build a data analytics app	We understand that it is envisaged to build Advanced Analytics on top of the reporting and dashboard layer to augument Audit insights and evidence using data sciences. The sample use cases indicate the analytics based applications to monitor the implementation of different government schemes and public works programme. Please confirm the requirement for advanced analytics models and solutions in line with the use cases.	Clarification	Will help in designing the solutions and infrastructure sizing	Refer Clause 8.3 (6) of RFP Vol I.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD95	01.01.OIOS.RFP.Vol.1.Annex.A, Section 62.1.2.2, Page 150	Hub with data analytics (Modules not in scope)	Please elaborate on the requirement and use cases of text analytics for experimentation. Is advanced analytics in scope for this RFP?	Clarification	Will help in proposing and designing the solutions	Refer Chapter 62 of RFP Vol I - Annexure A
BD96	01.02.OIOS.RFP.Vol.1.Annex.B, Section 4.3, Page 18	Data Standardization and Master Data Management	Please suggest us how many entities are we considering for Master data management . Are we covering the entities as mentioned Annexure A of Vol I. How many source system should be considered?	Clarification		The entities for Master Data Management shall be within purview of OIOS Application as detailed out in Annexure A of RFP Vol I

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD97	Vol 1, Sec-12, page 61	12. Requirements for setting up DC/DR in Tier-3 Data Center on CoLo Model	No specific requirement mentioned for Network devices like routers and switches.	Clarification	Please provide the technical specification for the network devices like routers and switches in DC / DR / Nera DC / Near DR	Refer Annexure C RFP Vol I
BD98	Vol 1, Sec-7.2.5, page 31	Reviewing the installation/configuration and deployment of OIOS System and its sub-components in the Tier-3 co-located DC/DR for UAT, Staging, Training and Production environment in both PDC (Primary Data Center), DRC (Disaster recovery Center) and other facilities.	As per the understanding, we have to consider infra like network devices for DC / DR / Near DC & Near DR only and not for any other location. Please clarify, if the understanding is correct.	Clarification will help us with the correct sizing of infra.	Requirement for infra at "other Locations" is not clear.	Other facilities mean Near Line data centres.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD99	Vol 1, Sec-7.3.4, page 35	Training and capacity building	Please clarify, if we need to consider the training for infra like network as well.	Not mentioned clearly about the infra training requirement.	Information required for deciding scope.	Refer Clause 13.4 of RFP Vol I
BD100	Vol 1, Sec-7.2.5, page 31	Infrastructure readiness of field audit offices.	Requirement not clear. Do we need to check infra requirement for field offices as well.	Requirement not clear.	Information required for deciding scope.	Refer Clause 7.2 of RFP Vol I

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD101	Vol 1, Sec-7.2.5, page 31	Infrastructure readiness of field audit offices.	Please clarify. Do we need to consider any network infra for field audit offices as well.	Requirement not clear.	Information required for deciding scope.	Refer Clause 7.2 of RFP Vol I
BD102	Vol-1, Sec-8, Page 36	The technical specifications for the various items are provided in a separate document as part of this RFP labeled as Annexure C: Technical Specifications	No technical specification provided for networking infra devices. Please clarify on the technical specification of network devices.	No technical specification mentioned for networking devices.	Information required for deciding scope.	Refer Annexure C RFP Vol I

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD103	RFP Volume 1, 4.2. Project Background, Page 17		In the RFP there is a mention of "and also be configurable to implement future changes in audit processes, products etc." What is the expectation here?	Clarification		The requirements of configurations required have been detailed in each chapter of Annexure A of Volume 1 of RFP
BD104			Does proposed format of Agile only need to be implemented or is it open for discussion?	Clarification		IAAD has proposed scrum format of agile methodology. However, SI may propose alternate flavours of agile methodology.

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BD105			. Change management is key for success of the project. However there is no requirement of this in the RFP. How is it expected to be handled?	Clarification		SI is not responsible for change management within IAAD.
BD106	Vol -1, 12.2.1 Bandwidth Requirments & Pg. no. 65		Kindly confirm whether the tripartite agreement shall be signed with ISP	Suggestion - Tripartite agreement has to be signed between CAG, ISP and SI.		Refer corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD107	Vol -1,7.2.1. Design and development page no. 29		Kindly confirm whether requirement gathering for the project development can be conducted centrally in Delhi office.	Clarification		Centralized at Delhi/NCR
BD108	Vol 1 Annexure C - page 48 : clause 6.3.2. Network Connectivity: DC to IA&AD NICNET & NLDC/ Backup Sites	Backup Site-1/NLDC to hold only data backup for achieving desired RPO.	The NLDC/DR will just store the data .	Suggestion: if NLDC is just used to store data of DC, then synchronous high capacity link may not be required	have the same MPLS port of 100 or 200 Mbps at NLDC rather than high cost 1Gbps link at NLDC/DR	Refer Section 6.3.2 - Table "Connectivity between Data Centers and NLDCs"

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD109	vol-1 , page 78 : clause 14.1. User Centralized Helpdesk Requirements	Any User should be able to contact the Helpdesk through a (toll-free)	toll free for helpdesk	Suggestion: usually toll free calls /and the PRI call charges are paid by the customer based on usage at the end of the month.	Since the exact usage of Toll free charges and PRI telephone charges are know at the moth end, it is recommended to be paid to Telco provider on monthly basis based on usage bu Customer directly. Commercial for the same need not be considered as part of bid by the bidder	Shall be provided by IA&AD.
BD110	vol 1 page 80 clause 14.1. User Centralized Helpdesk Requirements	Receiving incidents/requests through phone or email or web-app or live chat. Entering of the incidents in the helpdesk application and communicate the user of the unique incident id generated through email/phone/SMS	SMS gateway usually exists at customer end and the charges are paid to telco directly	Suggestion: SMS monthly charges are paid by customer to Telco directly based on number of SMS per month.	if the SMS gateway is already available, it is recommended to use the existing one and just integrate with the same. Also since number of SMS would be know at month end, the SMS charges is recommended to be paid to Telco directly at monthend and the SMS Charges need not be considered as part of bid by the bidder	NIC's SMS gateway is proposed to be used.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD111	vol -2 page 105 , table sr no. 2.2 Format 18 C. Setting up of Backup Site 2 and Lease Line Provisioning	2.2 PDC to Backup Site 2/NLDC	2.2 row in table should be DRC(DC-2) to NLDC and not PDC to NLDC.	Suggestion: 2.2 row should be DRC to NLDC	Pls recheck and change accordingly	Refer Corrigendum
BD112	RFP Volume 1, 12.2.5 Confidentiality, Page 69	As per RFP	Request confidentiality obligation to be mutual. The confidentiality obligation applicable to successful bidder shall apply mutatis mutandis on I &AD	Suggestion		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD113	RFP Volume 1, 14.2. Application Management, Page 81	SI shall be responsible for defect free operation of the envisaged system during the O&M period and ensuring its 24x7 availability at all the end-user locations and across all the channels of access. Any bugs reported in the application shall need to be fixed within a time frame mutually agreeable to IA&AD and SI.	SI shall be responsible for defect free operation of the envisaged system during the O&M period and ensuring its 24x7 availability at all the end-user locations and across all the channels of access. Any bugs reported in the application shall need to be fixed within a time frame mutually agreeable to IA&AD and SI.	Suggestion		No Change
BD114	RFP Volume 1, 20. Project Management Requirements, Page 105	The selected bidder must employ best practises in project management methodology to ensure that the OIOS Application, tracks and components are developed and implemented within the defined time period. A copy of the project management schedule shall be handed over to product owner to keep track of the progress of the project	The selected bidder must employ best industrially-recognized practises in project management methodology to ensure that the OIOS Application, tracks and components are developed and implemented within the defined time period. A copy of the project management schedule shall be handed over to product owner to keep track of the progress of the project	Suggestion		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD115	RFP Volume 2, 7.1.7 Confidentiality, Page 21	As per RFP	Any information of confidential nature which has been shared by bidder shall also be treated with the similar nature	Suggestion		No Change
BD116	RFP Volume 2, 7.1.11 Code of integrity , Page 22	Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity	Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any Government, PSU, Government entity in India any country during the last three years or of being debarred by any other procuring entity	Suggestion		Refer Corrigendum

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD117	RFP Volume 2, Format - 2, point no. 7. Previous Transgression , Page 152	The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process	The Bidder declares that no previous transgression occurred in the India in last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process	Suggestion		Refer Corrigendum
BD118	RFP Volume 3, 6.1. Representations and warranties of the Implementation Agency c, Page 21	(c) It confirms that there is no conflict of interest on account of executing this project to the satisfaction of the purchaser;	(c) It confirms that there is no conflict of interest on account of executing this project to the satisfaction of the purchaser;	Suggestion		Identical texts

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD119	RFP Volume 3,13.1. Terms of Payment, Page 30	For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause	For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause	Suggestion		No Change
BD120	RFP Volume 3,14.3. Effects of termination d, Page 34	Purchaser agrees to pay Implementation Agency for i) all charges for Services Implementation Agency provides and any Deliverables and/or system (or part thereof) Implementation Agency delivers through termination for convenience and any charges at the tendered rate, for extension period beyond termination as decided by the Nodal Agency as per Schedule 2, Clause 2.2 and ii) reimbursable expenses Implementation Agency pre closure termination.	Purchaser agrees to pay Implementation Agency for i) all charges for Services Implementation Agency provides and any Deliverables and/or system (or part thereof) Implementation Agency delivers through termination for convenience and any charges at the tendered rate, for extension period beyond termination as decided by the Nodal Agency as per Schedule 2, Clause 2.2 and ii) reimbursable expenses Implementation Agency pre closure termination.	Suggestion		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD121	RFP Volume 3,15. INDEMNIFICATION & LIMITATION OF LIABILITY, Page 35	1) Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") 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.	1) Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's gross negligence or willful default in performance or non-performance under this Agreement.	Suggestion		No Change
BD122	RFP Volume 3,15.5 INDEMNIFICATION & LIMITATION OF LIABILITY, Page 37	The liability of either Party (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 exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.	Notwithstanding anything to the contrary contained elsewhere in the Agreement, The aggregate liability of either Party (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 exceed the total contract value payable under this Agreement. shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17. Notwithstanding anything to the contrary contained elsewhere in the Agreement, Implementation Agency's liability for any procurement of any undelivered portion from third party in the event of termination for Implementation Agency's material breach shall be limited to 3% of the total value of the undelivered portion of services.	Suggestion		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD123	RFP Volume 3,16 FORCE MAJEURE Y, Page 37	As per the RFP	Either Party shall have the right to terminate the Agreement if the force majeure event under the Agreement exceeds 90 days in aggregate and SI shall be entitled for all the payments accrued on account of services rendered till the date of such termination	Suggestion		No Change
BD124	17 CONFIDENTIALITY, Page 39	As per the RFP	The confidentiality obligation applicable to Implementation Agency shall apply mutatis mutandis on Purchaser for the information shared by Implementation Agency	Suggestion		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD125	RFP Volume 1,Project Background - page no. 16	1 There are approximately 62 branch offices. This brings the total number of user offices (field audit offices and branch offices) to 156 approximately.	Please confirm the locations with pincodes.	Clarification		Will be shared with the selected bidder after signing the contract.
BD126	RFP Volume 1, 7.2.4. Project management - page no. 30	Arranging adequate space and other non-IT facilities in IA&AD premises to the Selected Bidder to deploy the Development Environment and Team members.	Please confirm the location where seats will be provided.	Clarification		Refer Clause 15 of RFP Vol I

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD127	RFP Volume 1, 7.2.4. Project management -page no. 31	Facilitate necessary administrative approvals required for setting up Centralized Helpdesk by the Selected Bidder.	Please confirm the location where seats will be provided for centralized helpdesk.	Clarification		Refer Clause 15 of RFP Vol I
BD128	RFP Volume 1, 7.2.5. IT Infrastructure - page no. 32	Review patches/upgrades identified by the SI in OIOS application environment.	Please confirm whether IA&AD will be providing the patch management tool or bidder have to propose the same.	Clarification		SI to propose tool as per Section 7.16 of RFP Vol I - Annexure C

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD129	RFP Volume 1, 7.2.5. IT Infrastructure -page no. 31	Reviewing the installation/configuration and deployment of OIOS System and its sub-components in the Tier-3 co-located DC/DR for UAT, Staging, Training and Production environment in both PDC (Primary Data Center), DRC (Disaster recovery Center) and other facilities.	Please confirm the location of DC and DR.	Clarification		Bidder to propose DC / DR Locations.
BD130	RFP Volume 1, 7.2.5. IT Infrastructure -page no. 31	Reviewing the installation/configuration and deployment of OIOS System and its sub-components in the Tier-3 co-located DC/DR for UAT, Staging, Training and Production environment in both PDC (Primary Data Center), DRC (Disaster recovery Center) and other facilities.	Who is providing the hands and feet support in data centers in case of blackout or in case of service outage.	Clarification		Refer Section 12.2 (U) of RFP Vol I

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD131	RFP Volume 1, 7.2.5. IT Infrastructure - page no. 32	Review patches/upgrades identified by the SI in OIOS application environment.	Please confirm whether IA&AD will be providing the patch management tool or bidder have to propose the same.	Clarification		SI to propose tool as per Section 7.16 of RFP Vol I - Annexure C
BD132	RFP Volume 1, 7.2.5. IT Infrastructure - page no. 32	Monitor SLAs reporting on a continuous basis along with overall timelines and calculation of penalties accordingly.	Please confirm whether IA&AD will be providing the ticketing tool to log tickets and provide necessary SLA reports or bidder have to propose the same.	Clarification		SI to propose tool as per Section 7.4.5 of RFP Vol I - Annexure C

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD133	RFP Volume 1, 7.2.5. IT Infrastructure - page no. 32	Monitor SLAs reporting on a continuous basis along with overall timelines and calculation of penalties accordingly.	Please confirm whether IA&AD will be providing the monitoring tool for monitoring the infrastructure or bidder have to propose the same.	Clarification		SI to propose tool as per Section 7.4 of RFP Vol I - Annexure C
BD134	RFP Volume 1, 7.2.5. IT Infrastructure - page no. 32	Monitor SLAs reporting on a continuous basis along with overall timelines and calculation of penalties accordingly.	Bidder understands that all the tools provided by IA&AD will be configured by IA&AD with the bidder provided infrastructure and monitoring/availability of the tools will be done by IA&AD only. Please confirm.	Clarification		No. Refer RFP

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD135	RFP Volume 1,7.3.1. Project Management -page no. 33	Prepare exit management plan and get it signed-off by product owner.	Please confirm exit management period is included in total engagement period of 7 years.	Clarification		Refer Clause 17 of RFP Vol I.
BD136	RFP Volume 1,7.3.5. Operations & Maintenance page no. 35	Deploy and manage helpdesk and customer support team for addressing the issues and incidents raised by users; resolve such issues and report the status to the product owner on a periodic basis.	Bidder assume that infra (IVR, toll-free, phones, laptop ticketing tool etc.) related to helpdesk is readily available with customer and bidder is not expected to setup the infra for helpdesk. Please confirm	Clarification		IVR: Not in scope Toll-free: Shall be provisioned by IA&AD Landline phones: shall be provisioned by IA&AD laptop: shall be provisioned by SI Ticketing tool: by SI as per RFP

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD137	RFP Volume 1,7.3.5. Operations & Maintenance page no. 35	Deploy and manage helpdesk and customer support team for addressing the issues and incidents raised by users; resolve such issues and report the status to the product owner on a periodic basis.	Bidder assumes that O&M of infra related to helpdesk (helpdesk solution, IVR, phones)etc will be done by IA&AD. Please confirm.	Clarification		SI shall be responsible for all the components delivered by them.
BD138	RFP Volume 1,7.3.5. Operations & Maintenance page no. 35	Deploy and manage helpdesk and customer support team for addressing the issues and incidents raised by users; resolve such issues and report the status to the product owner on a periodic basis.	Please confirm the number of users who will be contacting to helpdesk.	Clarification		Refer Annexure D of RFP Vol I.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD139	RFP Volume 1,8.1. Track 1: Setting up of development and UAT environment	(Key Resources to be deployed within 15 days, 50% of the Development Team within 3 weeks and 100% of the team within 5 weeks of the date of signing of contract).	Bidder request to revise this clause as the core team to be deployed in minimum 8-12 weeks, considering notice period of market.	Suggestion		No RFP remains unchanged.
BD140	RFP Volume 1,7.3.5. Operations & Maintenance page no. 35	Deploy and manage helpdesk and customer support team for addressing the issues and incidents raised by users; resolve such issues and report the status to the product owner on a periodic basis.	What are the operational timing for helpdesk.	Clarification		Refer Clause 1.4 of RFP Vol III

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD141	RFP Volume 1,7.3.5. Operations & Maintenance page no. 35	Deploy and manage helpdesk and customer support team for addressing the issues and incidents raised by users; resolve such issues and report the status to the product owner on a periodic basis.	What are the operational timings for O&M resources of infrastructure.	Clarification		Refer Section 12.2 (U) of RFP Vol I
BD142	RFP Volume 3,1.6.5 SLA Monitoring Tool - One IA&AD One System: Volume 3 Annexure A - 42	The System Integrator shall provide adequate tools for capturing data required for measuring SLAs at no extra cost to either IA&AD or IA&AD.	Tool is required on perpetual or as is model.	Clarification		Corrigendum - The System Integrator shall provide adequate tools for capturing data required for measuring SLAs. Clarification - SLA monitoring system is part of EMS. Refer 7.4.8 of Annexure - C for details.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD143	RFP Volume 1,12.2.2. Other Requirements - 67	The SI shall provide 24*7 Helpdesk & Technical support services. This will include system maintenance windows. The service provider should provide a 24*7 operated contact number which will be used by IA&AD or by IA&AD nominated partners to raise any issues related to the services provided by the bidder.	Bidder understands that helpdesk for application is required only during PBH and operational support for supplied infrastructure (servers, storage,backup,DB,network etc.) is required on 24*7 basis. Please confirm	Clarification		Yes. Refer RFP.
BD144	RFP Volume 1,12.2.2. Other Requirements - 68	The SI shall provide 24*7 Helpdesk & Technical support services. This will include system maintenance windows. The service provider should provide a 24*7 operated contact number which will be used by IA&AD or by IA&AD nominated partners to raise any issues related to the services provided by the bidder.	Bidder understands that helpdesk team for application and operational team would operate from IA&AD premises in Delhi/NCR. Please confirm	Clarification		Duplicate query

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD145	RFP Volume 1,12.2.5. Confidentiality - 69	The bidder remains responsible for its subcontractors' compliance with bidder's obligations under the Project.	Please confirm if sub-contracting is allowed.	Clarification		Refer Clause 23 (3) of RFP Vol III.
BD146	RFP Volume 1,14.1. User Centralized Helpdesk Requirements page no. 78	Any User should be able to contact the Helpdesk through a (toll-free) number of 11 digits or by logging in a ticket in the application or Live chat or Email.	Bidder understands that tollfree, chatbot and email system to log calls will be provided by IA&AD.	Clarification	In case Bidder needs to provide, kindly confirm. Details specifications and expectations are required	Required email IDs for helpdesk shall be provided by IA&AD.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD147	RFP Volume 1,14.1. User Centralized Helpdesk Requirements page no. 78	The first level of support is a Level 1 functional help desk support, which would be manned by IA&AD officials.	Bidder understands that IA&AD officials (resources) will address the issue reported by end user via mail,phone,chat or web portal and log the ticket in ticketing tool. If no solution is available with IA&AD agent at helpdesk, issue will be escalated to SI team. Please confirm	Clarification		If the solution is not available with the IA&AG agent at Level 1 functional help desk, the issue will be escalated to SI team.
BD148	RFP Volume 1,Change management page no. 82	Maintain records of all hardware, software installation, movement, upgrade, addition and change (IMAC) in the configuration database.	Please confirm if any asset management tool is available to record IMAC or bidder have to maintain the same in excel.	Clarification		No separate tool for Asset Management is required. Requirements are stated in Section I: Asset Management at page - 25 of Annexure -C. If IAAD acquires/develops an Asset Management tool at a later date, the SI 's Asset Management Register should be able to migrate to IAAD tool.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD149	RFP Volume 1,15. Human resource deployment requirements - page no. 86	The Development Center shall be provided by IA&AD and would be equipped with required furniture and internet facilities. The Onsite team should bring their end user computing device (Laptop/ Desktop) with all the necessary development and end point security software required for development of OIOS System.	Bidder understands that necessary seating space and infrastructure (desktop,landlines,network connectivity within IA&AD premises) will be provided by IA&AD for the resources who will be providing support for infrastructure (server, storage, backup, network, DB etc) during O&M phase. Please confirm	Clarification		Refer Section 15 of RFP Vol I
BD150	RFP Volume 2, commercial format 3B, 4B, 4C, 5A, 5B, 5C page no. 114 onwards	Annual Technical Support Y1 to Y7 (Inclusive of Taxes)	In commercial bid formats, tax component to be seperately sought especially for ATS components.	Suggestion	Justification:- Bidder shall do invoicing to Customer as per prevailing taxes, duties at the time of invoicing. Taxes, duties, etc. are revised from time to time.	Separate provisions for taxes have been provided in the new format.

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD151	RFP Vol.3 Annex A	"Overall Planned downtime shall not be more than 24 hours in a quarter."	Please look at industry best practices. It may take some time to apply patches and updates. 90 hours in a quarter is suggestion.	Suggestion		No Change
BD152	RFP Vol.3 Annex A	"2. Outages shall end when the problem is rectified and the application/ service is available to the user."	We suggest to change it to- "Outage shall end when atleast a workaround is provided so the application/service is available to the user."	Suggestion		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD153	RFP Vol.3 Annex A	"Uptime Calculation for the month: $\frac{\{[(\text{Uptime Hours} + \text{Scheduled Downtime}) / \text{Total No. of Hours in the time period}] \times 100\}}{}$ "	Total number of working hours should be used. Not total number of hours in the time period.	Compliance		No Change
BD154	RFP Vol.3 Annex A	"Service Level Requirement - There should not be any deviation in Key personnel whose names were proposed in the bid/Project Start"	Termination of employee, medical illness and Resignation should be excluded from this SLA calculation. Replacement of resource should be allowed with same or better profile.	Compliance		Allowed only with prior approval as specified in Section 15.2 of Vol I of RFP

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BD155	RFP Vol.3 Annex A	"Uptime = [(Total Availability of the Servers in a quarter)/ (Total Time in a quarter)]*100"	Total time in the quarter will be only working hours? Clarification needed.	Compliance		No. Refer RFP
BD156	RFP Vol.3 Annex A	"Uptime shall be minimum 99.9 % per quarter."	Please define Uptime. Uptime = Total working hours - (planned + scheduled downtimes)- (unplanned downtimes which can be classified as working hours per mutual agreement) We suggest to change it to 95% per quarter	Compliance		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD157	RFP Vol.3 Annex A	"The application response time at DC/DR location should not exceed 2 Seconds."	<p>We request to reword it to Average response time. Also, 2 seconds is a very strict policy. Response time can be user facing, Analytics, Archive read, Data load(payroll complete data load for example), to name a few. Everyone of them should be governed by a different SLA.</p> <p>We suggest to change to</p> <p>"The application response time at DC/DR location should not exceed per classification as below:</p> <p>User-facing process response - 4 seconds</p> <p>Archive Read - 20 seconds</p> <p>Data Load for Reports - 20 seconds</p> <p>Analytics - 5 seconds</p>	Compliance		No Change
BD158	RFP Vol.3 Annex A	"Documents stored in DMS/Document Repository, should Open/download through OIOS application: • 2 MB within 5 Seconds • 10 MB within 8 Seconds Same timelines for Upload"	<p>"Documents stored in DMS/Document Repository, should</p> <p>Open/download through OIOS application: • 2 MB within 8 Seconds</p> <p>• 10 MB within 15 Seconds Same timelines for Upload"</p>	Compliance		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD159	RFP Vol.3 Annex A	"Service Level Requirement a. Average CPU Utilization (of VM) over any hour, measured at 5 minute intervals, shall not exceed 60% *. b. Average Memory Utilization over any hour, measured at 5 minute intervals, shall not exceed 60% *."	"Service Level Requirement a.Average CPU Utilization and memory usage during peak usage hours should not exceed 75% b. Average Utilization during non-peak hours should not exceed 60%"	Compliance		Refer Corrigendum. a. Average CPU Utilization (of VM) over any hour, measured at 5 minute intervals, shall not exceed 75%. b. Average Memory Utilization over any hour, measured at 5 minute intervals, shall not exceed 75% *.
BD160	RFP Vol.3 Annex A	"Service Level Requirement - a. Any Denial of service attack shall not lead to complete service nonavailability. b. Desired service level shall not allow even a single web defacement, data theft and Intrusion. Each occurrence of these three types of security violation shall lead to appropriate penalties as mentioned below."	a. Any Denial of service attack shall be counted as unscheduled downtime. B. SLAs around unscheduled downtimes apply here.	Compliance		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD161	RFP Vol.3 Annex A	"Vulnerability assessment and closure"	Please add - Customer should allow for application of security patches as a planned downtime calculation even during working hours if should needed. Priority of the fix will determine the need to do this. Will be decided in collaboration with OEM and SI.	Compliance		No Change
BD162	RFP Vol.3 Annex A	"Delay of every Business Hour would attract a penalty per hour as per the following –"	Fixing of OEM /Product related issues depends on the fix availability from the OEM. We suggest to have a penalty based on classification of issues: 1. OEM issues 2. Customization issues 3. Network issues 4. Hardware issues 5. Usage-based issues	Compliance		No Change

S No.	RFP document reference(s) (RFP Vol , Section & page number)	Content of RFP requiring clarification(s)	Observation/ Suggestion	Type of observation (Compliance issue, suggestion)	Justification	Response to Pre-Bid queries
BD163	RFP Vol.3 Annex A	"Service Level Requirement For any quarter, no. of Re-opened incidents should not be > 2%"	Re-opened incidents should be classified. Also, a mutual agreement of issues being fixed is recorded – what happens when this issue is reopened? Classification of issues: <ol style="list-style-type: none"> 1. Issue not fixed 2. Issue fixed but not meeting performance standards 3. Issue fixed but need enhancement 	Compliance		No Change
BD164	RFP Vol.3 Annex A	Bandwidth Latency	Bidder should not be penalised for the latency of the bandwidth as it is dependent on the ISP provider. Bidder only act as the facilitator for the bandwidth in the overall consolidated offering.	Compliance		Refer Corrigendum.

TRACK COST HEADS	Payment Condition	% of payment of Contract	TIMELINES (T is the date of signing of the contract)	ENGAGEMENT MODEL & Frequency of billing	Principles		Query/Recommendation/Request	Response to queries
TRACK 1: SETTING UP OF DEVELOPMENT & TEST ENVIRONMENT								
Approval of IPMP, Product backlog & resource deployment:	Approval of Integrated Project Management Plan Finalization of initial version of Product Backlog After Deployment of resources (onsite/offsite)	5%	T+ completion of a, b and c	5% of Dev cost of OIOS Application Phase 1 & Phase 2*			T+M2 2020 1)a,b,c line items not clear 2)Is it fair to assume if the SI complete in 1 month ,can we ask M2 Invoicing to customer 3) Shall we assume Only Core resources or other for deployment 4)>45 days payment milestone	1. a.Approval of Integrated Project Management Plan b.Finalization of initial version of Product Backlog c. After Deployment of resources (onsite/offsite) 2. Kindly refer Clause 13.2 of RFP volume 3 3. Kindly refer Clause 1.5.1 Team Mobilization, RFP volume 3, Annexure A
Setting Up of Development & other Environment	On successful commissioning of Dev & other environment with relevant software	For Subscription Model components – On actuals after 1st quarter; For Perpetual license based components - 100% after one month of installation	T+ successful commissioning of Dev and other environments	For Subscription based – after 1st quarter For Perpetual based – 100%			1)100% on delivery for hardware and software including subscription model.	No change.
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)								
Stage 0 UAT	On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog Acceptance by Product Owner for functional part	40%	Up to T + completion of phase 1 As per approved Estimate Backlog for Phase - 1 worked out by the SI in consultation with IA&AD	Fixed Cost; Every 2 Months invoice may be raised	Prorated estimate of completed user stories as a proportion of estimated effort as per Product backlog1		T+M2 2020 T+M4 2020 T+M6 2020 1)we assume payment % of M2,M4,M6 is 40% divided by 3 2)>45 days payment milestone	Refer illustration
Stage 1 UAT (5 pilot office)	On successful Stage 1 UAT in pilot offices	20%	Up to T + end of stage 1 implementation of phase 1	Fixed Cost; (Every two months invoice may be raised)	As above		T+M2 2020 T+M4 2020 T+M6 2020 1) We assume payment % of M2,M4,M6 is 20% divided by 3 2)>45 days payment milestone	Refer illustration
Stage 2 UAT (nodal offices): Configurability for 26 nodal offices and HQ offices	On successful Stage 2 UAT in nodal offices	20%	Up to T + end of stage 2 implementation of phase 1	Fixed Cost; (Every two months invoice may be raised)	As above		T+M8 2020 T+M10 2020 T+ M12 2020 1) We assume payment % of M8,M10,M12 is 20% divided by 3 2)>45 days payment milestone	Refer illustration

TRACK COST HEADS	Payment Condition	% of payment of Contract	TIMELINES (T is the date of signing of the contract)	ENGAGEMENT MODEL & Frequency of billing	Principles		Query/Recommendation/Request	Response to queries
End of Phase – 1	At the end of Phase- 1; On Integration Testing; all documentation and deliverables	5%	At T + completion of phase 1	Fixed Cost; One time	On submission of final deliverables, documentation & integration testing	T+M18 (2021)	1) >60 days payment milestone	Refer Section 9, Project Timelines of volume 1 of the RFP
Post End of Quarter of Phase – 1 UAT	After one Quarter of M4	10%	At T + one quarter after completion of phase 1	Fixed Cost; One time	As per Issue Register for Outstanding issues and Corrective action plan by SI	T +M21 (2021)	1) >60 days payment milestone	Refer Section 9, Project Timelines of volume 1 of the RFP
Phase-1 Procurement of System Software, hardware	On successful commissioning of System Software, hardware components of Phase - 1	80% on installation and 20% after commissioning at 5 sites	From ‘T’ to T + 6 Months	Stage payments in 80:20			1) 100% on delivery for hardware and software	Refer Section 9, Project Timelines of volume 1 of the RFP
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)								
Stage 0 UAT	On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog Acceptance by Product Owner for functional part	40%	Up to T + up to completion of phase 2. As per approved Estimate Backlog for Phase - 2 worked out by the SI in consultation with IA&AD	Fixed Cost; Every 2 Months	Prorated estimate of completed user stories as a proportion of estimated effort as per Product backlog2	T+ M8 2020 T+ M10 2020 T+ M12 2020 T+ M16 2021	1)we assume payment % of M8,M0,M12,M16 is 40% i.e., 40% divided by 3 each 2)>45 days payment milestone	Refer Section 9, Project Timelines of volume 1 of the RFP
Stage 1 UAT (5 pilot offices)	On successful Stage 1 UAT in pilot offices	20%	Up to T + upto completion of stage 1 of phase 2 implementation.	Fixed Cost; Every 2 Months	As above	T+ M8 2020 T+ M10 2020 T+ M12 2020 T+ M16 2021	1) We assume payment % of M8,M0,M12,M16 i.e.,20% divided by 3 each 2)>45 days payment milestone	Refer Section 9, Project Timelines of volume 1 of the RFP
Stage 2 UAT (nodal offices): Configurability for 26 nodal offices and HQ offices	On successful Stage 2 UAT in nodal offices	20%	Up to T + up to completion of stage 2 of phase 2 implementation	Fixed Cost; Every 2 Months	As above	T+ M11 2020 T+ M13 2021 T+ M15 2021 T+ M17 2021 T+ M19 2021	1) We assume payment % of M8,M10,M12 is i.e.,20% divided by 3 each 2)>45 days payment milestone	Refer Section 9, Project Timelines of volume 1 of the RFP
End of Phase – 2	At the end of Phase- 2; On Integration Testing; all documentation and deliverables	5%	At T + completion of phase 2	Fixed Cost;	On submission of final deliverables, documentation & integration testing	T+M24 2021	1) >60 days payment milestone	Refer Section 9, Project Timelines of volume 1 of the RFP

TRACK COST HEADS	Payment Condition	% of payment of Contract	TIMELINES (T is the date of signing of the contract)	ENGAGEMENT MODEL & Frequency of billing	Principles		Query/Recommendation/Request	Response to queries
Post End of Quarter of Phase – 2 UAT	After One quarter of M4'	10%	At T+ One quarter after completion of phase 2	Fixed Cost;	As per Issue Register for Outstanding issues and Corrective action plan by SI	T+M27 2022	1) >60 days payment milestone	Refer Section 9, Project Timelines of volume 1 of the RFP
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-3)								
OIOS APPLICATION PHASE – 3	On fulfilment of work (as mutually agreed upon for the Resource, Time, work schedule before commencement of Phase-3 work)	On Actuals	From T + completion of phase 2 to T + completion of phase 3	Time and Material Every 2 Months	SI to raise an invoice every 2 months for Phase – 3 development basis the rate card in 3 bundles subject to mutual consultation		1)IBM standard Quaterly in advance	No change
TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES								
PDC for OIOS Phase 1	On successful commissioning of System Software, Hardware components of Phase - II	80% on installation and 20% after OIOS Application commissioning at 5 offices	T + completion of successful commissioning of all components for phase 1 to T + application commissioning in 5 offices	Stage payments in 80:20			1) request for 100% or 80% on delivery for hardware and software	No change
PDC for OIOS Phase 2	On successful commissioning of System Software, Hardware components of Phase - II	80% on installation and 20% after OIOS Application commissioning at 5 offices	T + completion of successful commissioning of all components for phase 2 to T + application commissioning in 5 offices	Stage payments in 80:20			1) request for 100% or 80% on delivery for hardware and software	No change
Setup DRC for OIOS	On Provisioning, configuration, testing & Set Up of DRC for OIOS	80% on installation and 20% after OIOS Application commissioning at 5 offices	T + Completion of successful commissioning of all components of DRC to T + application commissioning at 5 offices	Stage payments in 80:20			1) request for 100% on delivery for hardware and software	No change
Storage Network Setup at 2 IA&AD offices	On Provisioning, configuration, testing & Set Up of Backup Site for OIOS at 2 IA&AD offices	On actuals	T to T + Completion of provisioning, configuration and successful testing of backup sites	Fixed Cost; Quarterly			1) Request for Quaterly in advance	No change
TRACK 4: CENTRALISED HELPDESK SETUP AND OPERATIONS								

TRACK COST HEADS	Payment Condition	% of payment of Contract	TIMELINES (T is the date of signing of the contract)	ENGAGEMENT MODEL & Frequency of billing	Principles		Query/Recommendation/Request	Response to queries
Centralized Helpdesk Setup and Operations – All Activities	On Setup of: Centralised Helpdesk Software. Deployment of Helpdesk Resources Operationalisation of Issue Resolution Framework for Development Team and End-user	On actuals	On Ongoing basis	Time & Material for Resources; Quarterly	SI to raise an invoice for actuals on setup of centralised helpdesk and deployment of helpdesk resources and operationalisation of Issue Resolution Framework		1) request for Quaterly in advance	No change
TRACK 5: TRAINING & CAPACITY BUILDING								
Training of Product Owner's Core Team	On completion of training batches for training on Agile Software Engineering Trainin	On actuals	T to T + completion of delivery of all training requirements	For each Training conducted Quarterly	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support		1) request for Quaterly in advance	No change
Master Training OIOS Phase 1 & 2	On completion of training batches for Master training on OIOS Phase 1 & 2	On actuals	T to T + completion of delivery of all training requirements	For each Training conducted Quarterly	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support		1) request for Quaterly in advance	No change
UAT training Phase 1 and 2	On completion of training batches for UAT training	On actuals	T to T + completion of delivery of all training requirements	For each Training conducted Quarterly	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support		1) request for Quaterly in advance	No change
TRACK 6: OPERATIONS AND MAINTENANCE								
OIOS Phase 1 and Phase 2	On successfully meeting the SLAs	EQIs	From date of go live of Phase 2 UAT, for 7 years	Fixed Cost Quarterly	SI to raise an invoice every quarter for O&M payments subject to meeting the Service Level Agreement (SLAs)		1) request for Quaterly in advance	No change
Additional Observations			IBM Query/Request/Recommendation					Response to Queries
Total payment percentage in Tarck 2 phase 2 is only 95 %			When is the 5% remianing being paid					Kindly refer Section 9 Payment Schedules, Track 1, First Track Cost Head

TRACK COST HEADS	Payment Condition	% of payment of Contract	TIMELINES (T is the date of signing of the contract)	ENGAGEMENT MODEL & Frequency of billing	Principles		Query/Recommendation/Request	Response to queries
	Payment shall be made within 60 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till “Go Live”) or SLA penalties (post “Go Live”) . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event		Payment should be made within 30 days from the date of invoice.					Duplicate query: refer corrigendum
	Request you to clarify on the AMC / ATS of the Software and Hardware, do we have it in scope and what would be billing terms for the same(not mentioned in the							Yes, it is in SI scope. Refer to changed Format 8 of RFP 2.