

Response to Queries raised on RFP titled "Selection of System Integrator for design, development, implementation and maintenance of online systems for improving the ease of doing business in the State of Tamil Nadu" Ref No: IT/SYSTEM INTEGRATOR/2862/2020.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
1	II	Annexure A- Draft Functional Requirement specifications (page 18)	Approval based Hierarchy	242		What is the Maximum no of Approval level required or will it exceed level 9 mention in Page 10	The approval levels may be 10. However, System should be scalable.
2	II	3.4.2.4.5. Verification component	Physical verification	24	Physical verification is required for conducting inspection and carrying out the surveys for providing the approval and clearances.	Do we required to record the Geo Tagging for Surveyor	Geo tagging is not required.
3	II	3.4.2.18 Information Security Management	Security requirements - overall solution	37	23. The proposed solution should be designed to provide for a well-designed security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.	What is the preferred Location for DR	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment and ensure the compliance for envisaged Business Continuity Planning
4	II	3.6 General requirements		66	The static contents in the portal which shall be managed by Content Management System shall support international languages i.e. static content of the portal shall be viewed in languages such as English, Tamil, Japanese, Mandarin, Korean, German, etc.	Is there any recommendation on CMS - Wordpress or customized	Solution design is part of the SI's scope & hence SI shall decide on solution (either bespoke/off-the-shelf) that is best-fit for the requirement.
5	II	4.1.2 Form B: Bill of material		70	1.5.Data digitization & Data migration (approximate 150 pages in one record)	What is the data size to be migrated	There are approximate 150,000 pages of manual records to be digitized and migrated under Guidance . Also, data migration has to be carried out from the existing single window portal to the new envisaged system . The DB size is 240 MB for the platform which holds the 39 services in the current single window portal . The respective workflows and documents of 32 services are with the line departments , and 7 services are developed within the current single window portal .
6	II	4.2.1.4.1. Servers (Application / Database / Bigdata / others as	15. Embedded remote Management and firmware security	96	should have support for multifactor authentication	What are the expected Authentication	The expected multiple authentications shall include such as, Password, digital signature, OTP, Captcha, etc.
7	II	4.2.1.4.7. Server Load balancer and Web application	2. Performance	110	2.2. Should have capability to support up to 10 Million Concurrent Connection	What is the maximum no of Concurrent user expected per day	Concurrent users can be planned as 100 to be scaled upwards.
8	II	Mobile Application framework for		147	4. Application platform should supports all the smart phone mobile OS (Android, iOS, Windows Phone, Mobile Web App etc.).	Does the user allowed to have multiple login	Multi-session login is required. If the existing workflow has situations wherein the single user needs to play multiple role then multiple login accounts would be required.
9	II		15. Work flow management	224	Pre-defined scrutiny for applications	What is the minimum expected time for Scrutiny Report	This security functionality refers to the App, DB & network level security provisions. Such security shall be on real-time basis and comply to ISO 270001 standard
10	II		15. Work flow management	224	Pre-defined scrutiny for applications	Does compliance for scrutiny need to configure for different level based on location or category	Security shall be based on process which may be different on location-level, user-level. The same would be finalised during the Design stage
11	II	Functional specification document	1.16. Factory plan approval	360	5.21 Aadhar (UID) Number	UIDAI compliance to store the Aadhaar no in data vault. Aadhaar Data Vault integration will be provided by Tamil Nadu Industrial Guidance & Export Promotion Bureau.	SI needs to build the Data Vault as part of this project
12	I	8	8.1.1 PQ Form 1: Pre- Qualification Compliance	45	Bidder should be a Company registered under Companies Act, 1956 in India and should be Registered with the Tax Authorities	Kindly allow Limited Liability Partnership firm registered under LLP Act 2008 also to participate. Kindly modify the criteria as follows: Bidder should be a Company registered under Companies Act, 1956 or Company/LLP should be registered under the Companies Act, 1956 or 2013 or LLP Act 2008 and should be Registered with the Tax Authorities	Refer Corrigendum Addendum Document.
13	I	6	6.1 Pre-Qualification Criteria	29	Bidder should be CMMI Level III or above	The requirement of CMMI Level 3 is a mandatory condition for bidders to participate and the same is restrictive in nature. In view of the above restrictive clause, firms not having CMMI Level 3 certification will not be able to participate in this RFP, although they have the capability and the proven skill set to meet the desired level of quality standard. Therefore, we request you to please allow the firms who are under CMMI Level 3	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
14	I	6	6.2 Technical Qualification Criteria SI. No. 1 Organizational capability point No. D	33	CMMI certification a. CMMI V – 2 marks b. Else 0	We would like to highlight that ISO 9001:2008, ISO 20000:2011 & ISO 27001:2005 addresses similar quality concerns such as Audit standard, Software Assurance and Project Management Processes, Procedures which need to be compiled to in order to meet the required QMS, Statistical Techniques and the Fundamental Principles of every process being documented and every deliverable Quality Checked through Quality Control Mechanism.	Refer Corrigendum Addendum Document.
15	II	4.4	1	145	Feature to use the master data for the auto-populating the forms and dropdowns.	Therefore, we request you to relax the CMMI V clause and allow greater participation of the firms in this RFP Please clarify from where we will get master data of all departments?	SI has to collect the master data in coordination with the stakeholder Departments.
16	II	3	3.4.2.8 Interoperability Standards	31	SI should ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific database product.	3rd party software may be used to implement certain requirements like records digitization and process modelling. Any software dependencies and support required are dealt as part of licensing agreement.	The proposed solution shall not have any restriction with respect to interoperability of the legacy & proposed software environments.
17	I	4	4.2 Project Background	13	New Single window portal will be enhanced version of existing single window portal both in terms of technology and scope of services and departments	Please clarify the specific code dependencies being discussed Development of a new Single window platform with 190 services is one of the primary objectives. We assume any development/enhancement/maintenance of existing Single window portal is out of scope 190 services are classified into below 3 categories. 1.New Services- SI is responsible for service development 2.Existing services/application - SI will be responsible for API development of those services 3.Services available on Guidance suite - SI responsible for portal to portal integration	Yes SI's scope is towards API development for those services and ensure successful integration to the new Single Window platform. SI is also responsible for migration of data from existing single window system to the new system.
18	II	4	4.4 Functional Requirement Specification for Workflow Engine	145	Application should have a generic workflow engine. This generic workflow engine will allow easy creation of workflow for new services with minimum technical programming support and thus enable the Department to create new services as and when required by the various Departments without creating a change request.	Every workflow engine provides many out of box features. A custom framework built on top of standard workflow engine will accelerate development & delivery of services. Since each service has unique set of requirements, any requirements outside framework capabilities & workflow engine will require customization. Even in case where service requirements align with framework capabilities, technical work is required to implement those requirements by understanding different components of framework capabilities & how to use them We assume that department will provide the content in international languages. This is just a static data which will be showcase at portal . Please clarify	Solution design is part of SI's scope & hence SI shall prepare comprehensive design & Development as per departments functional requirements.
19	II	3	3.6 General Requirements	66	System shall support international languages i.e. static content of the portal shall be viewed in languages such as English, Tamil, Japanese, Mandarin, Korean, German, etc.	Since this is a long term project, requirements of compute and storage will be changing from time to time. Hence we recommend to go with Cloud service provider empaneled by MeITY. Here the department need not spend on buying any IT infrastructure and can pay for usage as per requirement. SI will suggest the number of VMs and storage required for first one year and then keep suggesting in case of any change in requirement. The services could be hired directly by the client as this will lead to lot of cost saving for the client. Hence request to remove requirements No. 3.2 & 3.3 on Page 46 of Vol 1 and 6.3 & 6.4 about Pre-Qualification requirements and Point 3C on Page 62 of Vol 1 about management.	Content shall be provided by Guidance in English language, and SI is required to translate it to international languages mentioned in the RFP. SI is responsible for the veracity of the translated content.
20	II	4	4.2.1 Cloud Data Centre / Disaster Recovery Services	72	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall as per their strategy can adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage ear-marked for this project in the cloud environment. SI shall only use Ministry of IT, Govt's empaneled cloud service providers for the DC-DR cloud services of this project. The DC-DR shall be designed in such a way that it	Since this is a long term project, requirements of compute and storage will be changing from time to time. Hence we recommend to go with Cloud service provider empaneled by MeITY. Here the department need not spend on buying any IT infrastructure and can pay for usage as per requirement. SI will suggest the number of VMs and storage required for first one year and then keep suggesting in case of any change in requirement. The services could be hired directly by the client as this will lead to lot of cost saving for the client. Hence request to remove requirements No. 3.2 & 3.3 on Page 46 of Vol 1 and 6.3 & 6.4 about Pre-Qualification requirements and Point 3C on Page 62 of Vol 1 about management.	This clause remains unchanged.
21	II	3	3.3 Scope of Services - Overview	18	As part of Operations & Maintenance, fresh customizations & development are scoped in.	We recommend that any new service/enhancements to service which is not part of the initial scope/discussions of RFP will be going through Change request management.	SI needs to factor-in Developers such that maintenance & modifications of the existing codes and fresh developments as per requirements of department are done throughout the contract period. A set of dedicated Developers shall be placed at Guidance for the same.
22	II	4	4.7.1.4 Integration of legacy/existing applications	190	*O&M scope for the SI to be selected under this RFP shall commence post the completion of the existing Contract for the above applications.	Selected SI for this RFP will be responsible for enhancements of API development with existing applications as required in the framework only. Changes to existing third party application which are already live will be taken care by existing corresponding application development teams other than the EODB development team. Please confirm. Upon the completion of existing contract for the development team (for example - Guidance Portal existing contract is getting completed by June 2020) - is the scope of the SI O&M team to support Guidance API and other services as per the Guidance Portal Requirements of only 60+ services of identified 190 services in detailed in section 4.9 of the same document. Please share complete details of all the services.	Changes to the existing third party application such as Guidance Portal which are already live will be taken care by existing corresponding application development teams till the tenure of the contract between the Guidance and them. However, post the expiry of the Contract as mentioned in the RFP, the selected bidder for this RFP has to provide the O&M services and API.
23	II	4	4.7.1.1 Indicative service portfolio for Single Window Portal	173	The following table captures the list of indicative services to be integrated with the SWP		The Draft Functional Requirement Specifications for 176 services is enclosed in Annexure A, B, and C to Volume-II of the RFP.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
24	II	4.4	4.4 Mobile application framework for the project	147	Develop mobile application framework for the project	Hopefully these mobile apps can be hosted on existing government frameworks like Umanag etc. or google playstore instead of developing a new appstore specific to this program.	Solution design is part of SI's scope & hence SI shall prepare comprehensive design & Development as per departments functional requirements.
25	II	3	3.4.2.15 Compliance with Industry Standards	33	The proposed solution has to be based on and compliant with industry standards 1. Photograph JPEG (minimum resolution of 640 x 480 pixels) 2.Scanned documents TIFF (Resolution of 600 X 600 dpi)	Hosting should be taken care by client Mobile application hosting will be taken care We assume that all the artefacts not meeting the minimum resolution criteria will be rejected by the system. Please clarify?	Minimum requirement has been specified, bidder is free to provide better solution.
26	II	3	3.4.5 SMS Gateway & Payment Gateway	49	Provisioning of a payment gateway, SMS gateway and any other components required to meet the functional and Quality-of-Service	We assume that all the transactional and onboarding cost of the proposed/selected vendor(as per the agreement of the department & Requirement) will be borne by the departments. Please clarify.	All the costs associated with the SMS and payment gateway services pertaining to the scope of SI under this RFP shall be borne by SI. The same has been given as a line item in the financial bid during the implementation stage.
27	II	3	3.4.8.2 Sign-off Deliverables	51	FAT Report signed off from the concerned department	We understand that FAT is required for user acceptance but iterative FAT or non-responsiveness/non-availability of the departmental SPOC may dilute the purpose of this exercise. Can we propose tickets based timebound FAT where user/process owner may raise tickets for any deviation from the requirement documents with in the specified time? If all the reported issue are closed/addressed then module will be	FINAL- Acceptance Testing shall based on pre-approved test cases for compliances to the test cases the solution shall be declared Go-Live
28	II	4	4.2.1.1 Compute	75	Support for Docker containers	We understand container based deployment is suitable for microservice based platform but as per standards cluster managed container and CI/DC would be required to utilize the capabilities of container based deployment. Do we need to build complete container managed environment and CI/DC pipeline? please clarify.	Solution design is part of SI's scope & hence SI shall prepare comprehensive design & Development as per departments functional requirements.
29	II	4	4.1.2 Form B: Bill of Material	70	Data digitization & Data migration (approximate 150 pages in one record)	We understand that as mentioned in RFP 1000 records having 150 pages each needs to be digitized. We seek your kind clarification on 1. Acceptance of digitized data i.e. Is it required to scan the document only and to store with record number or we need to scanned records to be meta tagged with limited fields only or to 100% digitize the data along with scanned copy 2. Nature of existing records i.e. paper size of manual records (A3/A4/Legal etc.) or type of documents such as Land Allotment Letter, Structural Layout maps etc. hand written documents or partially hand written documents. 3. It would help us to understand better if you can have access to 2-3 sample records which will help us to factor the digitization activity 4. Please clarify how many meta data fields we have per record? 5. Kindly clarify the language in which the data needs to get digitized? 6. Client will give the final approval of data digitization?	1. Scan the documents and make it available in the online repository. 2. Paper size is A4. 3. The sample records will be provided based on the approvals from competent authorities. 4. The data fields size would vary for different forms 5. The language for digitization will be English/Tamil. 6.Client will be providing the final approval for data digitization.
30	II	3	3.4 Scope of Services – Project Implementation Phase	19	Data digitization and migration of the manual records/files available at the Guidance. The records need to be scanned and made available in the central repository in a structured manner.	1. We understand that records needs to be scanned only. Kindly confirm for digitization. 2. We understand that department will allow SI to take the hard copy at their location for digitization. 3. Please confirm whether these documents are hardbound or stapled or in a file 4. Please confirm is there any specifications for data digitizations?	1.The records need to be scanned and digitized. 2. Yes, the department will provide access to manual records to SI under strict security policies. 3. The documents are in a file. 4. No particular specifications for the data digitizations.
31	II	3	3.4 Scope of Services – Project Implementation Phase	19	The SI shall facilitate the respective departments in sharing the data template / structures in which the historic manual data needs to be digitized, so that there are no challenges during migration. The legacy databases shall be migrated to the envisaged end-to-end Application.	Please provide more clarity on volume and data size to be digitized and migrated.	As indicated in the RFP, one record consists of 150 pages. The total number of manual records - 1000. Also, data migration has to be carried out from the existing single window portal to the new envisaged system. The DB size is 240 MB for the platform which holds the 39 services in the current single window portal. The respective workflows and documents of 32 services are with the line departments, and 7 services are developed within the current single window portal. Refer Corrigendum Addendum document.
32	I	2	8	10	Due date, time and place for submission of tender	We request to extend the date of submission by 15 days i.e. 5th of May,2020. Kindly consider this request.	
33	II	3.4.2.17	3.4.2.17	34	The IPR and the Source Code of the proposed solution shall be with the Guidance.	For any OEM product ANY SI Cannot provide the source code as it is the propriety product of that OEM as it is the IPR of that OEM	The IP of custom-built application shall rest with Guidance.
34	II	3.5.4	3.5.4	58	Updates / Upgrades / New releases / New versions / Patches / Bug fixes: The SI shall provide from time to time the Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools to Guidance as and when released by	As an SI - our responsibilities is to provide patches the core application software; However we understand that all the patches related to my operating system, database, antivirus and other OEM Products will be taken care by cloud provider	Cloud Services is part of SI's scope only & hence SI shall be responsible from Guidance point of view. The SI can have internal arrangements with CSP for necessary compliances.
35	II	4.4	4.4	147	Complete mobile enablement of the applications and services including all appropriate channels such as SMS / USSD / IVRS and development of corresponding mobile applications to the applications	Kindly explain the scope in detail	Application shall also be offered on mobility platform as well, so as to achieve the EoDB objective.
36	II	4.4	4.4	149	Inclusion of content based analytics with the scale of enterprise search. It should help to derive trends, patterns and relationships from unstructured data and related structured data.	Please clarify if there is any specific BI tool that you are thinking to meet this requirement? Or we can meet this requirement by custom development	No specific BI tool is considered to meet this requirement.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
37	II	4.8.3	14	223	Provision for an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning solution should directly upload documents in Document	Please mention all the initiation channels that will be used to input documents into the DMS. e.g. Email, Scanning, Fax etc. Kindly mention the number of scanning software required.	This is ongoing requirement and shall vary. The SI shall design comprehensive system to take care varying load.
38	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	What will be the number of named and concurrent users accessing the record management system?	Concurrent users can be planned as 100 to be scaled upwards.
39	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	What would be the total number of departments using the RMS solution?	8 Departments/ Sections in Guidance are envisaged to use the record management system.
40	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	Please specify if there is a system already in place for storing records. If so, please specify if data migration from old system to proposed system is in the scope and volume of the documents to be migrated.	There is no IT system in place to store records.
41	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	Any record management policies currently in place like retention policies, cut-off policies, storage policies, etc.? If yes, kindly specify all the policies.	Yes, as per Tamil Nadu Government Office Manual.
42	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	Please mention the number of users that will be acting as records administrator?	Up to 5 users.
43	II	3.4	3.4	19	Data digitization and migration of the manual records/files available at the Guidance. The records need to be scanned and made available in the central repository in a structured manner.	Please elaborate the scope of data digitization. 1. Do you require a separate scanning & digitization service? 2. If yes, kindly provide the total number of pages to be scanned, format of the documents (A3/A4/B&W/Colour) that has to be digitized. 3. Will the scanning & digitization happen from the single centralized location or spread across multiple locations across? 4. Kindly provide more information on the same.	1. A separate scanning and digitization service is required. 2. A4 size and 1,50,000 pages. 3. Scanning will happen from a single centralized location.
44	II	3.4	3.4	19	Data digitization and migration of the manual records/files available at the Guidance. The records need to be scanned and made available in the central repository in a structured manner.	We understand that migration of already digitized documents from the existing application to new application is part of the requirement. 1. Kindly elaborate on the scope of migration. 2. What is the volume of data (in TB) that needs to be migrated from the existing application to the new application? 3. What is the current format in which the documents are stored? 4. What is the name of the existing application from which the data has to be migrated?	Presently, there are no digitized and migrated data of manual records under Guidance. There are approximate 150,000 pages of manual records to be digitized and migrated under Guidance. Also, the data migration has to be ensured by the successful bidder from the existing single window portal to the new envisaged system. The DB size is 240 MB for the platform which holds the 39 services in the current single window portal. The respective workflows and documents of 32 services are with the line departments, and 7 services are developed within the current single window portal.
45	II	3.4	3.4	19	The training of these Change agents shall be similar to Train the Trainers approach & they would in turn be responsible for training of respective team in their offices.	We understand that the training will happen at Centralized location in Chennai in "Train the Trainer" Approach. Please confirm.	Yes, the training will happen at Centralized location in Chennai.
46	II	3.4	3.4.2.7	31	The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000 & subsequent amendments, using the Digital Certificates issued by the Certifying Authorities (CA) such as MTNL or NIC. In particular, multi factor authentication (login id & password and digital signature) shall be implemented by the SI for officials/employees involved in processing services as per the Functional requirement specification.	We understand that the digital signatures are already available with TN Guidance and the bidder/SI has to integrate with existing digital signatures for authentication. Please confirm.	Guidance doesn't have digital signatures at present.
47	II	4.4	4.4	147	Mobile application framework for the project	We understand hybrid application/hybrid framework will suffice the need. Please clarify.	Hybrid application/Hybrid framework will suffice the need.
48	II	4.4	20	148	Development of mobile application	We understand that the requirement is to develop a mobile application for TN Guidance including all features listed in points 21 of page no.148	Yes, the high level scope including but not limited to.
49	II	4.4	4	147	Application platform should support all the smart phone mobile OS (Android, iOS, Windows Phone, Mobile Web App etc.).	We request you to remove "windows phone" from the list of smart phone mobile apps since the current user base is less and would require considerable cost and efforts to make it available in windows platform. Hence request you modify the same as "Application platform should support all the smart phone mobile OS (Android, iOS, Windows Phone, Mobile Web App etc.)."	Refer Corrigendum Addendum Document.
50	II	4.8.3	14	223	Provision for an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning solution should directly upload documents in Document	Kindly provide the number of mail room setups (scanning) from where the scanning of physical documents happen across the departments	Centralised / Decentralised scanning is a desired functionality. SI needs to study and propose the comprehensive solution to effectively meet the functional requirements and list the gap infrastructure as well.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
51	Vol 1	6.1	6.1 Pre-Qualification Criteria (Point 5)	28	Bidder should have IT System Integrator turnkey project experience in India to any City/State/Central Government/PSU with a minimum project value of INR 30 Crores and the scope including at least any 3 of the following: 1. Application Development 2. Application Support and Maintenance 3. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) 4. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) 5. Help Desk Services 6. Training & Capacity Building All the projects should have been successfully implemented (the	Kindly remove the below clause with year restriction which will allow bidders to showcase previous relevant experience. "One project with IT SI Turnkey project with Work order dated on or before 31st January 2015"	Refer Corrigendum Addendum Document.
52	Vol 1	6.2	6.2 Technical Qualification Criteria (System Integration Projects)	34	Prior Project Experience in implementing eGovernance solution as a System Integrator for any Government / Public Sector client/PSUs/Boards/ Local Bodies/Undertakings with at least THREE of the following components with value More than INR 30 Crores: <input type="checkbox"/> Application software development and Maintenance <input type="checkbox"/> Supply & Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) <input type="checkbox"/> Hardware supply & commissioning <input type="checkbox"/> O&M phase for maintaining all of the above	Query : Request you to kindly modify the clause as follows: "Prior Project Experience in implementing eGovernance solution as a System Integrator for any Government / Public Sector client/PSUs/Boards/ Local Bodies/Undertakings with at least one of the following components with value More than INR 30 Crores: 1. Application Development 2. Application Support and Maintenance 3. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) 4. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) 5. Help Desk Services 6. Training & Capacity Building"	Refer Corrigendum Addendum Document.
53	Vol 2		General		Consortium	Keeping in view the varied nature of nature of work request you to kindly allow consortium	Consortium is not permitted.
54	I	5	6.1	28	Bidder should have IT System Integrator turnkey project experience in India to any City/State/Central Government/PSU with a minimum project value of INR 30 Crores and the scope including at least any 3 of the following: 1. Application Development Application Support and Maintenance 3. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) 4. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) 5. Help Desk Services 6. Training & Capacity Building. All the projects should have been successfully implemented (the solution implemented should be operational) in last 5 years as on 31st January 2020	We request Guidance to amend the said clause as follows: "Bidder should have IT System Integrator turnkey project experience in India or Abroad to any City/State/Central Government/PSU/ Private Companies with a minimum project value of INR 15 Crores and the scope including at least any 3 of the following: 1. Application Development 2. Application Support and Maintenance 3. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) 4. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) 5. Help Desk Services 6. Training & Capacity Building. All the projects should have been successfully implemented (the solution implemented should be operational) in last 5 years as on 31st January 2020" This relaxation will allow more Companies to participate in the tender, return to	Refer Corrigendum Addendum Document.
55	I	6	6.2.2.A	34	Prior Project Experience in implementing eGovernance solution as a System Integrator for any Government / Public Sector client/PSUs/Boards/ Local Bodies/Undertakings with at least THREE of the following components with value More than INR 30 Crores: *Application software development and Maintenance *Supply & Commissioning of IT Compute Infrastructure (Data Centre Infrastructure)*Hardware supply & commissioning *O&M phase for maintaining all of the above	We request Guidance to amend the said clause as follows: Prior Project Experience in implementing eGovernance solution as a System Integrator for any Government / Public Sector client/PSUs/Boards/ Local Bodies/Undertakings with at least THREE of the following components with value More than INR 15 Crores . *Application software development and Maintenance *Supply & Commissioning of IT Compute Infrastructure (Data Centre Infrastructure)*Hardware supply & commissioning *O&M phase for maintaining all of the above This relaxation will allow more Companies to participate in the tender, return to get quality and competitive proposals to Guidance.	Refer Corrigendum Addendum Document.
56	I	6	6.2.2.C	35	Prior Project Experience in providing Operations & Maintenance Services for application/ IT Compute Infrastructure services of value more than INR 3 Crores for any Government / Public Sector Client	We request Guidance to amend the said clause as follows: "Prior Project Experience in providing Operations & Maintenance Services for application/ IT Compute Infrastructure services of value more than INR 1 Crore for any Government / Public Sector/ Private Client ". This relaxation will allow more Companies to participate in the tender, return to get quality and competitive proposals to Guidance.	This clause remains unchanged.
57	I	6	6.2.2.D	36	Prior domain experience in designing and implementing single window system with respect to EoDB for any State Government in India	We request Guidance to amend the said clause as follows: "Prior domain experience in designing and implementing e-Governance Solution and Integration with EoDB for any State Government Department in India". This relaxation will allow more Companies to participate in the tender, return to get quality and competitive proposals to Guidance.	Refer Corrigendum Addendum Document.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
58	I	8	8.1.1.6	46	Bidder should have IT System Integrator turnkey project experience in India with a minimum project value of INR 30 Crores and the scope including at least any 3 of the following: 1. Application Development 2. Application Support and Maintenance 3. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) 4. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) 5. Help Desk Services 6. Training & Capacity Building All the projects should have been successfully implemented (the solution implemented)	We request Guidance to amend the said clause as follows: Bidder should have IT System Integrator turnkey project experience in India with a minimum project value of INR 15 Crores and the scope including at least any 3 of the following: 1. Application Development 2. Application Support and Maintenance 3. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) 4. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) 5. Help Desk Services 6. Training & Capacity Building All the projects should have been successfully implemented (the solution implemented) This relaxation will allow more Companies to participate in the tender, return to	Refer Corrigendum Addendum Document.
59	I	8	8.1.4.3	54	System Integrator turnkey project experience in India to any City/State/Central Government/PSU	We request Guidance to amend the said clause as follows: System Integrator turnkey project experience in India or Abroad to any City/State/Central Government/PSU / Private Companies. This relaxation will allow more Companies to participate in the tender, return to get quality and competitive proposals to Guidance.	This clause remains unchanged.
60	I	8	8.1.4.6	54	Value of the Project - More than 30 Crores	We request Guidance to amend the said clause as follows: Value of the Project - More than 15 Crores This relaxation will allow more Companies to participate in the tender, return to get quality and competitive proposals to Guidance.	This clause remains unchanged.
61	I	8	8.1.4.7	54	Project Location - India	We request Guidance to amend the said clause as follows: Project Location - India or Abroad This relaxation will allow more Companies to participate in the tender, return to get quality and competitive proposals to Guidance.	This clause remains unchanged.
62	II	3	3.5.17	64	SI shall be responsible for making any changes demanded by Guidance anytime during the contract period. The SI needs to adequately plan & deploy to carry out the change in the agreed timeline without any additional charge.	We request Guidance to amend the said clause as follows: SI shall be responsible for making any changes demanded by Guidance anytime during the contract period. The SI needs to adequately plan & deploy to carry out the change in the agreed timeline with mutually agreed additional charge This requirement is termed as "Change Request".	This clause remains unchanged.
63	II	3	3.5.17	64	In case of any additional requirement which mandates additional developmental activities in any of the applications, then SI shall do the same as per requirements of Guidance without any additional charge. Therefore SI shall plan to deploy adequate resources during the Operation & Maintenance phase as well.	We request Guidance to amend the said clause as follows: In case of any additional requirement which mandates additional developmental activities in any of the applications, then SI shall do the same as per requirements of Guidance with mutually agreed additional charge Therefore SI shall plan to deploy adequate resources during the Operation & Maintenance phase as well.	This clause remains unchanged.
64	II	3	3.6.B	66	B. The licenses should be perpetual and enterprise wide for the core Application and other software unless otherwise stated. The software licenses shall not be restricted based on location and Guidance should have the flexibility to use the software licenses for other requirements, if required	We request Guidance to amend the said clause as follows: B. The licenses should be perpetual and enterprise wide for the core Application and other software unless otherwise stated. The software licenses shall not be restricted based on location and Guidance should have the flexibility to use the software licenses for other requirements, (Limited within Guidance Department) if required	This clause remains unchanged.
65	I	6.1	1	27	Bidder should be an entity registered under respective law under the constitution of India	We request you to modify as follows: "Bidder and OEM should be an entity registered under respective law under the constitution of India"	This clause remains unchanged.
66	I	6.1	3	27	Bidder should have had a minimum of Annual Turnover generated from IT System Integration (SI) services during the last three (3) audited Financial Years (FY 18-19, FY 17-18, FY 16-17) of INR 50 Crores or more as per the last audited Balance Sheet	We request you to add the following for OEM: "OEM should have a minimum of Annual Turnover during the last three (3) audited Financial Years (FY 18-19, FY 17-18, FY 16-17) of INR 150 Crores or more each year"	This clause remains unchanged.
67	I	6.1	4	28	Bidder should have a Net Worth of INR 5 Crores or more as per the last audited Balance Sheet	We request you to add the following for OEM "OEM should have a Net Worth of INR 50 Crores or more as per the last audited Balance Sheet"	This clause remains unchanged.
68	I	6.1	7	29	Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices in India	We request you to modify as follows: "Bidder and OEM shall not be under a declaration of ineligibility for corrupt or fraudulent practices in India"	This clause remains unchanged.
69	I	6.1	8	29	Bidder should possess any two of the below Certifications (valid on the date of bid submission). ISO 9001:2008 or above - for Quality Process ISO 20000:2011 or above for IT Service Management ISO 27001:2005 or above for Information Security Management	We request you to modify as follows: "Bidder and OEM should possess any two of the below Certifications (valid on the date of bid submission). ISO 9001:2008 or above - for Quality Process ISO 20000:2011 or above for IT Service Management ISO 27001:2005 or above for Information Security Management System"	This clause remains unchanged.
70	I	6.1	9	28	Bidder should be CMMi Level III or above	We request you to modify as follows: "Bidder and OEM should be CMMi Level III or above"	This clause remains unchanged.
71	I	6.1	10	28	Bidder Should have a local office in Tamil Nadu. The bidder shall mention the full address and telephone numbers of the Tamil Nadu office. Else the bidder shall give an undertaking for setting up the local office in Tamil Nadu if the bidder becomes successful.	We request you to modify as follows: "Bidder/OEM Should have a local office in Tamil Nadu. The bidder/OEM shall mention the full address and telephone numbers of the Tamil Nadu office. Else the bidder shall give an undertaking for setting up the local office in Tamil Nadu if the bidder becomes successful"	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
72	I	2	8	10	Due date, time and place for submission of tender	We request to extend the date of submission by 15 days i.e. 5th of May,2020. Kindly consider this request.	Refer response to query in S.No.32.
73	I	6.2	D	33	The marks would be provided based on the following : a. CMMI V – 2 marks b. Else 0	We request you to modify as Section 6.1 Prequalification Criteria, Clause No.9, page no.29 : " The marks would be provided based on the following : a. CMMI III & above – 2 marks	Refer Corrigendum Addendum Document.
74	II	3.2	3.2.2	12	It is envisaged to seamlessly integrate the proposed solution framework with existing/legacy applications under Guidance. It is also envisaged to offer mobile based services.	Please mention the number of devices in which the mobile application has to be installed. This includes mobile devices used by district and state government officials who will be accessing the mobile device.	The user strength shall be growing Year-on-Year and hence SI shall ensure a design that shall have NO barrier on the number of users.
75	II	3.2	3.2.2	12	External users – These are users external to the Government who will be availing the services offered as part of the ease of doing business initiative mainly investors, businesses, banks etc.	We understand external users are businesses, investors, etc who will be accessing the SWP (front end) for online registration, submitting requests, providing clarifications, status tracking, etc. Please confirm	Your understanding is correct. External Users will also include third party entities such as Banks, who should be able to verify the various clearances of the investor through the single window portal by entering the unique number issued for each single window clearance.
76	II	3.2	3.2.2	12	Internal users – These users are the various government Departments such as Directorate of Town Panchayats, Food Safety and Drug Administration, Department of Labour etc	We understand internal users are the government officials across departments who will be using the workflow engine (Business Process Management Workflow Platform) for handling the requests, approving, rejecting, etc	Your understanding is correct.
77	II	3.2.2	3.2.2	13	Internal users – These users are the various government Departments such as Directorate of Town Panchayats, Food Safety and Drug Administration, Department of Labour etc.	Kindly provide the total number of internal users who will be accessing the system (This includes users from all departments such as TN Guidance, Directorate of Town Panchayats, Food Safety and Drug Administration, Department of Labour etc. who will be accessing the system simultaneously). This information is required to determine the hardware & infra sizing.	Refer Section 4.7.1.1. of Volume-II of the RFP and the Annexure-A, B, C and D to estimate the number of department users.
78	II	3.2.2	3.2.2	13	Internal users – These users are the various government Departments such as Directorate of Town Panchayats, Food Safety and Drug Administration, Department of Labour etc.	Kindly provide the total number of internal users who will be accessing the system parallelly (This includes concurrent users from all departments such as TN Guidance, Directorate of Town Panchayats, Food Safety and Drug Administration, Department of Labour etc. who will be accessing the system simultaneously). This information is required to determine the hardware & infra sizing.	Concurrent users can be planned as 100 to be scaled upwards.
79	II	3.2.2	3.2.2	14	Integration Layer: All interfacing with other department specific application services, external system service (if any) will take place through this layer. This layer will provide relevant service communication infrastructure encapsulates container environment for services, service interface, protocol translation, message routing, data transformation services etc. Integration service will enable the system to consume different external services exposed this service will also expose services which can be consumed by other Department applications, payment authority, etc.	Please provide the list of applications/web portals/3rd party systems that needs to be integrated with workflow system	Please refer section 4.7.1 SI Scope Service Portfolio Matrix.
80	II	3.4.2.17	3.4.2.17	34	The IPR and the Source Code of the proposed solution shall be with the Guidance.	For platform based solution provider, the platform and the standardised solution are the IPR of the OEM which gets implemented across customers. Hence it is advised only the code for any custom development done on the core product to be provided to the organization based on Escrow Agreement. We request Guidance to rephrase the clause as below: "IPR/Source code pertaining to specific modification/customization of the software	The IP of custom-built application shall rest with Guidance.
81	II	3.5.4	3.5.4	58	Updates / Upgrades / New releases / New versions / Patches / Bug fixes / Upgrades / New releases / New versions / Patches / Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools to Guidance as and when released by	We understand the OEM has to provide Annual Technical Support (ATS) for all upgrades/new releases/patches etc for a period of 5 years	Yes, as and when the OEM release the Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools, SI should provide and implement the same under this project.
82	II	3.6	3.6	66	The envisaged solution developed should be minimum bilingual (Tamil/English) capability at the field name level.	Please list the other major regional languages to be considered for the output templates which have to be incorporated in the proposed solution.	Currently only Tamil & English are required from a regional language perspective.
83	II	4.1.2	4.1.2	70	At DR Site: Compute VMs with 1 TB Storage & 256 MB RAM with BCP on Active-Active operation At NDR Site: Compute VMs with 1 TB Storage & 256 MB RAM with BCP on Active-Active operation	There is no mention of NDR site in section 3.4.3 however in section 4.1.2, there is a mention of DR and NDR sites with Active-Active operation. Please clarify if both DR and NDR are required	Yes, both DR and Nearline DR is required.
84	II	4.1.2	4.1.2	70	At DR Site: Compute VMs with 1 TB Storage & 256 MB RAM with BCP on Active-Active operation At NDR Site: Compute VMs with 1 TB Storage & 256 MB RAM with BCP on Active-Active operation	Please clarify if Active-Active operation is required for both DR and NDR	The SI shall design DC-NDR-DR as per BCP requirements on Active-Active ensuring near to zero data loss.
85	II	4.4	4.4	145	Able to react to system events such as timers or entering a new document in the system.	Kindly elaborate on the requirement	This is workflow engine functionality wherein the system shall autoseize any predefined service levels for workflow and also in case of any update of new document in the workflow. The audit trail of
86	II	4.4	4.4	146	High Level Functional Requirement/ regarding workflow engine: Should have the functionality to automatically initiate business processes based on system events such as receipt of content.	Please elaborate on the different types of content that will be received (ex: Email) upon which business process has to be initiated.	Email, SMS, acknowledgment from system applications such as SWP, CIS, systems under the automation of Guidance Office processes (file tracking system, Account management) etc.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
87	II	4.4	4.4	146	High Level Functional Requirement/ regarding workflow engine: Should support multiple documents/folder attachments in the process.	Please provide the list of document types that has to be attached in the process.	The system should support all commonly used file formats as MSOffice, Acrobat, TIF, JPEG, GIF, BMP, etc.
88	II	4.4	4.4	148	Complete mobile enablement of the applications and services including all appropriate channels such as SMS / USSD / IVRS and development of corresponding mobile applications to the applications	Kindly explain the scope in detail	Application shall also be offered on mobility platform as well, so as to achieve the EoDB objective.
89	II	4.4	4.4	148	Implement / add any additional forms of State Departments as and when the departments are ready for delivering.	We understand the changes/modifications post SRS sign off to be executed as part of change request rate given in the commercial bid. Please consider.	This clause remains unchanged.
90	II	4.4	4.4	148	The IPR and the Source Code of the Application shall be with the Guidance	For platform based solution provider, the platform and the standardised solution are the IPR of the OEM which gets implemented across customers. Hence it is advised only the code for any custom development done on the core product to be provided to the organization based on Escrow Agreement. We request Guidance to rephrase the clause as below: "IPR of code pertaining to organization specific modification/customization of the solution	The IP of custom-built application shall rest with Guidance.
91	II	4.4	4.4	149	Inclusion of content based analytics with the scale of enterprise search. It should help to derive trends, patterns and relationships from unstructured data and related structured data	Please detail the list of different reports which are expected from the proposed solution	Solution should be able to monitor in REALTIME, the number of Investors and businesses interfaced through application each day, month and year, through appropriate tools and MIS reports. Further, the number of clearances applied, approvals, number of clearances pending from departments, trends from the CIS, etc. to be incorporated.
92	II	4.6	4.6	166	The application should have the functionality so users can view all active processes that he started.	Kindly elaborate on the requirement	The above is indicative requirements only. User shall be notified of active processes running on a file / document.
93	II	4.8.1	7	194	Third party validation: This area shall facilitate other departments, agencies, banks, etc. to validate the information provided by the investors during the application process by being able to download the approval document, certificate, etc. Any agency/individual should be able to verify the authenticity of the certificate/document issued	Please provide us the list of departments/agencies/ systems/applications for 3rd party validations	Certificates issued by 28 Departments as part of the 190 services should have provision for 3rd party validation.
94	II	4.8.3	11	211	Financial Management, Asset accounting, Grants & Investments: This module should help in automating all Finance and Accounting aspects such as general ledger, accounts payable, accounts receivable, cash and bank management, taxation, costing, budgeting, fixed assets, travel & expenses, payroll integration, and financial reporting.	Please provide us the list of ERPs, third party applications that needs to be integrated with workflow system.	At present, Guidance has Tally for it's accounting activities. The data from this application has to be migrated to the application envisaged in the RFP.
95	II	4.8.3	14	222	Document Management System	Please mention the volume of documents and no of pages per document the department is processing per day/month/year on an average? Please provide the details.	About 20,000 pages a year.
96	II	4.8.3	14	223	Provision for an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning solution should directly upload documents in Document	Please mention all the initiation channels that will be used to input documents into the DMS. e.g. Email, Scanning, Fax etc. Kindly mention the number of scanning software required.	This is ongoing requirement and shall vary. The SI shall design comprehensive system to take care varying load.
97	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	What will be the number of named and concurrent users accessing the record management system?	Concurrent users can be planned as 100 to be scaled upwards.
98	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	What would be the total number of departments using the RMS solution?	The RMS solution is for usage in Guidance only.
99	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	Please specify if there is a system already in place for storing records. If so, please specify if data migration from old system to proposed system is in the scope and volume of the documents to be migrated.	Data digitization is not done at Guidance, and hence there is no legacy system for storing records.
100	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	Any record management policies currently in place like retention policies, cut-off policies, storage policies, etc.? If yes, kindly specify all the policies.	Yes, as per Tamil Nadu Government Office Manual.
101	II	4.8.3	14	224	Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD	Please mention the number of users that will be acting as records administrator?	Up to 5 users.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
102	II	3.2	3.2.2	15	Workflow & Business Rule Services - During the entire life cycle of the service requests (initiated by investors and businesses) processing, approval / rejection by intermediary and final approval has been an important service requirements of authorised bodies. The proposed solution architecture will make use of open standard workflow services to cater to the approval / rejection workflow cycle. The workflow engine deployed in the business layer will takes care of routing approval request to the respective users and decisions triggered the process for completion.	We understand that the internal users will be using the requests submitted in the portal through BPM based workflow engine for processing, approval/rejection, exception handling etc. Please provide the total number of internal users who will be using the workflow engine. Also, please provide the number of concurrent users who will be accessing the system simultaneously.	Concurrent users can be planned as 100 to be scaled upwards.
103	II	3.3	I. 5	18	SMS Gateway & Payment Gateway	Please provide the list of Payment Gateways which are has to be integrated with the proposed solution	Provisioning of a payment gateway, SMS gateway and any other components required to meet the functional and Quality-of-Service requirements of the RFP is within the scope of work of the SI.
104	II	3.3	II	18	The Operations & Maintenance Phase scope covers the maintenance of all components of the project for a period of 5 years post Go-Live	We understand that the bidder/OEM has to provide 5 years post go-live AMC support for the workflow engine. Please confirm	Yes. The SI has to provide O&M support for 5 years post go-live.
105	II	3.4	3.4	19	Data digitization and migration of the manual records/files available at the Guidance. The records need to be scanned and made available in the central repository in a structured manner.	Please elaborate the scope of data digitization. 1. Do you require a separate scanning & digitization service? 2. If yes, kindly provide the total number of pages to be scanned, format of the documents (A3/A4/B&W/Colour) that has to be digitized. 3. Will the scanning & digitization happen from the single centralized location or spread across multiple locations across? 4. Kindly provide more information on the same.	1. A separate scanning and digitization service is required. 2. A4 size and 1,50,000 pages. 3. Scanning will happen from a single centralized location.
106	II	3.4	3.4	19	Data digitization and migration of the manual records/files available at the Guidance. The records need to be scanned and made available in the central repository in a structured manner.	We understand that migration of already digitized documents from the existing application to new application is part of the requirement. 1. Kindly elaborate on the scope of migration. 2. What is the volume of data (in TB) that needs to be migrated from the existing application to the new application? 3. What is the current format in which the documents are stored? 4. What is the name of the existing application from which the data has to be migrated?	Presently, there are no digitized and migrated data of manual records under Guidance. There are approximate 150,000 pages of manual records to be digitized and migrated under Guidance. Also, the data migration has to be ensured by the successful bidder from the existing single window portal to the new envisaged system. The DB size is 240 MB for the platform which holds the 39 services in the current single window portal. The respective workflows and documents of 32 services are with the line departments, and 7 services are developed within the current single window portal.
107	II	3.4	3.4	19	The training of these Change agents shall be similar to Train the Trainers approach & they would in turn be responsible for training of respective team in their offices.	We understand that the training will happen at Centralized location in Chennai in "Train the Trainer" Approach. Please confirm.	Yes, the training will happen at Centralized location in Chennai.
108	II	3.4	3.4.2.4.5	24	Physical Verification Physical verification is required for conducting inspection and carrying out the surveys for providing the approval and clearances. In certain cases where documentary proof doesn't suffices the requirement of proving an applicant genuine for availing the benefits of a particular service. Whereas the non-physical verification does not guarantees any change of information from date of last updation.	We understand that physical verification is field verification which is a part of SWP processes that is carried out by internal users(on field). 1. If yes, are you a looking for a mobile solution where the field agents/officials will require a specific mobile application to capture the inspection details, documents and its pictures on the field? 2. Kindly mention the number inspection mobile devices in which the application will be installed. 3. Kindly mention the number of different types of inspections for which you will require the mobile application	Mobile solution is not envisaged for inspection process.
109	II	3.4	3.4.2.7	31	The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000 & subsequent amendments, using the Digital Certificates issued by the Certifying Authorities (CA) such as MTNL or NIC. In particular, multi factor authentication (login id & password and digital signature) shall be implemented by the SI for officials/employees involved in processing services as per the Functional requirement specification.	We understand that the digital signatures are already available with TN Guidance and the bidder/SI has to integrate with existing digital signatures for authentication. Please confirm.	Guidance doesn't have digital signatures at present.
110	II	4.4	4.4	147	Mobile application framework for the project	Kindly provide the number of devices in which the mobile application will be installed	The user strength shall be growing Year-on-Year and hence SI shall ensure a design that shall have NO barrier on the number of users.
111	II				The system should allow the department users for automated processing of files and receipts	Kindly provide the list of all departments who will be using the file management system	8 Departments/ Sections in Guidance are envisaged to use the record management system.
112	II	3.4.6	3.4.6	49	Provide the following integrated customer support by establishing <12 hrs X 5 days> Help Desk facility for reporting issues/ problems with the software, hardware and other infrastructure	We request you modify the same as "Provide the following integrated customer support by establishing <8 hrs X 5 days> Help Desk facility for reporting issues/problems with the software, hardware and other infrastructure.	This clause remains unchanged.
113	II	3.4.10	3.4.10	52	The solution should support 3 way DR management solution where the first replication happen to the Staging Site and then it should be replicated to a DR.	We understand the proposed solution must have the following must have the following environments 1. DR (active active) 2. Near DR (active active) 3. DC (active active) 4. UAT 5. Development Kindly confirm	Yes, your understanding is correct including the training environment.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
114	II	4.4	10	147	Content Manager should have in built or downloadable image applet viewer which can open electronic and image file formats without the native application installed on the machine like MS word, Excel, Powerpoint, PDF, all image file formats including TIFF, JPEG, GIF BMP	We request you to kindly change the statement as follows" Content Manager should have inbuilt capability to store all type of file formats like word, excel, pdf, tiff, audio, video, etc and should inbuilt image applet to view file types like, pdf, tiff, jpeg, etc without the use of any native application"	Minimum requirement has been specified, bidder is free to provide better solution.
115	II	4.4	20	148	Development of mobile application	We understand that the requirement is to develop a mobile application for TN Guidance including all features listed in points 21 of page no.148	Yes, the high level scope including but not limited to.
116	II	4.4	4	147	Application platform should support all the smart phone mobile OS (Android, iOS, Windows Phone, Mobile Web App etc.).	We request you to remove "windows phone" from the list of smart phone mobile apps since the current user base is less and would require considerable cost and efforts to make it available in windows platform. Hence request you modify the same as "Application platform should support all the smart phone mobile OS (Android, iOS, Windows Phone, Mobile Web App etc.)."	Refer Corrigendum Addendum Document.
117	II	4.6	4.6	149	Universal Viewer – The solution should have a built in Universal Viewer to enable users to view common file formats like Word, Excel PDF, TIFF etc. in the browser without requiring to download these and	We request you to kindly change the statement as follows" Content Manager should have inbuilt capability to store all type of file formats like word, excel, pdf, tiff, audio, video, etc and should inbuilt image applet to view file types like, pdf, tiff, jpeg, etc without the use of any native application"	This clause remains unchanged.
118	II	4.7.1.1	4.7.1.1	173	Indicative service portfolio for Single Window Portal	We understand that the scope of to be developed SWP is to integrate with the existing "Standalone" systems of various departments. Please confirm. Also we understand that the newly developed SWP will use underlying BPM platform (workflow engine) for developing services (processes) which are labelled as "Manual" and "SWP" in the "System Type" column in the table provided in section 4.7.1.1	Please refer section 4.7 for the Indicative service portfolio for Single Window Portal. SI has to integrate the new single window portal with other departments services which are available either through the department's existing stand-alone system or e-sevai platform. Further, SI has to develop in the new single window portal the manual services and services which are available in the current single window portal.
119	II	4.7.1.1	4.7.1.1	187	Note: Definitions of System Type a) E-sevai: The online platform developed by TNeGA for various Government Departments in Tamil Nadu for providing services to enterprises and citizens. b) Standalone: The online system developed by the respective departments. c) Manual: Presently, the service is not available through any online system and processed manually. d) SWP: Presently, the service is provided through current single window portal and which need to be developed in the new SWP	We understand that the scope of to be developed SWP is to integrate with the existing "Standalone" systems of various departments. Please confirm. Also we understand that the newly developed SWP will use underlying BPM platform (workflow engine) for developing services (processes) which are labelled as "Manual" and "SWP" in the "System Type" column in the table provided in section 4.7.1.1	Please refer section 4.7 for the Indicative service portfolio for Single Window Portal. SI has to integrate the new single window portal with other departments services which are available either through the department's existing stand-alone system or e-sevai platform. Further, SI has to develop in the new single window portal the manual services and services which are available in the current single window portal.
120	II	4.8.1.5	1	201	SWP to provide a one-stop shop experience to the investors by providing access to applying for 190 clearances, permits, licenses, etc. as provided in Annexure A	We understand that BPM/workflow solution will be used as a middleware between SWP portal and respective department specific services i.e. BPM will be the underlying engine for all the 190 services. Kindly confirm our understanding	Minimum requirement has been specified, bidder is free to provide better solution.
121	II	4.8.3	10	210	Correspondence Management	As per our experience of working with the Government Organizations, Office note management is of the key administrative activity in the government departments. Therefore, we recommend that the department should have a Office Note Management module with the following features: • In-built Web based Text Editor with basic functionalities such as bold, alignment, font, colour etc. • A draft folder to save Office Notes that are created through in-built text editor. • Ability to route the Office Note for approval. • Search and check the status of a Note in workflow	Office Note module has to be developed by the SI as part of the File Management Module given in RFP Vol-II, Page 209, 211-212.
122	II	4.8.3	10	210	Committee Management	As per our experience of working with the Government Organizations, Committee and Meeting management is of the key administrative activity in the government departments. Therefore, we recommend that the department should have a Committee and Meeting module based on BPM framework with the following features: • Create a new committee or update an existing committee and send Office Memorandum to the department officials through email. • Schedule/ reschedule meetings and sending invites to the members through email/SMS. • Circulating Minutes of Meeting to the attendees and share the actionable assigned to various members.	Committee Management Module is also covered in the RFP Vol-II , Page 210, 221-222.
123	II	4.8.3	4.8.3	209	Guidance Office Process Automation Module	The proposed office process automation module is built using the robust Business Process Management workflow platform. Kindly provide the total number of users who will be accessing the given modules, 1. File Management 2. Tour Management 3. Correspondence Management 4. Financial Management and Asset Accounting 5. Procurement Management 6. Committee Meeting	The number of users is estimated at 100 Nos to be scaled upwards.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
124	II	4.8.3	4.8.3	209	Guidance Office Process Automation Module	The proposed office process automation module is built using the robust Business Process Management workflow platform. Kindly provide the total number of concurrent users who will be accessing the given modules at any given point of time, 1. File Management 2. Tour Management 3. Correspondence Management 4. Financial Management and Asset Accounting 5. Procurement Management 6. Committee Meeting.	Concurrent users can be planned as 100 to be scaled upwards.
125	II	4.8.3	4.8.3	209	Guidance Office Process Automation Module	The proposed office Knowledge Management System and Document Management System are built on top of Enterprise Content Framework. 1. Kindly provide the total number of users who will be accessing Knowledge Management and Document Management System. 2. Kindly provide the number of concurrent users who will be accessing the system at any given point of time	Concurrent users can be planned as 100 to be scaled upwards.
126	II	4.8.3	11	218	Financial Management, Asset accounting	The proposed office Financial Management, Asset accounting is built using robust Business Process Management workflow platform. A. Kindly provide the total number of users who will be accessing the given modules, 1. General Ledger 2. Accounts Payable 3. Accounts Receivable 4. Cash and Bank Management 5. Taxation 6. Project Costing 7. Budgeting 8. Fixed Assets 9. Travel & Expenses	1. General Ledger - up to 10 2. Accounts Payable - up to 10 3. Accounts Receivable - up to 10 4. Cash and Bank Management - up to 10 5. Taxation - up to 10 6. Project Costing - up to 10 7. Budgeting - up to 10 8. Fixed Assets - up to 100. 9. Travel & Expenses - up to 100. System should be scalable beyond the indicative no. of users mentioned above. Concurrent users can be planned as 100 to be scaled upwards
127	II	4.8.3	11.ii	218	General Ledger (G/L): Ability to integrate G/L, accounts payable, accounts receivable with all the sub-ledgers and synchronize with the G/L in on-line, real-time	We understand that real time sync has to be updated with the GL account stored in the ERP. Kindly provide the details on the number of ERPs and their versions	There is no ERP at present in Guidance. Only Tally is used for accounting purpose.
128	II	4.8.3	11.iii	218	Accounts Payable	1. How many vendors are currently managed in the current system? 2. Kindly provide the total number of invoices processed per year.	1. Approximately 75 vendors per year 2. Approximately 1500 invoices System should be scalable.
129	II	4.8.3	11.iii	218	Accounts Payable	As per current industry standards, we recommend the proposed system should have the capability to perform 2-way/3-way matching and handle exceptions with real time integration to ERP. We request you to add this as part of the requirement	Refer Corrigendum Addendum Document.
130	II	4.8.3	11	218	Financial Management, Asset accounting	Kindly elaborate the current as-is processes for the following modules 1. General Ledger 2. Accounts Payable 3. Accounts Receivable 4. Cash and Bank Management 5. Taxation 6. Project Costing 7. Budgeting 8. Fixed Assets	Tally is used for accounting related activities, and there is no application for Project Costing, Budgeting, and Travel and Expenses.
131	II	4.8.3	12	220	Procurement Management	The proposed office procurement management is built using robust Business Process Management workflow platform. A. Kindly provide the total number of users who will be accessing below modules 1. Vendor Master 2. Requisitions and Quotations B. Kindly provide the number of concurrent users	1. Vendor Master - up to 5 Users 2. Requisitions and Quotations - up to 5 Users. Concurrent users - 5. System should be scalable beyond the numbers mentioned-above.
132	II	4.8.3	12	220	Procurement Management	Kindly elaborate the current as-is processes for the following modules 1. Vendor Master 2. Requisitions and Quotations	At present it is a manual procedure.
133	II	4.6	4.6	169	Supports the following desktop interfaces and widgets (Adobe AIR, Windows 8 and 10, Max OS X Dashboard, latest interfaces)	Kindly elaborate the requirement	Supports the following desktop interfaces and widgets (Adobe AIR, Windows 8 and 10, Max OS X Dashboard, Linux OS).
134	II	4.6	4.6	169	Supports the following web interfaces and widgets (Google, Facebook and Embedded web page)	Kindly elaborate the requirement	The proposed solution is expected to support all web interfaces & widgets such as iGoogle, FB, etc.
135	II	4.6	4.6	169	Supports APIs for tracking foreground events i.e. when an offline app is brought back into the foreground	Kindly elaborate the requirement	This auto alert functionality is being envisaged if any offline app is made live then such changes shall be notified to the concerned authority.
136					General	List of 3rd party applications required as part of the mobile application	This needs to be assessed by the bidder during the design stage

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
137					General	What is the current volume of transactions happening in the SWP. What is the expected year on year growth on transactions. This is required to estimate the storage growth	In the last 2.5 years - approximately 1500 applications have been received through Single Window Portal. System should be scalable. Refer Annexure -E to the RFP (uploaded along with Corrigendum) for the volume of applications pertaining to enterprises handled by
138	III	30.3	30.3	64	Approval of Final SRS and Solution design Sign-off	The usual implementation phase includes understanding of the current as-is process and come up with the to-be process post gap analysis. This would require considerable time taking into account more number of processes. Request you kindly modify the timeline for final SRS from T+2 Months to T+4 Months	This clause remains unchanged.
139	III	30.3	30.3	65	"Go-Live" for 50% of the services (T+11 Months)	We request to modify the timeline from T+11 Months to T+14 Months	This clause remains unchanged.
140	III	30.3	30.3	65	"Go-Live" for all of the services (T+12 Months)	We request to modify the timeline from T+12 Months to T+18 Months	This clause remains unchanged.
141	II	4.8.3	4.8.3	211	File Management: Scanning & Marking the inward to the respective department	Kindly provide the number of scanning software licenses required for scanning and marking the inward to the respective departments. Kindly provide the total number of scanning software licenses required considering all departments	This is ongoing requirement and shall vary. The SI shall design comprehensive system to take care varying load.
142	II	4.4.	4.4.	145	Application should have a generic workflow engine. This generic workflow engine will allow easy creation of workflow for new services with minimum technical programming support and thus enable the Department to create new services as and when required by the various Departments without creating a change request	The proposed BPM workflow platform and DMS should be recognized by the global analysts including Gartner- Magic Quadrant /Forrester- Wave Report . This requirement is critical given the strategic importance of such large transformational initiative and the same has been followed by few other government organizations in India.	Minimum requirement has been specified, bidder is free to provide better solution.
143	II	4.8.3	14	223	Provision for an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning solution should directly upload documents in Document	Kindly provide the number of mail room setups (scanning) from where the scanning of physical documents happen across the departments	Centralised / Decentralised scanning is a desired functionality. SI needs to study and propose the comprehensive solution to effectively meet the functional requirements and list the gap infrastructure as well.
144	II	4.4	20	148	Development of mobile application	Please provide us the with the following information: 1. Number of mobile instances (apps) to be created as part of the overall solution. 2. Number of users of these mobile applications across the departments.	This needs to be assessed by the bidder during the design stage.
145	II	4.8.3	12.ii	220	Requisition & Quotations	Please provide the approximate number of Purchase Request processed per year	Approximately 1000.
146	II	4.8.3	12.ii	220	Requisition & Quotations	Please provide the details of the ERP and its version	There is no ERP at present.
147	II	4.8.3	12.ii	220	Requisition & Quotations	What are the parameters for quote comparison(item, quantity, UOM, value, etc)	Price, Quantity and Quality (in case of QCBS).
148	I	2	6	9	An EMD amount of INR 15,00,000 (Rupees Fifteen lakhs only) may be paid by way of DD drawn in favour of "Tamil Nadu Industrial Guidance and Export Promotion Bureau", payable at Chennai, and the instrument should be submitted in the pre-qualification proposal.	As per Section 1.9.1, Sub-clause (iv) of the Manual for Procurement of Consultancy & Other Services 2017 circulated by Ministry of Finance, Govt. of India: <i>The MSEs are provided tender documents free of cost and are exempted from payment of earnest money. Subject to furnishing of relevant valid certificate for claiming exemption.</i>	This clause remains unchanged.
149	I	6.1	1	27	Bidder should be an entity registered under respective law under the constitution of India	In the RFP no such provision has been stated for MSEs which are eligible and desirous of claiming exemption from payment of EMD The RFP is unclear whether bidders can submit bids as a Consortium of firms / companies. <i>Kindly clarify whether bidders by Consortium is acceptable</i>	This clause remains unchanged.
150	I	6.1	2	27	Document/Information to be provided in the submitted proposal: One project with IT SI experience with work order dated before 31st January 2015 corresponding work orders confirming year and Area of activity.	As per Sub-Section 9.15.2, Clause (ii)(a) of the Manual for Procurement of Consultancy & Other Services 2017 circulated by Ministry of Finance, Govt. of India (Page 85): The bidder must have at least three years experience (ending month of March prior to the bid opening) of providing similar type of services to Central/State Government/PSUs/Nationalised Banks/Reputed Organisations. Services rendered with list of such Central/State/PSUs/Nationalized Banks/Reputed Organisations with duration of service shall be furnished. Even though the Manual for Procurement requires the bidder shall have 3 (three) years of previous experience of rendering similar services, however the RFP requires 5 (five) years of experience and is only considering wor orders received on	Refer Corrigendum Addendum Document.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
151	I	6.1	3	27-28	Bidder should have had a minimum of Annual Turnover generated from IT System Integration (SI) services during the last three (3) audited Financial Years (FY 18-19, FY 17-18, FY 16-17) of INR 50 Crores or more each year.	As per Sub-Section 9.15.2, Clause (i)(a) of the Manual for Procurement of Consultancy & Other Services 2017 circulated by Ministry of Finance, Govt. of India (Page 85): Average Annual financial turnover of related services during the last three years, ending 31st March of the previous financial year, should be at least 30% (Thirty per cent) of the estimated cost. Though the Manual for Procurement indicates that the AVERAGE Annual Financial Turnover should be 30% of estimated cost, however in the RFP a minimum ANNUAL Turnover of Rs. 50 Crore or more has been sought. Kindly clarify why such a high turnover has been stipulated when clearly the envisaged work is slated to cost not more than Rs. 20-30 Crore. Minimum Annual Turnover sought in this RFP is more than 100% of the estimated cost of work to be awarded. Also, kindly clarify why Minimum Annual Turnover is sought instead of Average Annual Turnover as stipulated in the Manual for Procurement.	This clause remains unchanged.
152	I	6.1	6	29	Bidder should have a minimum number of 100 IT technically qualified professional Staff as on 31st January, 2020 on its rolls in India.	It appears that this Pre-Qualification Criteria has been included to only restrict the Kindly clarify why such a high number of employees on payroll has been stipulated as a pre-requisite in the RFP when the scope of work itself does not warrant the requirement of such a high number of technically qualified employees. Since the estimated value of work is not more than Rs 20-30 crore, it appears that this Pre-Qualification Criteria has been included to only restrict the bidding to Large IT / Software Development Companies and to exclude the Micro & Small Enterprise bidders who are technically qualified and have a track record of deploying similar solutions	This clause remains unchanged.
153	I	6.1	9	29	Bidder should be CMMi Level III or above	Kindly clarify why is CMMi Level III a pre-requisite in the RFP. If the bidder is ISO/IEC 20000-1:2011 certified, does that not iterate the capability of the bidder in terms of IT Service Management Systems and Procedures. Since the estimated value of work is not more than Rs 20-30 crore, it appears that this Pre-Qualification Criteria has been included to only restrict the bidding to Large IT / Software Development Companies and to exclude the Micro & Small Enterprise bidders who are technically qualified and have a track record of deploying similar solutions	This clause remains unchanged.
154	II	4.2.1.4.7 Server Load balancer and Web Application	1.8	110	Application should support throughput of 8 Gbps for Server Load balancing	Requesting to change the throughput specification to 8Gbps and scalable upto 16Gbps for Server Load balancing.	Minimum requirement has been specified, bidder is free to provide better solution.
155	ii	4.2.1.4.7 Server Load balancer and Web Application	1.9	110	The appliance must provide appliances with minimum 4 X 1G RJ45 and 4 X 1G SFP Ports	Requesting to change this to - The appliance must provide minimum 4 X 1G RJ45 and 4 X 1G SFP Ports & 2x10G and with an option to add additional 10G ports on the same platform.	Minimum requirement has been specified, bidder is free to provide better solution.
156	ii	4.2.1.4.7 Server Load balancer and Web Application	2.3	110	Should have SSL Throughput of minimum 3 Gbps	Requesting to increase the SSL throughput to 8Gbps and scalable upto 16Gbps.	Minimum requirement has been specified, bidder is free to provide better solution.
157	ii	4.2.1.4.7 Server Load balancer and Web Application		110	Not mentioned in the RFP	Requesting to include minimum RSA SSL TPS of 10,000 (2K Keys) and scalable to 15,000 on same platform.	Minimum requirement has been specified, bidder is free to provide better solution.
158	ii	4.2.1.4.7 Server Load balancer and Web Application		110	Not mentioned in the RFP	Requesting you to add the clause: "The hardware platform must deliver the maximum performance by offloading the intensive encryption compression and other complex protocols - VxLAN, NV-GRE and GRE- tasks to dedicated hardware FPGA chips in addition to multi-core CPU support for software features."	Minimum requirement has been specified, bidder is free to provide better solution.
159	ii	4.2.1.4.7 Server Load balancer and Web Application		110	Not mentioned in the RFP	Requesting you to add the clause: "The proposed platform should be cloud ready to support the new cloud native application requirements. The platform must support Programmability to support both public and private cloud, Automation, native integration and orchestration".	Minimum requirement has been specified, bidder is free to provide better solution.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
160	ii	4.2.1.4.7 Server Load balancer and Web Application		110	Not mentioned in the RFP	Requesting you to add the clause: "The architecture should be SDN ready and must integrate with SDN deployments including ACI, Vmware, OpenStack and Nuage for software defined application delivery. The application delivery solution must offer native integration with overlay networking technologies".	Minimum requirement has been specified, bidder is free to provide better solution
161	ii	4.2.1.4.7 Server Load balancer and Web Application Firewall	4.11	112	Should protect against various application attacks, including: a. Layer 7 DoS and DDoS b. Brute force c. Cross-site scripting (XSS) d. Cross Site Request Forgery e. SQL injection f. Form Field and Parameter Tampering and HPP tampering g. Sensitive information leakage h. Session high jacking i. Buffer overflows j. Cookie manipulation/poisoning k. Various encoding attacks l. Broken access control m. Forceful browsing n. Hidden fields manipulation	Requesting to include the following features to provide better Application security: Application Layer Encryption (ALE), Credential Stuffing, Data Guard, Mobile SDK integration, AI and Machine Learning, IP Intelligence, Threat intelligence The solution must have a database of minimally 6000+ signatures that are designed to detect known problems and attacks on web applications.	Minimum requirement has been specified, bidder is free to provide better solution.
162	ii	4.2.1.4.8 Link Load Balancer and DDoS	3	115	Application should support throughput of 8 Gbps for Server Load balancing	Requesting to change the throughput specification to 8Gbps and scalable upto 16Gbps for Server Load balancing.	Minimum requirement has been specified, bidder is free to provide better solution.
163	ii	4.2.1.4.8 Link Load Balancer and DDoS	4	115	The appliance must provide appliances with minimum 4 X 1G RJ45 and 4 X 1G SFP Ports	Requesting to change this to - The appliance must provide minimum 4 X 1G RJ45 and 4 X 1G SFP Ports & 2x10G and with an option to add additional 10G ports on the same platform.	Minimum requirement has been specified, bidder is free to provide better solution.
164	II	Annexure A – Draft Functional Requirement Specifications	NA	NA	NA	Our estimation is based on the specifications given in the 'Annexure A - Draft Functional Requirement Specifications'. A deviation of +/- 5% in the number of fields mentioned can be accommodated. Any further changes shall be charged as change request. Each change request shall be estimated with separate effort, which shall be charged over and above the cost mentioned in this proposal. Please confirm if this is correct.	As per RFP.
165	II	4.7 Mapping of SI scope against the envisaged Service	4.7.1.1 Indicative service portfolio for Single Window Portal	173	4.7.1.1.1 Indicative service portfolio for Single Window Portal	The revised list needs to be signed off during the SRS sign off. Any changes after the sign off shall be treated as change request. Please confirm if this understanding is correct.	As per RFP.
166	II	4.7 Mapping of SI scope against the envisaged Service	4.7.1.4 Integration of legacy/existing applications	190	4.7.1.4 Integration of legacy/existing applications	Who shall provide the knowledges, admin access to code base and databases for the 3rd party applications?	The corresponding SI maintaining the third party applications will provide the details.
167	II	4.7 Mapping of SI scope against the envisaged Service	4.7.1.4 Integration of legacy/existing applications	190	4.7.1.4 Integration of legacy/existing applications	Any delays arising out of the access to code base and database should not be attributed to us. Please confirm.	SI should coordinate with the respective stakeholders for the necessary.
168	II	2 Implementation of Clearance Mechanism	Enhanced Single Window Clearance Mechanism:	7	Enhanced Single Window Clearance Mechanism:	What is the technology of the existing single window system. Is it possible to reuse common features between existing system and new system?	Existing Environment : MySQL and PHP. The SI is free to assess the existing solution for reuse.
169	II	2 Implementation of Inspection Mechanism	Establishment of Central Inspection Mechanism	7	Establishment of Central Inspection Mechanism	What are the technologies used in the department's CIS system. How many services/uses cases need integration? Is Comprehensive CIS going to replace the existing departmental CIS?	CIS needs to be integrated with four departments as mentioned in the RFP. The comprehensive CIS will not replace the other department's existing solution.
170	II	2 Implementation of legacy/existing applications under Scope	Integration of legacy/existing applications under	8	Integration of legacy/existing applications under Guidance	What are the technologies used in the legacy applications. how many services/uses cases need integration?	This needs to be assessed by the bidder during the design stage and propose interoperable solution.
171	II	Solution & Technology Architecture	3.2.1 Overview	10	Open standards compliant	If other departments/legacy applications are not in open standard then upgradation of those application are in scope?	SI shall be responsible for maintaining all legacy application post the closures of the existing contract.
172	II	Solution & Technology Architecture	3.2.1 Overview	10	Central Inspection System (CIS) to ensure mutual sharing of information between inspecting Departments and Agencies:	Is any up gradation of the department's system for data sharing with new CIS system in scope?	Yes.
173	II	Scope of Service Architecture	Operations & Maintenance	18	Operations & Maintenance	What will be the decision factor for horizontal/vertical scalability?	SI shall design solution which includes horizontal & vertical scalability on cloud environment

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
174	II	3.4.3 Supply, install, Test & commission of Cloud Data Center, DR and Network	3.4.3.1 Gap Infrastructure	40	3.4.3.1 Gap Infrastructure	Based on the gap analysis report the infrastructure for the application will be provisioned?	Gap analysis report is for identifying the IT infrastructure gaps (Computer, Printers etc.) for the Guidance office and other pertaining line departments. IT Compute, Storage & Network for the application has to be provisioned by the SI as detailed in the RFP.
175	II	3.4.3 Supply, install, Test & commission of Cloud Data Center, DR and Network	3.4.3.2 Cloud Infrastructure	40	3.4.3.2 Cloud Infrastructure	The existing CIS and Legacy applications are need to be hosted in the cloud infrastructure along with the new application?	The scope is detailed in section 4.7.1.4 Integration of legacy/existing applications.
176	I	2 Schedule of Bid Process	7. Date, time and Place of pre-bid meeting	9	On 23-03-2020 @ 3 PM in Guidance office All the queries shall be emailed to sriamya@investn.in and guidance@tn.gov.in well in advance so that Guidance will be able to	Consider the prevailing situation in country and various government advisory we request to postpone date of Pre-Bid meeting by at least 21 days so that prospective bidders may be comfortable to travel and attend Pre Bid meeting.	There is provision in RFP for bidders to submit their queries through email.
177	I	Generic	Generic	-	Generic	There is no mention about bidders participation in consortium. Looking at the size of implementation and complexity of the project we request authority to allow participation in Consortium. Also we request authority to consider evaluation of Pre Qualification and Technical	Consortium is not permitted.
178	I	6.1 Pre- Qualification Criteria	S.No 5, Qualification Criteria	28	Bidder should have IT System Integrator turnkey project experience in India to any City/State/Central Government/PSU with a minimum project value of INR. 30 Crores and the scope including at least any 3 of the following: 1. Application Development 2. Application Support and Maintenance 3. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) 4. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) 5. Help Desk Services 6. Training & Capacity Building All the projects should have been successfully implemented (the solution implemented should be operational) in last 5 years as on 31st January 2020.	We request authority to modify this clause as following: "Bidder should have IT System Integrator turnkey project experience in India to any City/State/Central Government/PSU with a minimum cumulative project value of INR 20 Crores and the scope including at least any 3 of the following: 1. Application Development 2. Application Support and Maintenance 3. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) 4. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) 5. Help Desk Services 6. Training & Capacity Building All the projects should have been successfully implemented (the solution implemented should be operational) in last 5 years as on 31st January 2020." Also request to modify supporting requirement as follows: * Client certificate/Self Certificate (by Authorized Signatory) stating the successful	Refer Corrigendum Addendum Document.
179	I	6.1 Pre- Qualification Criteria	S.No 6, Qualification Criteria	29	Bidder should have a minimum number of 100 IT technically qualified professional Staff as on 31st January, 2020 on its rolls in India	Request authority to please give definition of IT technically qualified professional. It will not be possible to get and submit certificate with blanket statements.	All resources who have done their Professional courses such as Engineering / PG degree such as MCA/MSC.
180	I	6.2 Technical Criteria	B. Net-worth	32	The marks would be provided based on the following : a. 5.1 cr - 10 cr - 2 marks b. 10+ cr - 20 cr - 4 marks c. 20+ cr - 30 cr - 6 marks d. 30+ cr - 40 cr - 8 marks e. 40+ cr - 10 marks	Request to please marks distribution more balanced as follows: "a. 5.1 cr - 10 cr - 2 marks b. 10+ cr - 15 cr - 4 marks c. 15+ cr - 20 cr - 6 marks d. 20+ cr - 25 cr - 8 marks e. 25+ cr - 10 marks	Refer Corrigendum Addendum Document.
181	I	6.2 Technical Qualification Criteria	2 Past Experience of the responding firm EoDB Dmain Experience	36	Prior domain experience in designing and implementing single window system with respect to EoDB for any State Government in India	This clause will restrict and give scoring disadvantage to the companies which although have good technical and sectoral capability but not have prior experience in designing and implementing single window system with respect to EoDB for any State Government in India. We request authority to consider consulting experience as well as do not limit experience of in designing and implementing single window system with respect to amount. This is almost standard in many RFP's from Government.	Refer Corrigendum Addendum Document.
182	I	2 Schedule of Bid Process	6. Earnest Money Deposit (EMD)	9	An EMD amount of INR 15,00,000 (Rupees Fifteen lakhs only) may be paid by way of DD drawn in favour of "Tamil Nadu Industrial Guidance and Export Promotion Bureau", payable at Chennai, and the instrument should be submitted in the pre-qualification proposal.	We request authority to consider Bank Guarantee also acceptable as EMD amount. This is almost standard in many RFP's from Government.	Refer Corrigendum Addendum Document.
183	II	4.2.1.4.1	9	95	Network Adapter with 10G support	As per latest technology available It is recommended to use converged network connectivity with 50 G support. Hence request to modify it as " Blade Servers to have Dual port 50Gbps Converged Networking Adapter card which will be used for	Minimum requirement has been specified, bidder is free to provide better solution.
184	II	4.2.1.4.1	10	95	Should be capable of supporting 16 Gbps Dual port Fiber Channel HBA internal to the Server Blade, having backward compatibility of 16GbE	Dual network connectivity of 50G speed for each blade server for redundancy shall be provided	Minimum requirement has been specified, bidder is free to provide better solution.
185	II	4.2.1.4.2	2	98	Dual network connectivity of 10 G speed for each blade server for redundancy shall be provided	As per latest technology available it is recommended to ask for better connectivity. Hence we request to modify the clause as " Two redundant 100G Converged Module having 50Gbps downlink to each blade server and each module having minimum of 2*40G Uplinks for Ethernet and 2*16G for FC connectivity to the storage device ".	Minimum requirement has been specified, bidder is free to provide better solution.
186	II	4.2.1.4.2	7	99	Two hot-plug/hot-swap, redundant 10 Gbps Ethernet or FCoE module with minimum 8 Ports(cumulative), having Layer 2/3 functionality		
187	II	4.2.1.4.2	8	99	Two hot-plugs/hot-swap redundant 16 Gbps Fiber Channel module for connectivity to the external Fiber channel Switch and ultimately to the storage device		

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
188	I	6.1	Point No. 3	27	Qualification Criteria Bidder should have had a minimum of Annual Turnover generated from IT System Integration (SI) services during the last three (3) audited Financial Years (FY 18-19, FY 17-18, FY 16-17) of INR 50 Crores or more each year. Documents/Information to be provided in the submitted proposal Certificate from Statutory Auditor / CA ascertaining Turnover from IT System Integration (SI) services for the last 3 years for the Bidder <input type="checkbox"/> Duly updated PQ Form 3 of Annexure 1: Pre-Qualification Proposal	1. Kindly modify the criteria as "bidder should have had a minimum of Annual Turnover generated from IT System Integration (SI) services during the last three (3) audited Financial Years (FY 18-19, FY 17-18, FY 16-17) of 1 NR 500 Crores or more each year" as Guidance is looking to execute a project to enhances the reputation of the entire state as an investment destination. Also, kindly adjust the marks bifurcation accordingly in the technical qualification criteria 2. In place of Certificate from Statutory Auditor/CA certificate ascertaining Turnover from IT System Integration (SI) services for the last 3 years for the Bidder, kindly	This clause remains unchanged.
189	I	6.1	Point No. 4	28	Qualification Criteria Bidder should have a Net Worth of INR 5 Crores or more as per the last audited Balance Sheet Documents/Information to be provided in the submitted proposal Certificate from the Statutory Auditor / CA ascertaining Net worth for the last audited Financial Year.	1. Kindly modify the criteria as: "Bidder should have a Net Worth of INR 500 Crores or more as per the last 3 audited Balance Sheets " as Guidance is looking to execute a project to enhances the reputation of the entire state as an investment destination. Also, kindly adjust the marks bifurcation accordingly in the technical qualification criteria 2. In place of Certificate from Statutory Auditor/CA certificate ascertaining Net worth for the last audited Financial Year, kindly allow the bidder to submit the self certificate signed by Authorized signatory for the stated criteria as for some projects, work orders are confidential and hence cannot be shared	This clause remains unchanged.
190	I	6.1	Point No. 5	28	Documents/Information to be provided in the submitted proposal <input type="checkbox"/> Duly updated PQ Form 4 of Annexure 1: Pre-Qualification Proposal Templates <input type="checkbox"/> One project with IT SI Turnkey project with Work order dated on or before 31st January 2015 <input type="checkbox"/> Client certificate stating the successful implementation of the solution (Or) <input type="checkbox"/> Completion of entire scope of the project Note: Work orders/client certificate should clearly articulate at least 3 of the SI services mentioned in this criterion, otherwise such projects will not be considered. In case of PPP projects, the bidder should furnish the necessary supporting documents (Work Order / Client Certificates) to enable the	In place of Work orders, client certificates, kindly allow the bidder to submit the self certificate signed by Authorized signatory for the stated criteria as for some projects, work orders are confidential and hence cannot be shared	Refer Corrigendum Addendum document.
191	I	6.1	Point No. 10	29	Qualification Criteria Bidder Should have a local office in Tamil Nadu. The bidder shall mention the full address and telephone numbers of the Tamil Nadu office. Else the bidder shall give an undertaking for setting up the local office in Tamil Nadu if the bidder becomes successful. Documents/Information to be provided in the submitted proposal	Kindly allow the bidder to also submit trade license certificate for the stated criteria	Trade License issued by Local Body will be accepted.
192	I	6.2	Point No. 1 - A	32	Local address and telephone numbers of the local office. Criteria/Sub Criteria Turnover of the firm: Bidder Average Annual Turnover generated from IT System Integration (SI) services during the last three (3) audited Financial Years (FY 18-19, FY 17-18, FY 16-17) Form to be used / Documents to be attached Certificate from Statutory Auditor / CA ascertaining Turnover from IT System Integration (SI) services in the last 3 financial years	In place of Certificate from Statutory Auditor/CA certificate ascertaining Turnover from IT System Integration (SI) services in the last 3 financial years, kindly allow the bidder to submit the self certificate signed by Authorized signatory	This clause remains unchanged.
193	I	6.2	Point No. 1 - B	32	Criteria/Sub Criteria Net-worth: Firm's Net-worth in the last Audited FY Form to be used / Documents to be attached Certificate from the Statutory Auditor / CA ascertaining Net worth for 8.2.14 Tech Form 14: Deployment of Personnel	1. Kindly modify the criteria as: Net-worth: Firm's Net-worth in the last 3 Financial years 2. In place of Certificate from Statutory Auditor/CA certificate ascertaining Net worth for the last audited Financial Year, kindly allow the bidder to submit the self certificate signed by Authorized signatory for last 3 financial years	This clause remains unchanged.
194	I	8.2.14	Tech Form 14	79		In place of Name of the staff in the table, kindly allow the bidder to provide the roles of the personnels to be deployed as name of the staff is confidential under GDPR	This clause remains unchanged.
195	I	8.2.13	Tech Form 13	77	Curriculum Vitae (CV) of Key Personnel	Kindly allow the bidder to submit the sample CV's. The bidder will submit the confirmed CV's at the time of contract signing or the date of award of contract, hence kindly remove the requirement of signature by key personnel in Tech Form 13	This clause remains unchanged.
196	II	3.4.4.3	a) Training materials	43	Languages of Training Materials will be in English and Tamil	For Self Learning Training Materials, do you need Machine voiceover or Human voiceover?	Human voice over would be preferred.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
197	II	3.4.4.3	a) Training materials	43	Training Artefacts: Online and Paper-based tests to evaluate the quality of learning and Training <input type="checkbox"/> Provision for online and paper-based feedback submission	Do you have any existing LMS? So that we can leverage the same to host self learning materials and to conduct online tests/evaluation and online feedback session. If yes, give us the more details of the existing LMS. If No, can we propose any of the basic LMS for this online test, feedback and self learning purpose. <u>Need confirmation.</u> What will be the method of refresher training(classroom / self learning) and refresher training cycle (half yearly / yearly)?	Guidance does not have any LMS.
198	II	3.4.4.3	a) Training materials	43	The SI should regularly update the training manuals whenever changes are made in the application/system throughout the Contract period and conduct refresher training programmes.	How many change agents (Trainer of Trainees) should be trained? Is these change agents are part of those specified 200 trainees or addition to that? If it is addition then specify the no. of change agents to be trained.	Refresher training method should be classroom based and half yearly refresher trainings need to be conducted. Further, in case of any major change in the application, the training for that module has to be provided to the end users.
199	II	3.4.4.4	Training Programs	44	Change agents (Trainer of trainees) should be identified by SI with help of respective Department & trained by the SI. These change agents shall be responsible for future retraining.	Kindly specify the various training locations and no. of training batches to be conducted at each locations.	Change agents are within the specified 200 trainees.
200	II	3.4.4.5	Departmental Users	44	Please note that the SI should plan for training programs in various locations in line with the proposed implementation plan.		Training programs for batches are detailed in section 3.4.4.5.
201	II	3.4.4.7	Space and Physical Infrastructure	45	The SI on its capacity may arrange for the space & physical infrastructure required for conducting the trainings. The training rooms shall be well-illuminated & spacious and must be equipped with the basic facilities to support conducting of trainings successfully. Also, SI shall provide refreshments to the participants for all the trainings conducted by the SI.	The required training space, infrastructure, stationaries, refreshments, participants travel arrangement etc. to be arranged by Department of Industries, Government of Tamil Nadu only. SI will not take this responsibility. Need confirmation.	Guidance will facilitate in mobilizing the participants for training program, and remaining activities shall be done by SI only.
202	II	3.4.4.12	Manpower requirements	48	SI shall comprehensively plan for the adequate resources to be deployed for Application development, roll-out and O&M. The requirements for the key resources- Capacity Building & Training Lead: Qualification- MBA (HR) or any degree in CM / HRM etc.	Request you to change Qualification criteria for Capacity Building & Training Lead as any Master Degree	Refer Corrigendum Addendum Document.
203	II	3.4.6	a) User Interface	50	Telephonic call on the Toll-free Helpline	1. Who is going to provide the IVRS (Toll Free Number) 2. Who is going to bear Telecom Expenses (Toll Free Charges)	SI has to bear the cost for the telecom expenses and provide the IVRS.
204	II	3.2	3.2.1	10	Functional and security Audit to be brought in by SI	Does it include security certification cost and effort also along with audit activities, request clarification	Yes.
205	II	3.2	3.2.1	10	Certificate Services using Digital signatures	Request volumetric details of dongle based and eSign certificates to be used for signing/authentication	a) Approximate number of users expected 1. System users: 100 2. Internal/Department users: 100 3. External/Public users: unlimited
206	II	3.2.2	3.2.2	16	Security services	Does it require tool based mechanisms namely Identify and Access Management, Multifactor Authentication solutions to build authentication and authorization in the proposed application.	System should be scalable beyond the indicative no. of users mentioned Yes.
207	II	3.2.2	3.2.2	16	Security services	Request for volumetric data related to estimated users and expected roles.	a) Approximate number of users expected 1. System users: 100 2. Internal/Department users: 100 3. External/Public users: unlimited
208	II	3.3	3.3	18	Scope of Services - Overview, mention about periodic VA/PT	Requested to share expected frequency of VA/PT, its annual or biannual <u>Whether same can be conducted internally or by third party agencies</u>	System should be scalable beyond the indicative no. of users mentioned Half yearly VAPT with CERT-IN empanelled TPA.
209	II	3.4	3.4.2.7	31	Support for PKI based Authentication and Authorization	As multi factor authentication based on digital signature shall be implemented by the SI for officials/employees involved in processing services as per the Functional requirement specification, requested to provide the expected count of users/officials.	SI shall plan for inhouse based PKI based authentication process whereby there shall not be any challenge with respect to authentication w.r.t no. of users.
210	II	3.4	3.4.2.10	31	Security	There is a need to comply with ISO 27001 standards of security, does it include certification as well, request clarification	Yes
211	II	3.4	3.4.2.10	32	Security	As per RFP, Security for Mobile Application standards should be followed, requested to mention the standards to be complied for mobile security	please refer ISO 27001 standards
212	II	3.4	3.4.2.18	34	Information Security Management	There is a need detailed IS security policy based on ISO27k, is there any security policy exists in the department, request clarification.	Security policy associated in getting ISO 27001 needs to be developed by SI, which shall be reviewed and approved by Guidance.
213	II	3.4	3.4.2.18	34	Information Security Management, item number 8	There are multiple security solutions are expected to be built namely firewall, IPSAV solution and many more. Is there any requirement of compliant with Gartner or any other specification/standard.	Minimum requirement has been specified, bidder is free to provide better solution.
214	General	General	General	General	General	Request clarification on consideration of open source based security solution, whether can be considered.	Solution Design is in the scope of SI & hence SI can decide a best-fit solution for the envisaged solution. The same shall be evaluated by Guidance & approved.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
215	General	General	General	General	General	As per RFP, solutions are to be build in cloud infra, request clarification on nature of solution expected, either hardware/appliance based or software based security solutions are preferred/expected.	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall as per their strategy adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage ear-marked for this project in the cloud environment. SI shall only use Ministry of IT, GoI's empanelled cloud service providers for the DC-DR cloud services of this project.
216	II	3.4	3.4.4.2	42	Training for Digital Signatures	Request expected number of officials to be trained along location details.	Training for Digital Signatures used for security purposes for application shall be part of the application specific training envisaged by the SI.
217	II	4.2	4.2.1.2	85	Item number 34. Encryption using customer managed keys. The service should support encryption using customer managed keys.	Requested to provide number of keys for encryption. Request clarification on ownership of procurement of keys whether from third party or mechanism to generate keys in-house.	SI may evaluate generation of inhouse encryption keys complying to the relevant bit-security standards
218	II	4.2	4.2.1.4.8	116	Layer 3, 4 & 7 DDOS Functionality	Request clarification whether DDOS functionality to be build internally or expected to get clean DDOS free clean traffic from network service provider.	It is expected to be a built-in functionality.
219	II	4.2	4.2.1.6	130	Centralized Anti-virus Solution	Requested to provide number of endpoints, official desktops or related device to estimate AV solution.	200. The system should be scalable.
220	II	3.4	485	19	The SI shall facilitate the respective departments in sharing the data template / structures in which the historic manual data needs to be digitised, so that there are no challenges during migration. The legacy databases shall be migrated to the envisaged end-to-end Application.	1. For digitization of the historical records please let us know the number of pages (A4 pages) to be scanned and digitized. 2. Please let us now the amount of data to be migrated in terms of number of tables/entities and number of attributes and rows alongwith size in GB/MB/TB.	1. Estimated 1,50,000 pages for the historic manual data under Guidance. 2. Data migration has to be ensured by the successful bidder from the existing single window portal to the new envisaged system. The DB size is 240 MB for the platform which holds the 39 services in the current single window portal. The respective workflows and documents of 32 services are with the line departments, and 7 services are developed within the current single window portal.
221	II	3.4.2.4.11	Guidance Suite	28	System Administration Users: System Administration users will be responsible for the day-to-day administrative functions of the computerized system. This includes among other things, Operating Systems (OS) administration, RDBMS Administration, Network administration, coordination in respect of the maintenance of the systems and network. End Users: Authorized employees/officers working in the various sections covered in the network based centralized system will be the primary end users. In addition, other department staff and public also can be linked to this system with proper authentication for	a/ Please let us know what is the number users expected to use the system 1. Total number of System Users 2. Total number of Internal/department users 3. Total number of external/Public users b/ Also please let us know the concurrency figures for the above categories, that is the concurrent number of user expects to use the system. c/ What is the expected rate of growth of number of users for the next 5 years.	a) Approximate number of users expected 1. System users: up to 100 2. Internal/Department users: up to 100 3. External/Public users: unlimited b) Approximate number of concurrent users expected 1. System users: up to 50 2. Internal/Department users: up to 100 3. External/Public users: up to 100 c) System should be scalable
222	II	3.4.3.1	Gap Infrastructure	40	System Integrator has to do a requirement study on the gap infrastructure pertaining with the Guidance Office and line departments. In this regard, a detailed report need to be submitted by the SI on the infrastructure (hardware) with minimum specifications required for the Guidance and pertaining line department offices in such a way that the successful roll out of the solution is ensured. The gap infrastructure details has to be identified and the report need to be submitted to the Guidance before the Go-Live of the solution which will facilitate the required hardware to be available	In case additional hardware (if any), is required as a result of Infrastructure gap. This additional infrastructure will be made available by the department, please confirm.	The additional hardware as mentioned in the Gap infrastructure section will be provided by the Department (IT hardware such as computers) based on the Gap analysis report submitted by SI.
223	II	3.4.4.2	Training for Digital Signatures	42	Training for Digital Signatures used for security purposes for application shall be part of the application specific training envisaged by the SI	How many Departmental users need to be trained for Digital Signatures	Training for Digital Signatures used for security purposes for application shall be part of the application specific training envisaged by the SI. Guidance does not have any LMS.
224	II	3.4.4.2	Training for Digital Signatures	43	This will be useful for the departmental users to learn system operations in the new Application. This would include several self-learning methods for enablement of easy learning and adoption of the solution.	Please let us know if the department has an LMS and we can leverage it for this project.	Guidance does not have any LMS.
225	II	3.4.4.10	b	46	Arrangements for travel/boarding/lodging for the training instructors and supporting staff at all designated locations across the State would be done by the SI at no additional cost.	1. Please let us know the list of designated offices where trainings need to be imparted. 2. Please provide the number and name of business location wise.	1. Please refer section 4.5 Vol - I. 2. Please refer section 3.4.4 Vol - II.
226	II	3.5.7	Support Manpower	61	Provide application related troubleshooting support for individual offices as per the defined scope	1. Please provide the list of offices and city names where the support individuals are needed	1. Please refer section 4.5 Vol - I
227	II	3.5.17	Change Management	64	SI shall be responsible for making any changes demanded by Guidance anytime during the contract period. The SI needs to adequately plan & deploy to carry out the change in the agreed timeline without any additional charge.	We will request that any changes to the system (software and Hardware) should follow a change management procedure and should be paid by the department based on the effort estimations submitted by the support team. This is important because we cannot estimate the amount of changes which will come in during the	Change Request Management process will be followed but no additional cost shall be given for modifications / fresh developments to the SI during their contract period.
228	II	3.5.17	Change Management	64	In case of any additional requirement which mandates additional developmental activities in any of the applications, then SI shall do the same as per requirements of Guidance without any additional charge. Therefore SI shall plan to deploy adequate resources during	We will request that all additional requirements should follow change management procedure as specified above.	Change Request Management process will be followed but no additional cost shall be given for modifications / fresh developments to the SI during their contract period.
229	II	3.6	General Requirements	67	Please note that the above requirements are only indicative but not exhaustive. If any other work involved in the assignment for the purpose of meeting the project objectives would be the responsibility of the SI	This is an open ended clause and must be removed.	This clause remains unchanged.
230	II	3.4.6	Setting of Help Desk	49	The SI as part of provisioning support for Department users at each location will setup centralized helpdesk and coordinate with the respective ODMs of the IT Infrastructure	Please confirm that the Helpdesk can be setup at any location of choice of the SI (within India).	The centralized help desk solution need to be set up at Guidance and the handholding support at respective Department offices.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
231	II	3.4.6	Setting of Help Desk	49	The SI as part of provisioning support for Department users at each location will setup centralized helpdesk and coordinate with the respective O&M of the IT Infrastructure	Is IVRS required for helpdesk ?	Yes
232	II	3.4.2	Application Development	21	Application Development	1. Please let us know the city name from where the project implementation team will operate. 2. Please confirm that an onsite - offshore model for project execution is allowed. 3. What all infrastructure will the department provide for the onsite team associates.	1. Chennai 2. Please refer section 3.4.4.1.2 Manpower requirements 3. Basic infrastructures such as furniture, connectivity etc.
233	II	4.8.1.3	16	200	The SWP shall be able to seamlessly integrate with external department's application such as but not limited to, Survey & Land Records, MCI (PAN), UIDAI (AADHAR), etc.	1. Please provide a complete list of all the external departments which are to be integrated. 2. Also please provide the information to be exchanged for each of the external departments.	1. Please refer section 4.5 Vol - I for the 28 Departments names. 2. The information to be exchanged is available in the functional requirement specifications.
234	II	4.8.3	(f) Viewing & Annotations	214	Inbuilt viewer for viewing scanned documents and facilitates zoom-in/zoom-out, zoom percentage and other image operations like crop, rotate, etc.	Please specify the tentative file types which are required to be viewed.	Tentative file types to be viewed are commonly used file formats such as PDF, JPG or JPEG, PNG, TIFF or TIF etc.
235	II	4.8.3	(j) Application Integration Capability	215	Active Directory/LDAP integration	Please confirm that LDAP already exists with the department and can be leveraged for this project.	No its needs to be done for this project.
236	II	4.8.3	5 (Vii)	216	The system should be able to generate the monthly attendance/absence sheet integrated with biometric devices	Please confirm that procurement and installation of Bio-Metric devices is out of scope for this project.	Procurement and installation of Bio-Metric devices is out of scope for SI from this project.
237	II	3.4.3.2	Cloud Infrastructure	40	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall size the required Cloud infrastructure for the envisaged solution along with the proposed integration services detailed in the RFP. The SI shall provision entire cloud infrastructure needed for the project and shall evaluate the existing infrastructure such as servers, cloud which shall be considered for leveraged and would also strive to leverage the same.	This is not possible. How can the new SI estimate the infrastructure and the licenses required at this point in time (at RFP stage). Option can be that the new SI will evaluate the existing infrastructure such as servers and the number of licenses to be leveraged at the time of implementation and in case additional infrastructure and licenses are required, the department will provide. OR Provide us the complete specifications of the infrastructure along with the software running on those servers at RFP stage.	This is a turn-key project, where the Solution Design & deployment is part of the SI's scope. The SI shall size the IT Compute & Storage Infrastructure based on the Functional Requirements specified in the RFP.
238	II	3.4.3.2.1	Last bullet	41	SI shall review the licenses requirements with the Department. The PMU with the help of Nodal Officer shall clarify on the licenses requirements to be brought by the SI and availability at Data Center.	The licenses requirement cannot be done at implementation stage. Please confirm that in case additional licenses are required, the additional licenses will be provided by the department. OR Provide us the details of the current licenses status for each of the servers at the RFP stage.	Existing Environment : MySQL and PHP held with respective developer; The SI shall need to provision complete set of appropriate software licenses (app,middleware & DB) licenses deemed necessary for the proposed solution in the cloud environment.
239	II	4.7.1.4	Integration of Legacy/existing applications	190	The integration of the above mentioned portals with the envisaged online solution shall be completed before Go-Live of the project. However, the applicable services for O&M shall be done as detailed in the table below.	Please provide us the functional and technical specification of these modules for us to understand and estimate the number of support staff needed. - Guidance Portal - GIM Portal - Bizz Buddy - Yaadhum Oorae - Tamil Nadu Land Information Platform - Zoho one	Guidance Portal: Guidance portal is developed for attracting major investment proposals into Tamil Nadu. The portal acts as an interface between the investors and the Guidance which provides information to the Entrepreneurs regarding the scope of setting up industries in the State, policies etc. GIM Portal: GIM portal is developed for monitoring of end to end investment process and establishes effective resource management. GIM portal provides allocation of projects to personnel for managing and monitoring the life cycle of an investment process with a defined hierarchy with Investments categorized based on the investment type. Biz buddy: An industry Helpdesk system to facilitate monitoring the time bound resolution of issues raised by an Investor. Upon submission of the ticket, the respective Nodal Officer of the Department receives the ticket to act upon for the resolution of the issue and generates SMS and email alerts. Yaadhum Oorae: A platform for the Global Tamil Communities to have regular interactions among them and with Guidance Bureau to share their investment proposals, enquiries etc. Tamil Nadu Land Platform: TNLP publishes information on land parcels available for industrial development (and track the development of new industrial areas in the state) and reviews the completeness of the seller's land parcel information. Gives investor to access inventory of land that is available for purchase for industrial purposes. Zoho one: Zoho customer relationship management software is
240	II	3.4.3	Supply, install, Test & commission of Cloud Data Center, DR and Network	39	The DR setup will have the Data backup of all the data available in the Data Center.	Kindly confirm if the DR will have compute also else RPO and RTO will not be applicable.	DR will have compute as mentioned in the RFP.
241	II	3.4.3	Supply, install, Test & commission of Cloud Data Center, DR and Network	39	The Bidder will be responsible for sizing the hardware to support the scalability and performance requirements of the proposed solution.	Kindly clarify that the bidder can only provide the sizing with respect to volumetrics provided in the bid document. Anything beyond that will be considered as a change request/new requirement	Bidder has to do the sizing with respect to the requirements as detailed in the RFP including the scalability and performance requirements during the contract period.
242	II	General	General	General	General	Purchaser would make up the decision whether they want a total cloud environment or hardware purchased by SI to be hosted in the DC as the commercials for both of them are different as well as the terms and conditions of the contract are different	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall size the required Cloud infrastructure for the envisaged solution along with the proposed integration services detailed in the

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
243	II	3.4.3	Supply, install, Test & commission of Cloud Data Center, DR and Network Connectivity	39	None of the IT Infrastructure proposed / supplied is declared "End-of-Sale" by the respective OEM during the contract	This is not applicable in case of the cloud. Thus this should be changed	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall as per their strategy adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage ear-marked for this project in the cloud environment. SI shall only use Ministry of IT, GoI's empanelled cloud service providers for the DC-DR cloud services of this project.
244	II	3.4.3	Supply, install, Test & commission of Cloud Data Center, DR and Network Connectivity	39	The IT Infrastructure proposed should be purchased within last 2 months from the date of deployment and documentary proof for warranty and proof of purchase should be produced at the time of deployment of infrastructure.	It is not applicable on the cloud but can be only applicable in the case of a purchased HW. Thus this should be changed	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall as per their strategy adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage ear-marked for this project in the cloud environment. SI shall only use Ministry of IT, GoI's empanelled cloud service providers for the DC-DR cloud services of this project.
245	II	3.4.3	Supply, install, Test & commission of Cloud Data Center, DR and Network Connectivity	39	The Bidder will be responsible for providing all the details of the Bill of Material (BoM) and specifications of the IT Infrastructure proposed, licenses of the system software, all other equipment proposed as part of its Technical Proposal. The financial quote submitted by the Bidder should include costs for all of them.	It is not applicable on the cloud. Maximum which the bidder can provide is the number of Virtual Machines as well the size of Virtual machines, storage size and the security services.	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall as per their strategy adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage ear-marked for this project in the cloud environment. SI shall only use Ministry of IT, GoI's empanelled cloud service providers for the DC-DR cloud services of this project.
246	II	General	General	General	General	Kindly clarify the hardware exit mgament policy as in a cloud, nothing can be transferred to the purchaser whereas in a hosted environment, the hardware can be transferred.	Guidance shall follow the general exit management options such as, extend the existing contract, manage it inhouse or recontract through a bidder.
247	II	3.4.3.1	Gap Infrastructure	40	Gap Infrastructure	Kindly confirm that the Gap Infrastructure should be only for the end user environment and not for the Data center environment.	Gap Infrastructure report is only for the end user environment.
248	II	3.4.3.2	Cloud Infrastructure	40	The SI shall provision entire cloud infrastructure needed for the project and shall evaluate the existing infrastructure such as servers, cloud which shall be considered for leveraged and would also strive to leverage the same as no cloud provider providing IaaS will not allow any 3rd party infrastructure to be brought in to their environment	1. Kindly remove this line "shall evaluate the existing infrastructure such as servers, cloud which shall be considered for leveraged and would also strive to leverage the same as no cloud provider providing IaaS will not allow any 3rd party infrastructure to be brought in to their environment" 2. If the purchaser feels that the same has to be used by the bidder in the hosting envt., then the list along with the details of the configuration of the current hardware which needs to be used should be specified in the RFP document. It should give the configuration, AMC, date and percentage utilization of that asset	This clause remains unchanged.
249	II	3.4.3.2	Cloud Infrastructure	40	The SI shall, as per their strategy, adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage ear-marked for this project in the cloud environment. SI shall only use Ministry of IT	Colocation/Hosting is different from usage of Hardware in the cloud environment. Kindly don't mix the two and be specific	SI can exercise both options in Cloud environment which ever deemed best-fit for this project. This is line with other large eGovernance projects in the State & Centre. (1) Collocation (i.e. buying hardware and deployment at cloud) wherein only cloud environment is taken from CSP & complete. (2) Infrastructure as a service (IaaS) wherein all compute, storage, network infra are got as a service from CSP
250	II	3.4.10	Disaster Recovery Planning	52	The solution should support 3 way DR management solution where the first replication happen to the Staging Site and then it should be replicated to a DRC. Shall allow for zero data loss for mission critical applications of Department over synchronous short distance between the primary and DR.	1. As you are requiring a zero data loss, then the staging site in case of operations from DC has to be within 80 kms of the Data center so that synchronous replication with no data loss can take place. Kindly allow the DC and staging site to be at the same physical location 2. Also when the operations are being carried out from the DR site, one would need a second staging site which is near to the DR as per the logic given below and the same is not mentioned in the BOM provided by you. Hence modify to add this 4th site also	1. SI may deploy the DC & NearDR at appropriate locations to meet the BCP requirements 2. In Cloud environment such environments are created virtually and achieved to meet the business requirements. SI is advised to plan an effective approach along with cloud service partner
251	II	3.5.3	Warranty Support – IT compute Infrastructure	57	3.5.3 Warranty Support – IT compute Infrastructure	Kindly modify the clause '3.5.3 Warranty Support – IT compute Infrastructure' as per the cloud requirements as these points are not valid for cloud	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall as per their strategy adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage ear-marked for this project in the cloud environment. SI shall only use Ministry of IT, GoI's empanelled cloud service providers for the DC-DR cloud services of this project.
252	II	3.5.3	Warranty Support – IT compute Infrastructure	57	SI is responsible for sizing and procuring the necessary IT compute Infrastructure and software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the State in case the procured hardware or software is not adequate to meet the service Monitoring and Management Services	As long as the volumetrics and other parameters given in the RFP do not change. Please confirm	Bidder has to do the sizing with respect to the requirements as detailed in the RFP including the scalability and performance requirements during the contract period.
253	II	3.5.10	Monitoring and Management Services	62	Monitoring and Management Services	Kindly confirm if seating, monitoring staff for supporting NOC will be provided by the purchaser.	NOC monitoring shall be done at Cloud Service Providers space.
254	II	3.6	General Requirements	66	<input type="checkbox"/> The envisaged solution developed should be minimum bilingual (Tamil/English) capability at the field name level. The data entry shall be in English only. The static contents in the portal which shall be managed by Content Management System shall support international languages i.e. static content of the portal shall be viewed in languages such as English, Tamil, Japanese, Mandarin, Korean, German, etc. This feature is sought w.r.t to attract the	Who will be responsible to provide the translated content in various international languages?	Refer response to query in S.No.19.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
255	II	3.6	General Requirements	66	Warranty and Support A. The SI shall warrant that the IT Computing Infrastructure supplied for this Project shall have no defects arising from design or workmanship or any act or omission of the SI. The warranty shall remain valid for the Contract period on all the items supplied as per the Contract. B. The SI shall replace any parts/ components of the IT infrastructure supplied for the Project if the components are defective and during the entire warranty period the SI shall apply latest upgrades for all the hardware components after appropriate testing. Guidance will not pay any additional costs separately for warranty and the overall IT	It is not applicable in the cloud. Kindly remove the same	This clause remains unchanged.
256	II	4.1.1	Form A: Bill of Material (Software)	68	1.104 Backup	Not applicable in the cloud environment. Kindly remove the same	This is a functionality that SI needs to ensure during the O&M phase; and SI need not provision an exclusive product for the same
257	II	4.1.1	Form A: Bill of Material (Software)	68	1.105 Archival	Not applicable in the cloud environment. Kindly remove the same	This is a functionality that SI needs to ensure during the O&M phase; and SI need not provision an exclusive product for the same
258	II	4.1.1	Form A: Bill of Material (Software)	68	1.106 Antivirus	Not applicable in the cloud environment. Kindly remove the same	This is a functionality that SI needs to ensure during the O&M phase; and SI need not provision an exclusive product for the same
259	II	4.1.2	Form B: Bill of Material (Software)	70	4.1.2 Form B: Bill of Material	UAT and Integration have to be part of main environment and has to be paid by the purchaser as UAT and Integration needs connectivity to 3rd party systems for fool proof location	All costs towards development, testing environment shall be borne by the SI.
260	II	4.1.1 And 4.1.2	Form A and B: Bill of Material	69,70	4.1.1 And 4.1.2	Virtual Machines have different sizes and different memory requirements. It should be left to the bidder to provide the Virtual machines and their sizes	Minimum requirement has been specified, bidder is free to provide better solution
261	II	4.1.1 And 4.1.2	Form A and B: Bill of Material	69,71	4.1.1 And 4.1.2	Where does the bidder mentions the additional storage required for EMS, security and other system sw. where is the 4th site	Tech Form 25
262	II	4.2.1	Cloud Data Centre / Disaster Recovery Services	72	The SI shall as per their strategy can adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage earmarked for this project in the cloud environment.	This is not applicable for Cloud environment. Please clarify	1. SI may deploy the DC & NearDR at appropriate locations to meet the BCP requirements 2. In Cloud environment such environments are created virtually and achieved to meet the business requirements. SI is advised to plan an effective approach along with cloud service partner
263	II	4.2.1.1	Compute	76	20 License portability and support - Microsoft	If Microsoft SQL and Sharepoint is not part of our proposed solution then this clause is not applicable, Kindly remove it	All support from all stack environment such as MS, Oracle, SAP, IBM etc are sought in the specifications. SI shall provision necessary compliance as per their solution requirement
264	II	4.2.1.1	Compute	76	21 License portability and support - Oracle	If Oracle - DB11 is not part of our proposed solution then this clause is not applicable, Kindly remove it	All support from all stack environment such as MS, Oracle, SAP, IBM etc are sought in the specifications. SI shall provision necessary compliance as per their solution requirement
265	II	4.2.1.1	Compute	76	22 License portability and support - SAP	If SAP apps like HANA is not part of our proposed solution then this clause is not applicable, Kindly remove it	All support from all stack environment such as MS, Oracle, SAP, IBM etc are sought in the specifications. SI shall provision necessary compliance as per their solution requirement
266	II	4.2.1.1	Compute	76	23 License portability and support - IBM	If IBM - DB2/WebSphere is not part of our proposed solution then this clause is not applicable, Kindly remove it	All support from all stack environment such as MS, Oracle, SAP, IBM etc are sought in the specifications. SI shall provision necessary compliance as per their solution requirement
267	II	4.2.1.1	Compute	77	Storage - 5 Capacity	In cloud environment, one can only ask for the size and the configuration of the raid and speed of the disk. Kindly update	Since both IaaS and Co-Location model are both available to SI to choose & hence the functional requirement is articulated accordingly. The SI may propose design highlighting the RAID & throughput in their technical proposal deemed fit for the requirement
268	II	4.2.1.1	Compute	78	Storage - 9 Supported Drives, Mixed Drives	Not applicable for the cloud environment as choice of the hardware is on the cloud provider. We can only chose from the services provided by Cloud provider. Kindly remove it	Since both IaaS and Co-Location model are both available to SI to choose & hence the functional requirement is articulated accordingly. IF SI chooses IaaS model then they may size and provide details
269	II	4.2.1.1	Compute	78	Storage - 11 Fans and power Supplies	Not applicable for the cloud environment as the cloud provider has its own choice for these components. Kindly remove it	The Hot-swappable functionality is being mandated. Bidder must ensure the same through the Cloud Service Provider
270	II	4.2.1.1	Compute	78	Storage - 12 Rack Support	Not applicable for the cloud environment as the cloud provider has its own choice for these components. Kindly remove it	Since both IaaS and Co-Location model are both available to SI to choose & hence the functional requirement is articulated accordingly.
271	II	4.2.1.1	Compute	78	Storage - 13 Data Services	Not applicable for the cloud environment as the cloud provider has its own choice for these components. Kindly remove it	Since both IaaS and Co-Location model are both available to SI to choose & hence the functional requirement is articulated accordingly.
272	II	4.2.1.1	Compute	78	Storage - 17 Storage High Availability	Not applicable for the cloud environment as cloud provider will only provide the storage requirements and choses the scalability and the model. Kindly remove it	SI shall ensure HA on the cloud stack earmarked for this project
273	II	General	General	General	Firewall, WAF, IPS, SLB, LLB, DDOs	Kindly confirm if the shared security elements which are already procured by the cloud vendor meets majority of the requirements as mentioned by you, then the bidder is allowed to use shared security services and would not procure any additional security components for this project. Also the same have not been mentioned in the BOM. It is understood that the bidder would provide these services	Yes, bidder would provide these services provided by the cloud provider
274	II	3.2 Solution & Technology Architecture	3.2.1 Overview	10	Functional Audit & Security Audit has been completed by TPA to be brought in by SI by CERT-IN empaneled agency approved by Guidance & the portal is secured as per the GoI guidelines. The cost	Please let us know the approximate number of security audits which are expected to be a part of the scope of work of SI	Minimum audit period shall be once in every 6 months or if there is any change in core software coding whichever is earlier

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
275	II	3.2 Solution & Technology Architecture	3.2.1 Overview	10	Certificate services are delivered after signing using Digital signatures	We understand that procurement of digital signature would be in scope of department. Bidders need to integrate with the same. Please confirm.	The Digital Certificates envisaged to be developed inhouse through the SI's Software (as a part of SI's scope) shall be provided wherever deemed warranted by the functional requirement of services for services which are developed by the SI under this project and for those existing services which are to be integrated to this platform. If such enablement is not there SI needs to work with the external department and create service enablement through API that is being envisaged to be developed. So that in case of the functional mandate to have Digital Certificate / Signature then SI would be responsible to make it operational. Guidance along with their consultant shall provide all APIs need to be developed by SI.
276	II	3.2 Solution & Technology Architecture	3.2.1 Overview	11	Integration of the online solution with the legacy / existing applications under Guidance such as Guidance Portal, GIM portal, BIZ Buddy, Yaadhum Oorae etc. with the envisaged solution to be	We understand that Scope of integration with the external systems such as Guidance Portal, GIM portal, BIZ Buddy, Yaadhum Oorae etc would be limited to data sharing with the external systems via APIs for MIS and reporting purpose. The data would be	APIs need to be developed by SI.
277	II	3.2 Solution & Technology Architecture	3.2.2 Way Forward	14	Gateway Enabled Services Gateway enabled services like Payment gateway, e-mail Gateway, SMS Gateway etc. would be a part of the layer.	We understand that email gateway would be arranged by department and the proposed solution is supposed to integrate with the same. The cost of arrangement of the email gateway would be borne by department. Please also confirm if Payment gateway transaction fee would be borne by	email gateway to be setup by SI.
278	II	3.4.2.7 Support for PKI based Authentication and Authorization	3.4.2.7 Support for PKI based Authentication and Authorization	31	3.4.2.7 Support for PKI based Authentication and Authorization The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000 & subsequent amendments, using the Digital Certificates issued by the Certifying Authorities (CA) such as MTNL or NIC. In particular, multi factor authentication (login id & password and digital signature) shall be implemented by the SI for officials/employees involved in processing services as per the Functional requirement specification.	We understand that procurement of PKI based solution would be out of scope of implementation of bidder. Department will take care of the procurement. Bidder is expected to only integrate with the same.	The Digital Certificates envisaged to be developed inhouse through the SI's Software (as a part of SI's scope) shall be provided wherever deemed warranted by the functional requirement of services for existing services which are to be integrated to this platform. If such enablement is not there SI needs to work with the external department and create service enablement through API that is being envisaged to be developed. So that in case of the functional mandate to have Digital Certificate / Signature then SI would be responsible to make it operational. Guidance along with their consultant shall provide all
279	II	3.4.2.17	Other Requirements	34	The IPR and the Source Code of the proposed solution shall be with the Guidance.	We understand that pre existing IPR of the proposed solution would be the sole ownership of the bidder and only the IPR of the customized part would lie with	The IP of custom-built application shall rest with Guidance.
280	II	Mobile Application Framework for the Project :	Mobile Application Framework for the Project :	148	11. The application should be capable to work with MS SQL server.	We understand that bidder can propose any standard databases. The mobile application framework should be able to integrate with any system with any underlying database. Please confirm on our understanding.	Yes.
281	II	4.7.1.3 Automation of Guidance's Office Processes	4.7.1.3 Automation of Guidance's Office Processes	189	Service Portfolio File management Knowledge management Collaboration messaging Personnel information management Attendance, Payroll and Leave management Tour management Works and project management Appointment management Contact management Correspondence Management Financial Management, Asset accounting, Grants & Investments Procurement Management Committee Management	Please provide the approx. number of track wise user base for each of the mentioned modules. Please also confirm if there is any existing system for each of these modules which bidder needs to integrate with.	The total expected number of users under Automation of Guidance processes is 100 to be scaled upwards.
282	II	4.7.1.3 Automation of Guidance's Office Processes	4.7.1.3 Automation of Guidance's Office Processes	210	Financial Management, Asset accounting, Grants & Investments	Please Clarify: The accounting methodology to be followed in new system would be "Cash" Based or "Accrual" Based?	Accrual based accounting.
283	II	4.7.1.3 Automation of Guidance's Office Processes	4.7.1.3 Automation of Guidance's Office Processes	210	Financial Management, Asset accounting, Grants & Investments	Please Clarify: The different modes of payments like Cash, Cheque, Online(EFT, NEFT, RTGS) or PFMS to be considered. Whether the new solution needs to deal with a single bank or multiple banks. What are the modes of file transfer between the proposed solution and agency banks.	a) Cheque, and online b) Multiple banks c) To be finalised during SRS stage.
284	II	4.7.1.3 Automation of Guidance's Office Processes	4.7.1.3 Automation of Guidance's Office Processes	210	Financial Management, Asset accounting, Grants & Investments	Please Elaborate: Whether the functionality is required to maintain the details of Loans taken by department or Loans provided by department or both	To be finalized during SRS stage.
285	II	4.7.1.3 Automation of Guidance's Office Processes	4.7.1.3 Automation of Guidance's Office Processes	210	Financial Management, Asset accounting, Grants & Investments	Please Elaborate: What are the various modes/ instruments where investment of surplus is done by department Is it limited to investment in bank FDs or department also issues Bonds etc.	Bank FD only.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
286	II	4.7.1.3 Automation of Guidance's Office	4.7.1.3 Automation of Guidance's Office Processes	210	Financial Management, Asset accounting, Grants & Investments	Please Clarify: What is the Architecture of legacy application used for accounting (if any) Whether it is decentralized or centralized? Whether the version of application is same across all the locations?	At present, Guidance has Tally for its accounting activities.
287	II	4.7.1.3 Automation of Guidance's Office	4.7.1.3 Automation of Guidance's Office Processes	210	Financial Management, Asset accounting, Grants & Investments	Please Clarify: What are the agencies with which External Integration is to be carried out?	Integration with Single Window system to be developed in current project.
288	II	4.1.2 Form B: Bill of Material	4.1.2 Form B: Bill of Material	224	Data digitization & Data migration (approximate 150 pages in one record)	Please confirm if data migration is in scope of implementation of bidder. If so, please let us know the following : a. Current database size b. Expected Data Growth c. Data retention policy d. Expected frequency for data archival	Yes Data Digitization and Data migration is in the scope of bidder and price discovery is done and would be used appropriately . There are approximate 150,000 pages of manual records to be digitized and migrated under Guidance . Also, Data migration has to be ensured by the successful bidder from the existing single window portal to the new envisaged system . The DB size is 240 MB for the platform which holds the 39 services in the current single window portal . The respective workflows and documents of 32 services are with the line departments , and 7 services are developed within the current single window portal .
289	General	General	General	General	User Concurrency	Please confirm on the expected concurrency which the proposed solution is supposed to support	Concurrent users can be planned as 100 to be scaled upwards.
290	II	4.7.1.4 Integration of legacy/existing applications	4.7.1.4 Integration of legacy/existing applications	190	*O&M scope for the SI to be selected under this RFP shall commence post the completion of the existing Contract for the above applications. Existing applications under Guidance such as Guidance Portal, GIM portal, BIZ Buddy, Yaadhurum Oorae etc. with the envisaged solution to be developed under this project.	We understand that the scope of work with respect to O&M support of the existing applications namely Guidance Portal, GIM portal, BIZ Buddy, Yaadhurum Oorae, Tamil Nadu Land and Zoho One would be management of cloud deployment infrastructure of these applications. Management of application services and modification of any business logic within these applications would not be scope of implementation of any bidder. Also upgrade of the platform and underlying deployment infrastructure would not be scope of implementation of bidder. Please confirm.	Maintenance of the existing applications post the prevailing maintenance period would be responsibility of the SI.
291	I	4.2	Point No. VII - (a)	13	The new single window portal will be the an enhanced version of the existing single window portal both in technology and scope of services and documents.	Kindly let bidder know about the technology & Data Base that were used in existing system and whether bidder has to continue with the same platform now?	MySQL and PHP. The SI to assess the existing solution for reuse.
292	I	4.2	Point No. VII - (c)	14	Guidance intends to automate its office processes and go paperless by implementing a digital solution.	The bidder wants to know that does automation of guidance office processes required for industries department only or stakeholder departments(i.e Boilers,PCB e.t.c) are also needs to digitalized?	The automation is limited to Guidance's office processes only.
293	II	3.3	Scope of Services - Overview	18	7. Setting up of Help Desk	1. Please let us know whether SI needs to provide IT as well as Non-IT infrastructure for ex. tables, chairs, AC etc. for setting up the help desk. 2. Please do let us know whether SI needs to provide only the software for help desk or also manage help desk by deploying manpower. 3. Please also let us know the expectations how department expects SI to handle	1. All IT and Non- IT infrastructure is under the scope of SI. 2. Software and deploying manpower is under the scope of SI. 3. Queries related to the project under this RFP from line departments need to be handled by SI.
294	II	3.2.1	Overview	11	Integration of the online solution with the legacy / existing applications under Guidance such as Guidance Portal, GIM portal, BIZ Buddy, Yaadhurum Oorae etc. with the envisaged solution to be	Kindly let us know that how many departments and services are involved in the legacy systems of Guidance for integration?	Please refer sections 4.7.1.4 Integration of legacy/existing applications for list of legacy systems involved under Guidance.
295	II	3.2.3	Application Layer	14	The 'Application' Layer represents categories of modules under Guidance, i.e. modules proposed all the departments/ sections and under Guidance.	Kindly let us know that how many modules under Guidance need to be representing in Application layer?	The services as mentioned under the application layer are representing the modules.
296	II	3.4	Scope of Services - Project Implementation Phase	19	The SI shall facilitate the respective departments in sharing the data template / structures in which the historic manual data needs to be digitised, so that there are no challenges during migration. The legacy databases shall be migrated to the envisaged end-to-end Application.	Clarity required on digitization of historic manual data - For how many services, and modules the manual data need to be digitized? What is the volume of data and who will provide scanners and how many departments are involved? How many years of historic data to be digitized?	The expected scope is for 1,50,000 pages of manual data under Guidance. The complete activities under digitization is under the scope of SI. The department involved is Guidance. Also, Data migration has to be ensured by the successful bidder from the existing single window portal to the new envisaged system. The DB size is 240 MB for the platform which holds the 39 services in the current single window portal. The respective workflows and documents of 32 services are with the line departments, and 7 services are developed within the current single window portal.
297	II	3.4.2.4.11	Scope of Services - Project Implementation Phase	28	In order to get timely and accurate information for the decision making from the data generated, Guidance Suite may be developed for the accurate real-time updates.	Kindly let us know that who are all the stakeholders involved in the Guidance suite?	Refer section 4.5 of Vol. I of the RP
298	II	3.5.3	Warranty Support - IT compute Infrastructure	57	SI is responsible for sizing and procuring the necessary IT compute Infrastructure and software licenses as per the performance requirements provided in the BOD.	The bidder wants to know whether hardware (Project components, Equipments, accessories) cost shall be bared by the service provider?	All infrastructure procured and used for this solution shall be maintained by SI till the end of the contract period
299	II	4.8.1	Overview of the Single Window Portal	192	which shall serve as the single point for investors to submit applications and electronically distributing applications to the respective competent authorities pertaining to 190 services.	The bidder needs further inputs on category of 190 services. (How many services is integration related, How many new services are to be developed, How many services need to be re - engineered, How many services shall integrate with Central	Please refer section 4.7.1.1 Indicative service portfolio for Single Window Portal.
300	II	3.3	Scope of Services - Overview	18	7. Setting up of Help Desk	Does helpdesk cater queries related to services offered by industries department only or queries can be related to other departments which are a part of EnDB?	Queries can also be related to the other departments with scope related to this EnDB_RFP
301	II	4.8.1.5	Apply for clearances	203	SWP should be able to handle different type of payments i.e. credit/debit cards, net banking etc. as discussed under the functional area, Department of Procurement Services.	Do we have online payment gateway (Credit/Debit/Netbanking as mentioned) mechanism in the existing system for 39 services? If yes same can be carried out for	The payment gateway mechanism of current single window portal will not be used for new portal.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
302	II	4.8.3	Overview of Guidance Office Process Automation Module	209	The office automation module is proposed to be implemented for Guidance with an objective to increase the efficiency of the processes and service delivery to stakeholders.	Let us know that who are all the stakeholders involved in the Guidance office process automation module?	The senior management team of Guidance and respective process owners in Guidance are the key stakeholders for Guidance Office Process Automation Module.
303	II	3.2.1	Overview	10	Certificate services are delivered after signing using Digital signatures.	If stakeholders departments doesn't have DSK or the services which are integrated doesn't have provision in their software. How could we implement Digital signature for all the services? Department will mandate all the stakeholders dept.IT vendors also to implement dsk functionality in their services?	The Digital Certificates envisaged to be developed inhouse through the SI's Software (as a part of SI's scope) shall be provided wherever deemed warranted by the functional requirement of services for services which are developed by the SI under this project and for those existing services which are to be integrated to this platform. If such enablement is not there SI needs to work with the external department and create service enablement through API that is being envisaged to be developed. So that in case of the functional mandate to have Digital Certificate / Signature then SI would be responsible to make it operational. Guidance along with their consultant shall provide all
304	II	3.5.1	Overview of Post Implementation Services	55	Coordinate with the network service providers to maintain smooth network operations and ensure uptime and performance requirements of the IT infrastructure as indicated in the RFP are met. The SI will be totally responsible for all networking equipments	Does the service provider is responsible for all network operations(Network Connectivity, MS office updates etc..) in the department?	Yes
305	II	3.4.4.7	Space and Physical Infrastructure	45	The SI on its capacity may arrange for the space & physical infrastructure required for conducting the trainings. The training rooms shall be well-illuminated & spacious and must be equipped with the basic facilities to support conducting of trainings successfully, viz. Tables & chairs, Projectors, Collar-Microphone for trainers & adequate number of microphones to circulate among trainees during interactions, Computers with internet connection for each trainee for hands-on training. White board, Chart-board, Air-conditioners.	Is it bidder's responsibility to arrange all the infrastructure arrangements for conducting trainings?	Yes
306	II	3.2	3.2.1	10	Functional Audit & Security Audit has been completed by TPA to be brought in by SI by CERT-IN empaneled agency approved by Guidance & the portal is secured as per the GoI guidelines. The cost	The bidder wants to know that whether cost should be borne by SI for conducting security	Cost should be borne by SI.
307	II	3.4.4.10	Point No. (b)	46	Arrangements for travel/boarding/lodging for the training instructors and supporting staff at all designated locations across the State would be done by the SI at no additional cost.	The bidder wants to know that whether cost should be borne by SI?	Cost should be borne by SI.
308	General	General	General		General	Kindly let us know the SLA for closure of a critical incident and non security incident?'	Refer Corrigendum Addendum Document
309	III	32.2.42	A. Solution (Hardware & Software) Service Levels	77	Minimum Guaranteed Solution (Software & Hardware) Uptime (SLA) Period of Measurement hours: 10x7x365	Please clarify the base for calculating the penalty amount. Is the 2% of penalty on overall Opex or 2% on the Quarterly amount payable	Refer Corrigendum Addendum Document
310	III	32.2.42	A. Solution (Hardware & Software) Service Levels	77	Solution (software & Hardware) Performance Degradation (SLA) Period of Measurement hours: 24x7x365	Please clarify the base for calculating the penalty amount. 2% of penalty on overall Opex or on the Quarterly payable amount	Refer Corrigendum Addendum Document
311	III	32.2.42	B. Capacity Building based Service Levels	77	Capacity Building Refresher & New Candidate Training	Please clarify the base for calculating the penalty amount.	Refer Corrigendum Addendum Document
312	I	1	IV.	8	Penalty for Non-Compliance= 0.1% of the OPEx payable An Earnest Money Deposit (EMD) in the form of a Demand Draft, from a scheduled Indian Bank in favour of "Tamil Nadu Industrial Guidance and Export Promotion Bureau", payable at Chennai, for the sum of Rupees Fifteen lakhs only (Rs 15,00,000) will be required to be submitted by each Applicant along with the pre-qualification	Is the 0.1% of penalty on overall Opex or 0.1% on the Quarterly amount payable Kindly allow the bidder to submit EMD in the form of Bank Guarantee	Refer Corrigendum Addendum Document. Refer Corrigendum Addendum Document.
313	I	4	III.	12	Guidance reserves the right to extend the Term for a period or periods of up to 6 months with a maximum of 2 years, such extension or extensions on the same terms and conditions including financial, as per the Guidance, Addendum Document.	Term of the contract to be extended on the basis of mutually agreed terms and conditions including financial. Bidder will submit proposal for contract extension to the customer upon request.	This clause remains unchanged.
314	I	5	5.4.3	20	c) EMD of all unsuccessful bidders would be refunded by Guidance after finalization of contract with the successful bidder within 30 days of the Guidance, Addendum Document.	The number of days within which EMD of the unsuccessful bidder is to be returned by the department should be clearly defined.	Refer Corrigendum Addendum Document.
315	I	6	6.3	41	III. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.	It is recommended that prices submitted shall be tax exclusive only and taxes (including but not limited to GST) shall be payable at the rates prevailing on the date of invoicing as per prevailing laws.	This clause remains unchanged.
316	I	7	7.4	42	II. Guidance may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total Contract value may change on the basis of the rates defined in the financial proposal	Each party is responsible for its own income taxes, corporate taxes and franchise excluding taxes. The reduction in quantities should not be more than 10% of the total deal value If there is any reduction in qty, then the bidder is to be notified in advance before issuing the work order. If the bidder is notified later, then the purchaser has to pay	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
317	I	7	7.5	43	I. Guidance will require the selected bidder to provide a Performance Bank Guarantee from a Nationalized Bank in India, within <15> days from the Notification of award, for a value equivalent to 10% of the total contract value.	1) Kindly allow the bidder to submit PBG for 5% of the TCV (excluding taxes), PBG to be submitted within 30 working days from notification of award. 2) In a worst case scenario, if the validity of the PBG needs to be extended for a period beyond the current validity of 72 months (term of the project) for any pending deliverables, kindly accept a PBG for 5% / 10% of the total value of pending activities only instead of the TCV. 3) In case of extension of the project beyond the initial contract period, then the PBG should be submitted for 5% / 10% of the value of the extension order only instead of the entire TCV. 4) This PBG will be returned to the bidder upon successful completion of the	Refer Corrigendum Addendum Document.
318	I	8.2.21	Tech Form 21	87	4. We also understand that the acceptance, approval and sign-off of the deliverables by Guidance will be done on the advice of respective identified officials and any other agency appointed by the Guidance for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is received from the Guidance.	We request that the department shall complete the required sign offs within 15 (fifteen) days of date of intimation by the SI. Post that it will be deemed accepted.	This clause remains unchanged.
319	I	8.3.1	Form 1	94	1. PRICE AND VALIDITY 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>	Price validity to be considered from date of submission of the bid as mentioned in previous clauses in the RFP. Pl modify here also to maintain consistency.	Refer Corrigendum Addendum document.
320	I	8.3.3	Form 2	96	Please Note that the quantities mentioned in all the tables are indicative only. Guidance reserves right to delete any item or modify the numbers/quantity for any item, before issuing the work order.	The reduction in quantities should not be more than 10% of the total deal value excluding taxes. Also, If there is any reduction in qty, then the bidder should be notified in advance before issuing the work order. If the bidder is notified later, then the purchaser has	This clause remains unchanged.
321	I	8.3.3.3	Note	99	3. The prices quoted shall be valid for at least one year from the date of signing of the Contract.	Please clarify. This clause is not clear. What is the purpose of this clause?	Refer Corrigendum Addendum Document.
322	I	8.3.3.3	Note	99	9. In order to have control on reasonability of the CAPEX and OPEX costing, it has been envisaged to have CAPEX:OPEX ratio i.e. the total cost of CAPEX of the Price BID shall not exceed 50% of the total of CAPEX & OPEX cost. BIDDERS SHALL ENSURE THE QUOTED PRICE BIDDERS BY THIS RATIO. Only Financial bids which comply to this ratio would be considered for further course of evaluation.	CAPEX:OPEX ratio should be minimum maintained at 70:30	This clause remains unchanged.
323	I	8.3.5	Note	102	6. The Price quoted should be inclusive of all expenses (including all incidental travel, etc.) and inclusive of all taxes.	Price quoted shall be exclusive of all taxes. Kindly modify	This clause remains unchanged.
324	II	3	3.4.3.2.1	40	The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) should be Licensing Requirements A. All system software, licenses, etc. have to be procured in the name of the Guidance or its designated agency / Government department	What about subscription based licenses? Please do the costing accordingly.	SI has to consider all the costs associated in the financial bid itself.
325	II	3	3.6	66	IV. Guidance agrees to pay <<SI>> for i) all charges for Services <<SI>> provides and any Deliverables and/or system (or part thereof) <<SI>> delivers through termination, and ii) reimbursable	What about the Hardware? That should also be procured in the name of Guidance or its designated agency / Government department? Please confirm.	Hardware should be procured in the name of Guidance.
326	III	14	14.2	3	Guidance will make reasonable endeavor to make payment within 30 working days of the receipt of invoice along with supporting documents subject to penalties. The penalties are imposed on the SI as per the SLA criteria specified in the SLA. If payment is not made as stated above, no interest will be made for the delayed payment.	In the event of delay in payment of undisputed amount beyond <30 working days>, Guidance shall be entitled to a late payment interest of 2% per month of the total invoice value from the date of completion of <30 working days> after submission of invoice.	This clause remains unchanged.
327	III	15	15.4	22	IV. Guidance agrees to pay <<SI>> for i) all charges for Services <<SI>> provides and any Deliverables and/or system (or part thereof) <<SI>> delivers through termination, and ii) reimbursable	The bidder should also be paid for any advance payments made to the OEM / service providers at the time of termination of contract. Kindly modify	This clause remains unchanged.
328	III	24	24.2	32	The <<SI>> must, on request by the Guidance provide current relevant confirmation of insurance documentation from its insurance companies certifying that it has insurance as required by this Clause.	We can try to get a letter from the insurer stating that the customer's property under our care and custody has been duly insured and covered under bidder's policy.	This clause remains unchanged.
329	III	29	29.3		Exit Management Schedule	As per Vol 3 of the RFP, clause 30.3 Annexure - C -Required Deliverable and Associated Timelines Page # 65, it seems the Exit management is will be completed by P + 60th month where P is the start of the O&M phase. But the start of the exit period, duration, the period in which handover/takeover has to be completed etc. is	SI has to submit the Exit Management plan to Guidance within 90 days from the Effective Date of the Agreement.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
330	III	29	29.6	59	Schedule - VI - Terms Of Payment Schedule	<p>Modifications as suggested below.</p> <p>a. Request to segregate billing terms for hardware, Software and Services. Since HW/SW will have to be billed 100% of invoice value with GST under GST laws. For Implementation Phase: For HW Supply - 80% on delivery of the HW; 10% on I&C and 10% on Go Live For Implementation Services - 10& ON SRS Sign off; 20% on UAT of 50% of the services; 20% on UAT of balance 50% of the services; 10% on security certification; 20% on Go Live of 50% of the services; 20 % on Go Live of balance 50% services</p> <p>For O&M Phase: For HW AMC, Quarterly in advance For SW AMC, Annually in advance For Manpower Services, Quarterly in Arrears</p> <p>b. The acceptance of 100% of HW and SW invoice value with GST on delivery as GST compliance. While they can be paid as per agreed payment term.</p> <p>Any CAPEX payments will have to be paid immediately to the OEM partners upon delivery during Yr 1 only in advance. Kindly consider this and waive off the requirement.</p>	This clause remains unchanged.
331	III	29	29.6	59	Successful Exit Mgt		This clause remains unchanged.
332	III	30	30.3	64	UAT of the solution for the envisaged services	We request that the department shall complete the User Acceptance Tests within 15 (fifteen) days of intimation by the SI of readiness of the system for User Acceptance Testing, post that it will be deemed accepted.	This clause remains unchanged.
333	III	32	32.2.4.1	76	Implementation Timelines Service Levels	<p>- Penalty should be levied only on the CAPEX value of the delayed Milestone and not on the total CAPEX value.</p> <p>- For every one week of delay for Go-Live Date - 0.05% of CAPEX Milestone for every week of delay</p> <p>- 0.5% of total CAPEX Value of the Milestone for every one week of delay beyond 10 weeks from Go-Live Date , subject to the total cumulative penalty capped at 5% of CAPEX value of the milestone.</p>	This clause remains unchanged.
334	III	32	32.2.4.2	76	Operation and Maintenance (O&M) Support Service levels -	<p>- In the RFP, SLA is measured on yearly basis (10x7x365), but penalty will be charged on the total OPEX value payable as per the contract. This should not be the case as this would lead to penalty being charged on the entire OPEX contract value instead of only the period in which the SLA breach happened.</p> <p>- The SLA penalty should be levied only on the contract value for the period for which SLA is being measured. If the SLA period is measured yearly (10x7x365) during O&M phase, then penalty should be levied on the OPEX Value of the YEAR ONLY and NOT on the TOTAL OPEX Value of the Contract. Similarly, If the SLA period is measured Quarterly, then penalty should be levied on the corresponding OPEX Value of the Quarter ONLY in which SLA was breached and NOT on the TOTAL OPEX Value of the Contract.</p> <p>- Also, it is not mentioned that when the SLA penalty will be calculated and from which O&M invoice will it be deducted. If SLA is being measured Yearly, then the penalty calculation should be done at the end of the 4th qtr of the year and accordingly, the penalty deduction (if any) should be done on the final O&M invoice of the year.</p> <p>- Since SLA is calculated at the entire system level and not at the individual HW/SW level, SLA breach in any HW/SW will impact the SLA of the entire HW/SW and penalty will also be levied on the entire amount. So request you to modify SLA so that it can be monitored at individual level and penalty be applied on the SLA breach of individual item only.</p>	Refer Corrigendum Addendum Document
335	II	3.2.1	Overview	10	<input type="checkbox"/> Functional Audit & Security Audit has been completed by TPA to be brought in by SI by CERT-IN empaneled agency approved by Guidance & the portal is secured as per the GoI guidelines. The cost General	<p>1. The cost of 3rd Party certification through out the period of the contract will be borne by the Guidance.</p> <p>2. The SI will assist to ensure successful acceptance and certification</p>	This clause remains unchanged.
336	General	General	General			<p>a. Request to segregate billing terms for hardware, Software and Services. Since HW/SW will have to be billed 100% of invoice value with GST under GST laws.</p> <p>b. The acceptance of 100% of HW and SW invoice value with GST on delivery as GST compliance. While they can be paid as per agreed payment term.</p>	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
337	III	6	6.4	10	Final Testing and Certification	<p>Kindly modify the clause as</p> <p>BUYER will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal.</p> <p>The application software (if any) will be delivered/installed for acceptance to BUYER as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of BUYER. BUYER will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by BUYER. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by BUYER, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. BUYER will confirm acceptance in writing to Bidder. The BUYER shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by BUYER if the BUYER (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).</p> <p>Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the BUYER. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein.</p>	<p>This clause remains unchanged.</p>
338	III	7	7.1	11	Representation of Warranties of Bidder	<p>Bidder would like to have a clause added to the effect that</p> <p>"EXCEPT AS SET FORTH IN THIS AGREEMENT, BIDDER MAKES NO WARRANTIES TO BUYER, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE BIDDER.</p>	<p>This clause remains unchanged.</p>
339	III	14	14	19	Financial Matters	<p>Kindly modify the clause as:</p> <p>All fees payable to Bidder are exclusive of any sales, use, value added tax, service taxes or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, BUYER shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the BUYER. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.</p> <p>Bidder will monitor the cost components related to this assignment. At each milestone and at the time of periodic reviews, in case of variances against its budget for reasons not attributable to Bidder like delays in inputs/approvals by the BUYER, non-availability of facilities at the BUYER, increase in the scope of the agreed Change-Requirements or increase in the BUYER's Implementation support requirements etc., Bidder will bring this to the attention of the BUYER. All such cost increases will be discussed and mutually agreed upon. Bidder will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in this proposal.</p> <p>All invoices and bills for the Application Software will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments are to be made by demand draft/cheque favouring TATA CONSULTANCY SERVICES LIMITED. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by BUYER and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.</p>	<p>This clause remains unchanged.</p>

S.No		Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
340	III	15	15.1 / 15.4	21	Termination for Default / Effects of termination	Bidder would like to clarify that in the event of this assignment being terminated for any reason, the BUYER shall be liable to make payments of all the amount due under this assignment for which services have been rendered by Bidder's Consultant's. Bidder cannot agree to any form of Step in Rights clause and would like to discuss this	This clause remains unchanged.	
341	III	16	16.3	24	Limitation of Liability	Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the BUYER or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER. Such failures or delays shall be brought to the notice of the BUYER and subject to mutual agreement with the BUYER, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the BUYER for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties. Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised	This clause remains unchanged.	
342	III	18	18	28	Confidentiality	Bidder requests for the confidentiality provisions to be made mutual with standard exceptions provided.	As per the revised Volume-III issued with the Corrigendum Addendum document	
343	III	19	19	29	Audit	Anu audit to be conducted on Bidder related to provision of services shall in accordance with Bidder's reasonable security and confidentiality guidelines	This clause remains unchanged.	
344	III	20	20	29	Intellectual Property Rights	Kindly modify the clause as: All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and the BUYER shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of the BUYER the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and BUYER shall have user rights in accordance with end	This clause remains unchanged.	

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
345	III	21	21	30	Warranty	<p>Kindly modify the clause as:</p> <p>Bidder shall warrant that the delivered software meets the requirements as specified in the detailed Specifications of the Application Software. This warranty shall remain valid for three (3) months after the acceptance of the software by the BUYER or three (3) months after the delivery of the software, whichever is earlier.</p> <p>BUYER shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software.</p> <p>The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the BUYER. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by the BUYER without the written permission of Bidder; or (iv) defects in components or materials provided to Bidder by BUYER in connection with the preparation of the deliverable.</p> <p>In case of breach of this warranty, BUYER's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the BUYER if already paid by</p>	<p>This clause remains unchanged.</p>
346	III	32	32	71	Service Level Agreement	<p>Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the BUYER or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER. Such failures or delays shall be brought to the notice of the BUYER and subject to mutual agreement with the BUYER, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the BUYER for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.</p> <p>On the uptime requirement Bidder requests Buyer to take into account the time lost due to any of the following reasons while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to the Buyer such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the site as required by the Buyer; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by the Buyer. (Bidder may also request the Buyer for a shutdown for</p>	<p>All SLA tickets would be assessed for Root Cause Analysis. In case of any downtime or performance degradation due to reasons attributable to the SI, then for such tickets SLA penalty will be applied on the SI . If the reasons are not attributable to the SI, then SLA penalty shall not be applied.</p>
347	III	26	(b)	37	Dispute Resolution and Governing Law	<p>(b) Except as otherwise provided elsewhere in the Contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by a sole Arbitrator to be appointed by the Managing</p>	<p>Refer Corrigendum Addendum Document.</p>

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
348	Volume 1	4.2 Project Background	VII. A.	13	Development of an enhanced Single Window Clearance Mechanism	We understand there is exiting portal which has 39 services available on https://www.easysubbusiness.tn.gov.in . Now this site has to be redeveloped with new tech or revamped with 190 services , integration and inspection services. Whar are existing 39 services/departments from 190 services expected , please share	The new single window portal has to be redeveloped with 190 services and to be scaled upwards. The list of 39 services is given in Annexure E of the corrigendum.
349	Volume 1	4.2 Project Background	VII. A.	13	Development of an enhanced Single Window Clearance Mechanism	Please share technology of existing portal and how old it is , https://www.easysubbusiness.tn.gov.in	Existing Environment : MySQL and PHP and two years old.
350	Volume 1	4.2 Project Background	VII. C	14	Automation of Guidance's Office Processes: Guidance intends to automate its office processes and go paperless by implementing a digital solution. It should be a cloud enabled software and Guidance intends to implement the bespoke digital application for its	Need more clarification, we understand Guidance Office portal is already existing and need to automate some of the process in same application	While there is a portal for Guidance, there is no IT system in Guidance for office processes. Only Tally is used for accounting purpose.
351	Volume 2	3.2.2 Way Forward	Communication Layer/Access Layer:	14	Gateway enabled services like Payment gateway, e-mail Gateway, SMS Gateway, etc. would be a part of the layer	Please share current enables services and should continue same or need to create new payment gateway, email gateway and sms gateways	The SI has to create new payment gateway, email gateway and SMS gateways
352	Volume 2	3.2.2 Way Forward	Search, Analytics and visualization Layer:	15	Analytics Layer: Analytics, Big Data analysis, Dashboarding, SOP and EMS, etc. enable investors and administrators alike to get a holistic view of investments and ease of doing business in the State.	Dose Big Data is in scope, do you have exiting data for analytics 7Or analytics requirement currently only for dashboards and MIS reports ?	Big data is in scope of the successful bidder and there is no existing data for analytics.
353	Volume 2	4.1.2 Form B: Bill of Material	Bill of Material	70	Data digitization & Data migration (approximate 150 pages in one record)	what is the size of existing DB of 39 services and content in existing prtal to migrate	The expected scope is for 1,50,000 pages of manual data under Guidance. The complete activities under digitization is under the scope of SI. Also, Data migration has to be ensured by the successful bidder from the existing single window portal to the new envisaged system. The DB size is 240 MB for the platform which holds the 39 services in the current single window portal. The respective workflows and documents of 32 services are with the line departments, and 7 services are developed within the current single window portal
354	Volume 2	3.4.2.4.2 Forms Availability	3.4.2.4.2 Forms Availability	23	Forms in both formats consist of various fields of required information, which would be the basis for any process to be initiated.	We understand that online forms would be required which can be sed for online submission of request and downloadable forms (pdf) would be made available which can be downloaded and used for manual submission. Please confirm	Yes. Your understanding is correct.
355	Volume 2	3.4.2.4.2 Forms Availability	3.4.2.4.2 Forms Availability	23	Forms in both formats consist of various fields of required information, which would be the basis for any process to be initiated.	Please confirm the approximate number of forms which would be required for each service	The Draft Functional Requirement Specifications for 176 services is enclosed in Annexure A, B, and C to Volume-II of the RFP. Kindly refer the same to estimate the number of forms.
356	Volume 2	3.4.2.4.4 Payment Component	3.4.2.4.4 Payment Component	24	Provide secured and trusted process of payment collection and deposit in the concerned departmental head for the selected services	Understanding is application will be integrated with Payment Gateway for payments. Let us know if any other mode of payment is required	The system should be able to handle different type of payments based on the application type including different mode of payment i.e. credit/debit cards, net banking, UPI etc. Further, the bidder is free to provide better solutions.
357	Volume 2	3.4.2.6 Single-Sign On	3.4.2.6 Single-Sign On	30	The Application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized / re-authenticated for completing any of the services in	Does Guidance have any SSO solution which can be integrated with the proposed solution? Doe Guidance have any LDAP system which is being used?	Guidance does not have any existing SSO and LDAP system.
358	Volume 2	3.4.4.12 Manpower requirements	3.4.4.12 Manpower requirements	47	Helpdesk Personnel (Two L1) ITIL V3 certification (Minimum Foundation)	Request to remove the ITIL certification clause for Helpdesk personnel	This clause remains unchanged.
359	Volume 2	3.4.7.2 Web Interface & e-forms for existing services	3.4.7.2 Web Interface & e-forms for existing services	51	For the existing Live applications SI needs to develop a web interface to seamlessly integrate with the envisaged application suite	Understanding is current application will redirect the control to the current application as required	Solution design and development is part of SI's scope & hence SI shall prepare comprehensive design & API Development as per the functional requirements specified in this RFP for the envisaged solution.
360	Volume 2	3.5.1 Overview of Post Implementation Services	3.5.1 Overview of Post Implementation Services	55	Recurring refresher trainings for the users, training to new users and Change Management activities	Please provide mre details on the no of refresher training batches required every year	Refresher training method should be classroom based and half yearly refresher trainings need to be conducted. Further, in case of any major change in the application, the training for that module has to be provided to the end users.
361	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	The new single window portal will be the revamped version of the existing single window portal (https://easysubbusiness.tn.gov.in) which shall serve as the single point for investors to submit applications and electronically distributing applications to the respective competent	The current online portal (https://easysubbusiness.tn.gov.in) is redirecting to the websites of multiple different competent authorities for filling the forms and avail the services (190 services). Going forward, the new portal for Guidance is going to hold all such form by itself and only forward the request to competent authorities for	Yes, all the forms has to be developed by the SI within the envisaged solution.
362	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	The new single window portal will be the revamped version of the existing single window portal (https://easysubbusiness.tn.gov.in) which shall serve as the single point for investors to submit applications and electronically distributing applications to the respective competent authorities pertaining to 190 services.	If the answer to above query is yes, this means all the registrations for citizens or investors will take place at Guidance portal. This would be the only source of truth for all profile (citizen or investors) related queries by any department in TN. This will be the only source of truth for all service application, fulfillment, query, status tracking and only touchpoint for any service or renewal related matters. Please clarify this	Yes. Your understanding is correct.
363	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	The new single window portal will be the revamped version of the existing single window portal (https://easysubbusiness.tn.gov.in) which shall serve as the single point for investors to submit applications and electronically distributing applications to the respective competent authorities pertaining to 190 services.	Understanding is that the competent authorities will be providing the clearances, remarks, investigation details etc. on their own system which needs to be integrated with new Guidance system (standard APIs) in order to provide the services and convey the final verdict on the service request or application. Please clarify if this is correct understanding or clarify if the personnel from various competent authorities will login to Guidance system to provide their clearances, rejections, remarks etc.	Your understanding is correct for the Departments having stand-alone online systems. However, the Departments not having stand-alone systems has to be developed in the Guidance system itself and personnel from competent authorities will login to the Guidance system to provide their clearances, approvals, remarks etc. Further, Solution design and development is part of SI's scope & hence SI shall prepare comprehensive design & API Development as per the functional requirements specified in this RFP for the envisaged solution.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
364	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	The new single window portal will be the revamped version of the existing single window portal (https://easybusiness.tn.gov.in) which shall serve as the single point for investors to submit applications and electronically distributing applications to the respective competent authorities pertaining to 190 services.	In case the competent authorities come to Guidance portal for providing clearances/rejections, then do you need the Guidance system to manage various workflows for various departments/authorities. Please note that this would be huge as we understand different departments would have different posts and level for clearances and that too would vary from service to service. All these individual departmental hierarchy along with clearance levels as per a particular service has to be maintained under Guidance for each such department. Please provide the clarity	The departments whose back-end workflow will be provided through single window system is given in RFP Volume-II, Section 4.7.1.1. For the workflow, kindly refer Draft Functional specifications in Annexure A, B, and C to Volume-II of the RFP.
365	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	The new single window portal will be the revamped version of the existing single window portal (https://easybusiness.tn.gov.in) which shall serve as the single point for investors to submit applications and electronically distributing applications to the respective competent authorities pertaining to 190 services.	In case the competent authorities provide clearances using their own system and workflows, their systems need to be integrated with Guidance system. Understanding is that Guidance will expose common and standard APIs for these departments to communicate with Guidance and they will consume these APIs. This needs to be consumed by the departments themselves and SI need not get involved in enhancing	The SI need not get involved in enhancing the other Departmental system. However, the solution design and development is part of SI's scope & hence SI shall prepare comprehensive design & API Development as per the functional requirements specified in this RFP for the envisaged solution.
366	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	The new single window portal will be the revamped version of the existing single window portal (https://easybusiness.tn.gov.in) which shall serve as the single point for investors to submit applications and electronically distributing applications to the respective competent authorities pertaining to 190 services.	Please suggest the approximate number of workflows envisaged for delivering 190 services to the community.	Refer to response in S.No.355.
367	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	194	MIS system shall provide analytical data/results to Guidance and the departments on industry established sector wise, department wise status of applications at various stages	Please suggest the approximate number of MIS reports required for the solution which Guidance has envisaged.	Solution design is part of SI's scope & hence SI shall prepare comprehensive design & Development as per departments functional requirements.
368	Volume 2	8.8.1.8 Management Information	8.8.1.8 Management Information System (MIS)	207	SWP should have a real-time dashboard that must display department wise services, total number of applications, pending applications, approved along with the timelines	Please suggest the approximate number of Dashboards for different stakeholders for the solution Guidance has envisaged.	Solution design is part of SI's scope & hence SI shall prepare comprehensive design & Development as per departments functional requirements.
369	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	Generic - Sizing Related Query	Please provide the volumetric in terms of user concurrency accessing the portal system of new Guidance.	Concurrent users can be planned as 100 to be scaled upwards.
370	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	Generic - Sizing Related Query	Please let us know the approximate average number of supporting document pages usually being attached with each application. How many applications are being received on an average each month.	Refer to response in S.No.137.
371	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	Generic - Sizing Related Query	Please let us know the approximate number of concurrent users accessing the Document Management System even if the majority of stakeholders will be interacting with the documents through portal and workflows, not directly.	Document management system is for Guidance department. The number of expected users for the envisaged solution is given below. a) Approximate number of users expected 1. System users: up to 100 2. Internal/Department users: up to 100 3. External/Public users: unlimited b) Approximate number of concurrent users expected 1. System users: up to 50 2. Internal/Department users: up to 100 3. External/Public users: up to 100
372	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	Generic - Sizing Related Query	Please provide the approximate number of type of documents which will be stored in the Document Management System.	The system should support all commonly used file formats as MSOffice, Acrobat, TIF, JPEG, GIF, BMP, etc.
373	Volume 2	4.4 Functional Requirement Specifications	4.4 Functional Requirement Specifications	147	Mobile Application Framework for the Project	Understanding is that the Mobile App would require to be delivered on Hybrid platform not separate apps for IOS and Android. Please confirm.	Hybrid application/Hybrid framework will suffice the need.
374	Volume 2	4.4 Functional Requirement Specifications	4.4 Functional Requirement Specifications	147	Mobile Application Framework for the Project	Please let us know the consumers of Mobile App. Is it required for the competent authorities also for their approvals or only for Citizens/Investors and Guidance department employees.	Mobile solution is envisaged for investors, Guidance Department and competent authorities.
375	Volume 2	4.4 Functional Requirement Specifications	4.4 Functional Requirement Specifications	137	Functional Requirements	What is the expected number of users to the portal? How many are concurrent users?	a) Approximate number of users expected 1. System users: up to 100 2. Internal/Department users: up to 100 3. External/Public users: unlimited b) Approximate number of concurrent users expected 1. System users: up to 50 2. Internal/Department users: up to 100 3. External/Public users: up to 100

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
376	Volume 2	4.6 Technical Requirements for Integrated Framework for Delivery of Services	4.6 Technical Requirements for Integrated Framework for Delivery of Services	158	Security	Does the current portal has SSO (Single Sign On) and Digital signature solution?	There is no existing SSO and Digital signature solution.
377	Volume 2	4.8.1 Overview of the Single Window Portal	4.8.1 Overview of the Single Window Portal	192	Generic - Platform Related Query	Is there a preferred Platform for the portal -- J2EE/Microsoft/ Pls confirm	Solution design is part of the SI's scope & hence SI shall decide on solution that is best-fit for the requirement as per the RFP.
378	Volume 2	3.4.6 Setting of Help Desk	3.4.6 Setting of Help Desk	50	Telephonic call on the Toll-free Helpline	hope monthly recurring toll free calls charges would be borne by Tamil Nadu Industrial Guidance & Export Promotion Bureau and we do not need to consider in the TOL-DR clause.	To be borne by SI.
379	Volume 2	3.4.5 SMS Gateway & Payment Gateway	3.4.5 SMS Gateway & Payment Gateway	49	Any transaction charges should be payable in Indian Rupees	Hope transactional per month SMS cost would be borne by Tamil Nadu Industrial Guidance & Export Promotion Bureau at the end of the month since we do not know the number of SMS per month. Pls clarify. Hope we do not have to consider SMS	To be borne by SI.
380	Volume 2	3.4.3.2.2 Network Connectivity	3.4.3.2.2 Network Connectivity	41	The network connectivity for the project need to be established under this project for the office and between the DC & DR under this project	do we need to provide the connectivity from telco service provider at 28 offices? If yes, pls provide the complete address of 28 office locations to check feasibility through ISP.	Network connectivity is not required to be provided at 28 offices but data exchange should be ensured for the envisaged solution to meet the requirements under this RFP. However, SI should submit the gaps in network connectivity for the respective department offices in the gap
381	Volume 2	3.4.3.2.2 Network Connectivity	3.4.3.2.2 Network Connectivity	41	The network connectivity for the project need to be established under this project for the office and between the DC & DR under this project	What is the bandwidth required at 28 office locations?	Not applicable.
382	Volume 2	3.4.3.2.2 Network Connectivity	3.4.3.2.2 Network Connectivity	41	The network connectivity for the project need to be established under this project for the office and between the DC & DR under this project	do we need to provide dual connectivity at 28 offices through 2 different ISP?	Not applicable.
383	Volume 2	3.4.3.2.2 Network Connectivity	3.4.3.2.2 Network Connectivity	41 and 100	The network connectivity for the DC-NLDC-DR	Request you to clear the exact needs and its connectivity towards DC, DR and NLDC and its purposes since the RFP is very silent in this aspects.	Solution design is part of SI's scope & hence SI shall prepare comprehensive design and size the network connectivity to meet the req. DC, DR and NLDC connectivity as specified in this RFP.
384	General	3.4.3.2.2 Network Connectivity	3.4.3.2.2 Network Connectivity	41 and 100	The network connectivity for the DC-NLDC-DR	Would there be tripartite agreement for bandwidth? Or payment will be done to bidder for bandwidth connectivity also. Pls clarify	Yes, tripartite agreement shall be made for the bandwidth along with Guidance, SI and ISP. But the payment shall be made to the selected bidder by the Guidance as per the Terms Of Payment Schedule in this RFP.
385	General	3.4.3.2.2 Network Connectivity	3.4.3.2.2 Network Connectivity	41 and 100	The network connectivity for the DC-NLDC-DR	Will the PO for bandwidth connectivity be placed on the bidder or to Telco -ISP directly? Pls clarify	The PO has to be placed by the bidder to ISP. The payment shall be made to the selected bidder by the Guidance as per the Terms Of Payment Schedule in this RFP.
386	Volume 2	4.2.1.4 Typical Data Centre Infrastructure - Guidelines	4.2.1.4 Typical Data Centre Infrastructure - Guidelines	93	The bidder has to take care of the interior, electrical works DC/DR racks, IT Compute, Storage, Network, Security and Non IT components including power and cooling as a part of cloud environment. Indicative list of ICT equipment to be provisioned and maintained by the SI at the DC-DR cloud are given below.	The mentioned clauses contradicts each other. Since DC and DR cloud shall necessarily be one of the empanelled cloud service providers of MeitY GoI then there is no point of managing DC/DR racks, IT compute, storage, network, security and non IT components including power and cooling because then it would be part of Private Cloud setup and not Public Cloud. Please clarify exactly what you are trying to achieve here?	Since both IaaS and Co-Location model are both available to SI to choose & hence the functional requirement is articulated accordingly.
387	Volume 2	3.4.6	3.4.6	Setting up of helpdesks	The SI as part of provisioning support for Department users at each location will setup centralized helpdesk	Helpdesk would cater to the internal users of Guidance only and not any other departmental users or Other external users. Please confirm	Helpdesk shall cater the needs of users of Guidance and other Departmental user with scope related to this EODB RFP.
388	Volume 2	3.4.6	3.4.6	Setting up of helpdesks	The SI as part of provisioning support for Department users at each location will setup centralized helpdesk	What is the number of users to whom the Helpdesk support should cater to ? (Approximately)	The number of expected users is given below. a) Approximate number of users expected 1. System users: up to 100 2. Internal/Department users: up to 100
389	Volume 2	3.4.6	3.4.6	Setting up of helpdesks	An online system should be deployed by the SI as part of the Helpdesk management	Is Guidance looking for a ITSM tool for tracking tickets (Helpdesk tool) or a CRM tool to track the end user activity as well	System should be scalable. Any tool which meets the ITSM framework is acceptable.
390	Volume 2	3.4.6	3.4.6	a) User Interface	All users (departmental and external) of the system should be able to log a request in the system using any of the following channels: 1. Telephonic call on the Toll-free Helpline	Should the bidder propose PRI Line/ISDN line for Telephonic connectivity ?	The bidder should propose PRI line with international calls to be supported.
391	Volume 2	3.4.6	3.4.6	a) User Interface	Through intranet for departmental users or web-portal for external users	The proposed helpdesk tool will have a feature to log the ticket through web portal, not necessarily intranet portal of Guidance or dept. Please confirm, no integration is required here.	As per RFP.
392	Volume 2	3.5.9	3.5.9	Application Monitoring Services	Asset Management Services	Is Hardware asset management is also in scope ?	Asset management of hardware coming under this RFP is under the scope of SI.
393	Volume 2	3.5.16	3.5.16	Network management	The SI shall ensure the management of network environment to maintain performance at optimum levels on a 24 x 7 basis.	There is no requirement of Manpower for network services, Ensuring Service window coverage in general shift requires, network resource in the manpower table. Please add the same.	Minimum requirement has been specified, bidder is free to provide better solution.
394	Volume 2	4.1.1	69	1.107	Additional licenses for EMS - Monitoring of the IT infrastructure at the DC - for leveraging the existing CA EMS suite at envisaged DC	Please provide more details about the existing CA EMS suite	There is no existing EMS Suite with Guidance. The bidder has to factor in the required number of licenses for this project to meet the requirements as specified in this RFP.
						1. No. of Licenses currently available	There is no existing EMS Suite with Guidance.
						2. Names of the modules enabled and being used	There is no existing EMS Suite with Guidance.
						3. Is helpdesk tool part of the stack ?	There is no existing EMS Suite with Guidance.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
401	Volume 2				4.4 Functional Requirement Specification for Workflow Engine	x) Assuming building reports are from data lake or data warehouse . Please confirm y) How many dashboards and reports are to be build	Data points has to be picked from suitable data points from case to case basis as per the requirements specified in this RFP. Basic requirements has been specified in the RFP. Further, the solution design is part of SI's scope & hence SI shall prepare comprehensive design & Development as per departments functional requirements and more details will be provided to the successful bidder.
					Reporting & Analysis	z) Please share Source systems with KPI's to be build	Please refer the FRS for the Source systems with KPI's to be build. Further details will be discussed with the successful bidder during the requirement study analysis and Solution design stage.
402	Volume 2				4.6 Technical Requirements for Integrated Framework for Delivery of Services. Real Time Monitoring (RTM)	aa) Assuming building reports are from data lake or data warehouse . Please confirm. bb) How many dashboards and reports are to be build cc) Please share Source systems with KPI's to be build	Data points has to be picked from suitable data points from case to case basis as per the requirements specified in this RFP. Basic requirements has been specified in the RFP. Further, the solution design is part of SI's scope & hence SI shall prepare comprehensive design & Development as per departments functional requirements and more details will be provided to the successful bidder. Please refer the FRS for the Source systems with KPI's to be build. Further details will be discussed with the successful bidder during the requirement study analysis and Solution design stage.
403	Volume 2	3.4.2.18 Information Security Management	3.4.2.18 Information Security Management	34 - 36	The proposed solution should include design and implementation of a comprehensive IS security policy in line with ISO 27001 standards to comply with the security	The following product which are in scope for new deployment security solution on cloud in DC,DR, & Nearline DR in identical please confirm the below 1) SIEM, 2) FIREWAL 3) IPS/IDS 4) Antivirus 5) MFA, 6) IDAM,	Yes, in line with the ISO 27001 standards to comply with the security by the successful bidder.
404	Volume 2	4.2.1.3 Virtualisation Security	4.2.1.3 Virtualisation Security	88	Network Segmentation	Is it mandatory to provide separate software for network segmentation, even if the same services/ functionality is provided by CSP native software. Please clarify	It is mandatory to provide separate software for network segmentation either by SI or CSP. SI has to ensure that the functionality has been provided based on the requirements as specified in the RFP.
405	Volume 2	3.4.2.18 Information Security Management	3.4.2.18 Information Security Management	34 - 36	The proposed solution should include design and implementation of a comprehensive IS security policy in line with ISO 27001 standards to comply with the security	Please provide the volumetric for Sizing of license for below Security component 1) SIEM, 2) FIREWAL 3) IPS/IDS 4) Antivirus 5) MFA, 6) IDAM, 7) HIPS, 8) WAF 9) VA	Bidder has to do the sizing with respect to the requirements as detailed in the RFP including the scalability and performance requirements during the contract period.
406	Volume 2	3.2	03:02:01	10	Functional Audit & Security Audit has been completed by TPA to be brought in by SI by CERT-IN empanelled agency approved by Guidance & the nodal officer as per the CoL guidelines	Can the SI act as TPA, if they are empanelled agency by CERT-IN.	SI cannot act as TPA .
407	Volume 2	4.2	4.2.1.2	82	Site-to-site managed VPN service: The service should support a hardware based VPN connection between the provider and customer near line data center	Why do we need Site-to-Site VPN service? What is envisaged with this facility?	The envisaged purpose of the Site-to-Site VPN service is for the remote monitoring of the servers and application.
408	Volume 2	4.2.1.4	4.2.1.4.2	98	Blade Chassis Specifications	As per RFP direction, we as SI need to host DC, DR & NLDR in a Cloud Setup and If so, all available services would get provided through cloud directly. Thus would request to remove the technical specification for the same	Since both IaaS and Co-Location model cloud are both available to SI to choose & hence the functional requirement is articulated accordingly.
409	Volume 2	4.2.1.4	4.2.1.4.4	102	Firewall	As per RFP direction, we as SI need to host DC, DR & NLDR in a Cloud Setup and If so, all available services would get provided through cloud directly. Thus would request to remove the technical specification for the same	The bidder would ensure and provide these services provided by the cloud service provider as per the RFP.
410	Volume 2	4.2.1.4	4.2.1.4.4	102	VPN tunnels: 25,000	Users will be accessing through Public Domain. Only Administrator, Developers will be using VPN. Kindly elaborate on the requirement of 25000 VPN Tunnels?	Your understanding is right and the requirement has been specified to provide an indicative number of user limit.
411	Volume 2	4.2.1.4	4.2.1.4.5	103	Intrusion Prevention System	As per RFP direction, we as SI need to host DC, DR & NLDR in a Cloud Setup and If so, all available services would get provided through cloud directly. Thus would request to remove the technical specification for the same	The bidder would ensure and provide these services provided by the cloud service provider as per the RFP.
412	Volume 2	4.2.1.4	4.2.1.4.6	106	Data Center Switch	As per RFP direction, we as SI need to host DC, DR & NLDR in a Cloud Setup and If so, all available services would get provided through cloud directly. Thus would request to remove the technical specification for the same	Since both IaaS and Co-Location model cloud are both available to SI to choose & hence the functional requirement is articulated accordingly.
413	Volume 2	4.2.1.4	4.2.1.4.7	108	Server Load Balance and Web Application Firewall	As per RFP direction, we as SI need to host DC, DR & NLDR in a Cloud Setup and If so, all available services would get provided through cloud directly. Thus would request to remove the technical specification for the same.	Since both IaaS and Co-Location model cloud are both available to SI to choose & hence the functional requirement is articulated accordingly.
414	Volume 2	4.2.1.4	4.2.1.4.8	115	Link Load Balancer and DDoS	As per RFP direction, we as SI need to host DC, DR & NLDR in a Cloud Setup and If so, all available services would get provided through cloud directly. Thus would request to remove the technical specification for the same	The bidder would ensure and provide these services provided by the cloud service provider as per the RFP.
415	Volume 2	4.3	4.3	138	The development, test, and staging environments should be independent logically and physically from the production environment and of each other	Can we configure the same Cloud Service Provider for providing the other Environments or they should be from different Cloud Service Provider?	Same Cloud Service Provider is ok.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
416	Volume 2	4.8	4.8.1.1	196	System should support DSC or secure token based authentication of the users.	Can e-Sign based solution be proposed instead of DSC tokens, to avoid disadvantages like lost, damaged etc.	The proposed solution should be secure and meet the requirements as specified in the RFP.
417	Volume 2	4.2.1.4	4.2.1.4.4 / 7	102 / 109	Concurrency at Firewall is 8 Million. Concurrency at SLB and WAF is 10 Million.	Kindly confirm the expected concurrency of the System.	Concurrent users can be planned as 100 to be scaled upwards.
418	Volume 2	03:04:02	3.4.2.7	31	The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000 & subsequent amendments, using the Digital Certificates issued by the CA such as used in the matrix	Currently NIC and MTNL are not Licensed Certifying Authorities.	The proposed solution should be issued by a Certifying Authority.
419	Volume 2	4.7.1 SI Scope Service Portfolio Matrix	4.7.1 SI Scope Service Portfolio Matrix	172	The below matrix shares a list of indicative services that are already live and scope for SI under this project. The following are legends used in the matrix	Pls. do clarify and confirm the scope of the SI would be limited only to the application which is getting developed by the SI and the existing applications services would get managed by the respective department and also the API connect with the existing application services are taken care by the respective department. We as SI need to enable the relevant API for the new application which is getting deployed by us only. Since the RACI matrix provided in this section making not clear to us.	The Scope Service Portfolio Matrix is different for four different components as detailed in the RFP (SWP, CIS etc). In case of SWP, the services which are available in the current SWP (SWP) and manual services need to be developed in the new SWP. Further, the API development required for all the services (Standalone and E-Sevai) has to be done by the selected bidder under this RFP.
420	Volume 2	3.4.2.17 Other Requirements	3.4.2.17 Other Requirements	34	Complete mobile enablement of the Application developed by the SI and services including all appropriate channels such as SMS / USSD / IVRS	Pls do clarify whether we need to enable with USSD and IVRS as this required to have different and deep level of mobile applications. As normally Mobile application will have a connect with SMS services alone. Hence would recommend to get the USSD Request to to make a UAT/FAT sign off at the central location instead of department wise sign off since this will make more delay and as practice across all such state govt. RFP, the sign off happens at central location only. Hence we strongly recommended to change this clause to make a UAT/FAT sign off at Central Locations.	This clause remains unchanged.
421	Volume 3	30.3 Annexure - C - Required Deliverable and Associated Timelines	30.3 Annexure - C - Required Deliverable and Associated Timelines	65	Note: The UAT for the applications and services needs to be obtained from department levels and subsequently based on respective department's feedback & recommendations guidance would sign-off which will qualify as the "deliverable sign-off".		This clause remains unchanged.
422	Volume 1	6.1 Pre-Qualification Criteria	criteria 2	27	One project with IT SI experience with work order dated before 31st January 2015 corresponding work orders confirming Year and Area of activities.	One project with IT SI experience with work order / Client certificate / Self-Certificate from Bidders Company Secretary dated before 31st January 2015	Refer Corrigendum Addendum document.
423	Volume 1	6.1 Pre-Qualification Criteria	criteria 5	28	Note: Work orders/client certificate should clearly articulate at least 3 of the SI services mentioned in this criterion, otherwise such projects will not be considered. In case of PPP projects, the bidder should furnish the necessary supporting documents (Work Order / Client Certificates) to enable the evaluation committee to ascertain the project value lest such projects shall not be considered for evaluation	We request to consider Self-Certificate from Bidders Company Secretary as documentary evidence.	Refer Corrigendum Addendum document.
424	Volume 1	6.2 Technical Qualification Criteria	criteria 2 (A, B, C & D)	34-35			Refer Corrigendum Addendum document.
425	Volume 2	4.2.1.4.4	Firewall	103	Build-in SDWAN must be able to do load balancing of various links based on source address, User group, protocol and/or applications	SDWAN feature set has been mentioned in the DC Firewall. A similar functionality would be needed in the 28 Department Offices as well as SDWAN devices get deployed and to add, pls provide the specifications of these devices	Minimum requirement has been specified, bidder is free to provide better solution. The same may be highlighted in the gap analysis report to be submitted by the SI
426	NA					Other than the above, pls specify if any other device are in existence at the Department Offices which may need to be integrated in the new setup	This has to be identified and highlighted in the gap analysis report to be submitted by the SI
427	Volume 2	3.4.2.4.5	Physical Verification	24	Physical verification is required for conducting inspection and carrying out the surveys for providing the approval and clearances.	Need further clarification, Physical verification might not allowed	Physical verification is applicable in providing approvals for various services.
428	Volume 2	3.4.10	Disaster Recovery Planning	52	The solution should support 3 way DR management solution where the first replication happen to the Staging Site and then it should be replicated to a DC	Need further clarity wherein DR has to be from different Geographical/Seismic zone or DR can be given from a different Availability zone in a region. This will help in Decision the Solution and CSP	Ideally DR has to be from different Geographical/Seismic zone.
429	Volume 2	4.2.1.1	Compute	73	Compute instances - Burstable performance, Compute instances - Dedicated	This terms are directly referring to AWS CSP, Need further clarification. Compliance is based on terms requirements or descriptions.	The functionality SI need to comply is that in case of an increase or decrease in load, the solution has to be scaled up or down accordingly.
430	Volume 2	4.2.1.1	Compute	76	The provider should offer license portability and support for Oracle apps like Oracle Database 11g	Oracle 11 g is out of support. Need further clarification. This will help in factoring the solution approach.	Minimum requirement has been specified, bidder is free to provide better solution
431	Volume 2	4.2.1.2	Networking	88	Storage gateway appliance for automated enterprise backups	This terms are directly referring to AWS CSP, Need further clarification. Compliance is based on terms requirements or descriptions.	The requirement is to ensure that the compliance has been met with respect to the RPO, RTO and BCP service levels as specified in this RFP.
432	Volume 2	4.2.1.4.11	Back-up Software	125	The backup software should support different types of backup such as Full back up, Incremental back up, Differential back up, Selective back up, Point in Time back up and Progressive Incremental back up	Need further clarity on backup lifecycle management including retention requirements. This will help in factoring the solution approach.	Retention as per Tamil Nadu Government Office Manual.
433	Volume 2	4.2.1.9	Disaster Management Software:	136	The proposed solution should be capable of generating reports and email/SMS alerts on RPO deviation, RTO deviation and DR Drills from centralized location	Need further clarity on RTO/RPO, Number of DR Drills. This will help in factoring the solution approach.	Number of DR drills should be minimum twice in a year. Please refer SLA section in RFP vol III for RTO/RPO.
434	Volume 2	4.2.1.9	Disaster Management Software	136	For each hardware mentioned above, provide the following information in a table (i) Reference of the server/storage information in the Submitted Proposal (Please provide page number/section number/ volume) (ii) Services proposed to be hosted on the Server (iii) Quantity (iv) Make and Model (v) Year of Introduction (vi) Operating System along with version (if applicable) (vii) Processor and Number of Cores Offered (if applicable)	Need further clarity on the same as because CSP will provide Infrastructure as a service and details like model number of hardware might not be shared. This will help in evaluating further CSP evaluation	Since both IaaS and Co-Location model cloud are both available to SI to choose & hence the functional requirement is articulated accordingly.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
435	Volume 2	3.4.3.2	Cloud Infrastructure	40	The SI shall provision entire cloud infrastructure needed for the project and shall evaluate the existing infrastructure such as servers, cloud which shall be considered for leveraged and would also strive	Need further clarity on usage of current Infrastructure as Public Cloud/Hosting providers will not do it.	This is a turn-key project, where the Solution Design & deployment is part of the SI's scope. The SI shall size the IT Compute & Storage Infrastructure based on the Functional Requirements specified in the RFP.
436	Volume 2	4.2.1.9 and 4.2.1.1	Disaster Management Software and Compute	136 and 73	(Page 136, Point 11) The proposed solution must support all major platforms including Linux, Windows, Solaris, HP-UX, and AIX with native high availability options. It must support both physical and virtual platforms. (Page 136, Point 4 and 5) OS Support – Linux and	Both page OS are contradicting , Need further clarification. This will help in factoring the solution approach as well as CSP	The proposed solution should be interoperable under multiple platforms. As part of solution design, SI should ensure the same.
437	Volume 2	4.2.1.1	Compute	73	The provider should be able to support the last two major Windows Server versions (Windows Server 2012, Windows Server 2008)	Need further clarity on OS requirement as majority of the CSP's provide versions later to Windows Server 2008 R2	Minimum requirement has been specified, bidder is free to provide better solution.
438	Volume 2	4.2.1.2	Networking	82	The service should support a hardware based VPN connection	Need further clarity as CSP's provide software based VPN solution	Refer Corrigendum Addendum document.
439	Volume 2	4.2.1.2	Networking	84	The CSP should be able to provide a 10GB network connectivity between the provider and customer near-line data centre	Need further clarity whether CSP to be chosen only	Yes CSP to be chosen only.
440	Volume 2	4.2.1.2	Networking	85	The service should support sharing of snapshots across regions making it easier to leverage multiple regions for geographical	Need further clarity w.r.to regions as it means different geographical location/data centres or public Cloud locations	Geographical locations.
441	Volume 2	4.2.1.2	Networking	85	Annual Failure Rates <1%: The service should	Compliance description is not complete	This clause may read as Service should comply to the specified requirement
442	Volume 2	4.2.1.1	Compute	79	Should include data Snapshot, Thin provisioning, Volume Cloning or equivalent features for the offered capacity of the storage solution. The proposed system support storage based replication software.	Need further clarity as CSP doesn't provide storage based replication.	SI shall plan and design the solution with appropriate replication software to comply with the RTO, RPO and BCP service levels as specified in this RFP.
443	Volume 2	4.1.2	Bill of Material	70	At DR site: Compute VMs with 1 TB Storage & 256 MB RAM with BCP on Active-Active operation.	Need further clarity with DR strategy, is Active-Active configuration required for both Near and DR. Further wanted to understand the rationale of Compute configuration	The SI shall design DC-NDR-DR as per BCP requirements on Active-Active ensuring near to zero data loss.
444	Volume 1	6.2 Technical Qualification Criteria	criteria 2D	35	Prior domain experience in designing and implementing single window system with respect to EoDB for any State Government in India	Prior domain experience in designing and implementing single window system with respect to EoDB for any PSU / Central / State Government client in India. We also request to elaborate on nature of projects, which will be considered under	Refer Corrigendum Addendum document.
445	Vol I	Disclaimer	5	4	The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate or adequate. Each Applicant should, therefore, conduct its own analysis and should check the accuracy, adequacy and completeness of the assumptions and information contained in this RFP and obtain independent advice from appropriate sources.	The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate or adequate. Each Applicant should, therefore, conduct its own analysis and should check the accuracy, adequacy and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.	As per RFP.
446	Vol I	Basic Information	4.1	12	Guidance reserves the right to extend the Term for a period or periods of up to 6 months with a maximum of 2 years, such extension or extensions on the same terms and conditions including financial,	Guidance reserves the right to extend the Term for a period or periods of up to 6 months with a maximum of 2 years, on mutual consent. Such extension or extensions shall be on the mutually agreed terms and conditions including financial,	As per RFP.
447	Vol I	Earmest Money Deposit	5.4.3	20	EMD of all unsuccessful bidders would be refunded by Guidance after finalization of contract with the successful bidder within reasonable time	EMD of all unsuccessful bidders would be refunded by Guidance after finalization of contract with the successful bidder within 30 days. reasonable time	Refer Corrigendum Addendum document.
448	Vol I	Tender Validity	5.6.2	24	The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender	The offer submitted by the Bidders should be valid for minimum period of 180 days 90 days from the date of submission of Tender	As per RFP.
449	Vol I	PQ Form 3: Financial Capability (PQ-Capability)	8.1.3	53	The turnover from IT System Integration Business should be clearly established by the supporting documents viz. Statutory Auditor	The turnover from IT System Integration Business should be clearly established by the supporting documents viz. Statutory Auditor certificate OR Audited Financial	Refer Corrigendum Addendum document.
450	Vol I	8.2.21 Tech Form 21: Undertaking on Deliverables	8.2.21	87	We also understand that the acceptance, approval and sign-off of the deliverables by identified officials by Guidance will be done on the advice of respective agency appointed by Guidance and any other for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by Guidance.	We also understand that the acceptance, approval and sign-off of the deliverables by Guidance will be done on the advice of respective identified officials and any other agency appointed by the Guidance for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by Guidance. Services and/or deliverables shall be deemed to be fully and finally accepted by Guidance in the event when Guidance has not submitted its acceptance or rejection response in writing to system integrator within 30 days from the date of installation/commissioning or from the date of submission of the deliverable for review or when Guidance uses the Deliverable in its business, whichever occurs earlier. Parties agree that System integrator shall have 30 days time to submit an	As per RFP.
451	Vol I	8.3.2 Form 2: Financial Proposal	8.3.2	96	Please Note that the quantities mentioned in all the tables are indicative only. Guidance reserves right to delete any item or modify the numbers/quantity for any item, before issuing the work order.	Please Note that the quantities mentioned in all the tables are indicative only. Guidance reserves right to delete any item or modify the numbers/quantity for any item, before issuing the work order, subject to consent of the bidder. Bidder shall have the right to withdraw the bid, without any consequences, in case the changes	As per RFP.
452	Vol I	8.3.3.1 Form 2A: CAPEX (A1)	8.3.2	96		We request that the products part be segregated from the development part and separate payment terms should be assigned to both.	This clause remains unchanged.
453	Vol II	Application Support	3.5.2	56	The SI shall provide application support to the entire application suite. This shall include but not limited to.	The SI shall provide application support to the entire application suite. This shall include but not limited to.	As per RFP.
454	Vol II	Application Support	3.5.2	56	The SI shall provide application support to the entire application suite. This shall include but not limited to.	The SI shall provide application support to the entire application suite. This shall include but not limited to.	As per RFP.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
455	Vol II	3.5.3 Warranty	3.5.3	57	Any hardware upgrading required from time to time will be done by the SI. Regarding Application software or any other software that Guidance / users installs, in the hardware supplied by the SI, then		No clarification has been sought. Clause remains as per RFP.
456	Vol II	Annual Technical	3.5.4	58	Updates / Upgrades / New releases / Patches / Bug fixes: The SI shall provide from time to time the Updates / Upgrades / New releases / Patches / Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates / Upgrades / New releases / Patches / Bug fixes of the software and tools to Guidance as and when released by		No clarification has been sought. Clause remains as per RFP.
457	Vol II	Server Monitor	3.5.11	62	The activities shall include but not limited to		As per RFP.
458	Vol II	3.5.20 Liaison w	3.5.20	65	The SI shall coordinate and liaise with the key stakeholders of the project such as Guidance, respective departments (PCB, DISH etc.), TNeGA, NIC, CDAC, Third party vendors engaged by the line departments for developing services covered under the Ease of doing business framework. Such coordination and liaison is highly critical to the success of the project. Guidance to help SI in coordination with these external		Guidance will facilitate SI in meeting key stakeholders.
459	Vol II	Warranty Suppo	3.6	66	The SI shall replace any parts/ components of the IT infrastructure supplied for the Project if the components are defective and during the entire warranty period the SI shall apply latest upgrades for all the hardware components after appropriate testing. Guidance will not pay any additional costs separately for warranty and the overall IT infrastructure cost quoted by the SI shall include the same		As per RFP.
460	Vol II	Warranty Suppo	3.6	67	Please note that the above requirements are only indicative but not exhaustive. If any other work involved in the assignment for the purpose of meeting the project objectives would be the responsibility		As per RFP.
461	Vol II	Technical Solu	14	142	SI shall be liable for all costs including, but not limited to, the costs of material, labour, travel, transport and living expenses associated with the collection and return of the units covered by the warranty		As per RFP.
462	Vol II	Technical Solu	14	142	SI is required to provide additional training if the satisfaction levels/ learning does not reach 75% in evaluation/feedback from trainees, and expected to provide additional training, if required		As per RFP.
463	Vol III	Non-fulfillment of the SI's Conditions Precedent	5.4	9	In the event that any of the Conditions Precedent of the SI have not been fulfilled within 15 days of signing of this Agreement and the same have not been waived fully or partially by Guidance, this Agreement shall cease to exist		As per the revised Volume-III issued with the Corrigendum Addendum document.
464	Vol III	Non-fulfillment of the SI's Conditions Precedent	5.4	9	II. In the event that the Agreement fails to come into effect on account of non fulfillment of the SI's Conditions Precedent, the Guidance shall not be liable in any manner whatsoever to the SI and Guidance shall forthwith forfeit the Performance Guarantee		As per the revised Volume-III issued with the Corrigendum Addendum document.
465	Vol III	Indemnificatio n of Guidance	16.1	23	As per RFP	<p>To be included:</p> <p>Exceptions to Indemnity</p> <p>(a) SI shall not have any liability to Guidance under this Section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a Deliverable with equipment or software supplied by Guidance where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by Guidance; (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than SI where the unmodified version of the Deliverable would not have been infringing.</p> <p>SI will completely satisfy its obligations hereunder if, after receiving notice of a claim, SI obtains for Guidance the right to continue using such Deliverables as provided without infringement, or replace or modify such Deliverables so that they become non-infringing.</p>	As per the revised Volume-III issued with the Corrigendum Addendum document.
466	Vol III	Limitation of Liability	16.3	24	The aggregate liability of the SI under this agreement, or otherwise in connection with the services to be performed hereunder, shall in no event exceed the contract price	<p>Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon.</p> <p>Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of SI under this Agreement, shall not exceed the fees received by SI under this Agreement during the three months</p>	As per the revised Volume-III issued with the Corrigendum Addendum document.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
467	Vol III	Force Majeure Events	17.2	27	For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of Services, System Integrator will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any breach of security and any resolution liability therefrom (wherever applicable).	For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". It is not applicable to the performance of Services. System Integrator will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any breach of security and any resolution liability therefrom (wherever applicable).	As per the revised Volume-III issued with the Corrigendum Addendum document.
468	Vol III	Consultation and	17.5	28	Except as otherwise provided in this Clause, the affected Party shall, at its own cost, take all steps reasonably required to remedy and restore its ability to perform its obligations under this Agreement as soon as reasonably practicable. The Parties shall consult with each other to determine the reasonable measures to be implemented to minimize the losses of each Party resulting from the Force Majeure event. The affected Party shall keep the affected Party informed of its efforts to remedy the effect of the Force Majeure event and shall make reasonable efforts to mitigate such event on a continuous basis and shall provide written notice of the resumption of performance hereunder. In the event, either Parties are unable to mitigate after their best efforts, and the Guidance decides to terminate the Agreement, the SI shall be paid for all the 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 5. unrecovered investments shall be paid by customer as per termination schedule	Except as otherwise provided in this Clause, the affected Party shall, at its own cost, take all steps reasonably required to remedy and mitigate the effects of the Force Majeure event and restore its obligations under this Agreement as soon as reasonably practicable. The Parties shall consult with each other to determine the reasonable measures to be implemented to minimize the losses of each Party resulting from the Force Majeure event and shall make reasonable efforts to mitigate such event on a continuous basis and shall provide written notice of the resumption of performance hereunder.	No change. For clarification regarding effect of termination, refer Termination Clause 15.4 (VI) in the revised Volume-III issued with the Corrigendum Addendum document.
469	Vol III	Confidentiality	18	28	For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: (a) information already available in the public domain; information which has been received from a third party who had the right to disclose the aforesaid information; (b) information which has been disclosed to the public pursuant to a court order or as required by Government Authority; (c) was rightfully acquired by the SI prior to disclosure by Guidance; (d) was independently developed by SI or its Representatives without reference to the Confidential Information; or (e) becomes lawfully available to the SI and its Representatives from a third party whom the SI and its Representatives reasonably believe to be free from any confidentiality restriction. The Confidential information shall survive for 3 years post termination of this	For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: (a) information already available in the public domain; information which has been received from a third party who had the right to disclose the aforesaid information; (b) information which has been disclosed to the public pursuant to a court order or as required by Government Authority; (c) was rightfully acquired by the SI prior to disclosure by Guidance; (d) was independently developed by SI or its Representatives without reference to the Confidential Information; or (e) becomes lawfully available to the SI and its Representatives from a third party whom the SI and its Representatives reasonably believe to be free from any confidentiality restriction. The Confidential information shall survive for 3 years post termination of this	Refer revised Volume-III issued with the Corrigendum Addendum document.
470	Vol III	Liquidated Damages	22	31	Time is the essence of the Agreement and the delivery dates are binding on the <<SI>>. In the event of delay for whatever reasons, (except delay caused by Guidance and/or Force Majeure), in meeting the deliverables, the Guidance shall be entitled at its option to recover Liquidated Damages from the <<SI>> as specified in the SLA		No clarification has been sought.
471	Vol III	Sub-contracting	25.3	34	<<SI>> shall not underlet or sublet the contract to anybody including companies or individuals or body corporate without Guidance's prior written consent. It is clarified that the <<SI>> shall	<<SI>> shall not underlet or sublet the contract to anybody including companies or individuals or body corporate without Guidance's prior written consent except those part of the Bidder's proposal . It is clarified that the <<SI>> shall have the sole	Refer revised Volume-III issued with the Corrigendum Addendum document.
472	Vol III	Dispute Resolution and Governing Law	26	37	As per RFP	This Agreement shall be governed by laws in force in India. In the event of any dispute arising out of this Agreement the same shall be settled by binding arbitration conducted by a sole arbitrator appointed jointly by both Parties and governed by the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be Chennai. The language of the arbitration proceedings shall be English. Any dispute arising in relation to this Agreement shall be subject to the jurisdiction of the courts at Chennai.	As per the revised Volume-III issued with the Corrigendum Addendum document.
473	Vol III	Schedules (Definition)	29	40	Agreement	means this mutually agreed Master Services Agreement, Service Level Agreement and Non-Disclosure Agreement together with all Articles, Annexures, Schedules and the contents and specifications, Corrigenda and Addenda of the RFP and	As per the revised Volume-III issued with the Corrigendum Addendum document.
474	Vol III	Exit Management Schedule	29.3	49	(I) Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.	(I) Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables rendered till the date of termination , subject to SLA requirements.	As per the revised Volume-III issued with the Corrigendum Addendum document.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
475	Vol III	POST-CONTRACT	6	51	After expiry of the contract (five years from date of Go-Live), Guidance at its discretion may request the System Integrator to renew the contract for extended support for a period of 2 years from the date of expiry of the contract under the same terms & conditions of this contract. Alternatively, Guidance may identify any other contractor for the purpose of Facility Management Services (FMS) to continue the support services of the project. In such occasion, the existing contractor should carry out the knowledge transfer as specified in the contract.	After expiry of the contract (five years from date of Go-Live), Guidance at its discretion may request the System Integrator to renew the contract for extended support for a period of 2 years from the date of expiry of the contract under the same terms & conditions of this contract. Alternatively, Guidance may identify any other contractor for the purpose of Facility Management Services (FMS) to continue the support services of the project. In such occasion, the existing contractor should carry out the knowledge transfer as specified in the contract.	As per RFP. In case of any extension, prior information will be shared with the SI.
476	Vol III	5 EMPLOYEES	5	51	5.3 To the extent that any Transfer Regulation does not apply to any employee of the <<SI>>, department, or its Replacement <<SI>> may make an offer of employment to such employee of the <<SI>> and the <<SI>> shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Managing Director, PIU or any other contractor for the purpose of Facility Management Services (FMS) to continue the support services of the project. In such occasion, the existing contractor should carry out the knowledge transfer as specified in the contract.	5.3 To the extent that any Transfer Regulation does not apply to any employee of the <<SI>>, department, or its Replacement <<SI>> may make an offer of employment to such employee of the <<SI>> and the <<SI>> shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Managing Director, PIU or any other contractor for the purpose of Facility Management Services (FMS) to continue the support services of the project. In such occasion, the existing contractor should carry out the knowledge transfer as specified in the contract.	As per the revised Volume-III issued with the Corrigendum Addendum document.
477	Vol III	Schedule - VI - Terms Of Payment Schedule	29.6	59	The following schedule would be followed for payment during the Project implementation S. No Milestone % of Total Fee 1. Approval of Final SRS and Solution Sign-off Submission of Gap infrastructure report - 10% CAPEX 2. Deployment, Supply, Installation and Commissioning of ICT and Non-ICT Infra - 35% CAPEX 3. UAT of the solution for 50% of the envisaged services (as per section 4.7 of Vol.II of this RFP) - 10% CAPEX 4. UAT of the solution for remaining 50% of the envisaged services (as per section 4.7 of Vol.II of this RFP) - 10% CAPEX 5. Security and Performance Testing Certification for the entire solution - 10% CAPEX 6. "Go-Live" for 50% of the services - 10% CAPEX 7. "Go-Live" for all of the services - 10% CAPEX 8. Operations and Maintenance Phase for 5 years - 5% of OPEX per quarter (To be paid as equated quarterly installments) 9. Successful Exit Management - 5% CAPEX 2	We request that payment for products (including licenses), Development and O&M to be delinked to maintain cashflows: A. For Products (including licenses): 80% on delivery 20% on installation B. For Development: 1. Approval of Final SRS and Solution Sign-off Submission of Gap infrastructure report - 10% CAPEX 2. Deployment, Supply, Installation and Commissioning of ICT and Non-ICT Infra - 35% CAPEX 3. UAT of the solution for 50% of the envisaged services (as per section 4.7 of Vol.II of this RFP) - 10% CAPEX 4. UAT of the solution for remaining 50% of the envisaged services (as per section 4.7 of Vol.II of this RFP) - 10% CAPEX 5. Security and Performance Testing Certification for the entire solution - 10% CAPEX 6. "Go-Live" for 50% of the services - 10% CAPEX 7. "Go-Live" for all of the services - 15% CAPEX C. For O&M:	As per the revised Volume-III issued with the Corrigendum Addendum document.
478	Vol III	30.3 Annexure	30.3	64	Note: The UAT for the applications and services needs to be obtained from department levels and subsequently based on respective department's feedback & recommendations Guidance would sign-off		No clarification has been sought.
479	Vol III	NDA	31	70	As per RFP	Exceptions to Confidentiality should include: (a) information already available in the public domain; information which has been received from a third party who had the right to disclose the aforesaid information; (b) information which has been disclosed to the public pursuant to a court order or as required by Government Authority; (c) was rightfully acquired by the SI prior to disclosure by Guidance; (d) was independently developed by SI or its Representatives without reference to the Confidential Information; or (e) becomes lawfully available to the SI and its Representatives from a third party whom the SI and its Representatives reasonably believe to be free from any confidentiality restriction. The Confidential information shall survive for 3 years post termination of this Agreement or the SLA.	Refer revised Volume-III issued with the Corrigendum Addendum document.
480	Vol III	Implementation Timelines Service Levels	32.2.4.1	76		The overall maximum penalty (including Liquidated Damages), if any that can be imposed on System Integrator under this contract shall not exceed 10% of the Annualized Contract Value. Further, O&M penalty for a given quarter shall not exceed 10% of the Annualized Contract Value.	As per the revised Volume-III issued with the Corrigendum Addendum document.
481	Vol III	Representations and Warranties	7.1		(IX) there are no material actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform any of its material obligations under this Agreement	To the best of SI knowledge, there are no material actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform any of its material obligations under this Agreement	As per the revised Volume-III issued with the Corrigendum Addendum document.
482	Vol III	Pass through Warranties			Not present in the RFP	Since Bidder is acting as a reseller of third products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional indemnities.	This tender being a turnkey project where the design is part of the scope of the SI. The SI is expected to comprehensively propose a design which effectively meets the SLA and tender conditions.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
483	Vol III	Upgrades/Updates/Enhancements			Not present in the RFP	Notwithstanding anything to the contrary in the RFP, any requirement by the DIAL of any upgrade/update/enhancement shall be provided by the ERP Implementer at an additional cost to the DIAL and the same shall be done through a Change Order	No change in RFP. Refer RFP Vol-II Clause 3.5.17 and 3.5.18.
484	Vol III	Savings Clause			Not present in the RFP	Bidder'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 Bidder's performance is effected, delayed or causes non-performance due to Customer's omissions or actions whatsoever.	All SLA tickets would be assessed for Root Cause Analysis. In case of any downtime or performance degradation due to reasons attributable to the SI, then for such tickets SLA penalty will be applied on the SI. If the reasons are not attributable to the SI, then SLA penalty shall not be
485	Vol III	Deemed Acceptance			Not present in the RFP	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 Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct	As per the revised Volume-III issued with the Corrigendum Addendum document.
486	NA	Risk and Title			Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the Guidance upon delivery of such products to the Guidance	All the products procured during this project shall be in the name of Guidance, and the same shall be maintained by the SI as per the SLA
487	NA	Change Order			Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. System Integrator will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, SI shall	No change in RFP. Refer RFP Vol-II Clause 3.5.17 and 3.5.18.
488	NA	Variance in Minimum Wages			Clause not present in RFP	System Integrator 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 Guidance wants the SI 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, Guidance will support SI with change request for additional cost incurred by SI for complying to new minimum wages. SI 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	It is the responsibility of the SI to comply with prevailing statutory compliances.
489	NA	SNR			Clause not present in RFP	Guidance hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Guidance agrees that System Integrator shall not be in any manner be liable for any delay arising out of Guidance'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 ready, the employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection process	In this project, site refers to space for help desk and developers, and Guidance shall ensure provision of the same.
490	Vol I	Disclaimer	5	4	Guidance, its employees and advisers make no representation or warranty or information contained therein or deemed to form part of this RFP or arising in any way in this Selection process	Guidance, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection process	As per RFP.
491	Vol I	Disclaimer	5	4	6. Guidance also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP.	6. Guidance also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP.	As per RFP.
492	Vol I	Schedule of Bid Process (Validity of the	14	10	180 days from the date of submission of Tender	180 days from the date of submission of Tender	As per RFP.
493	Vol I	7.4 Contract Finalization and Award	8.2.8	42	II. Guidance may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total Contract value may change on the basis of the rates defined in the	II. Guidance may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP through mutual discussion with the bidder. Accordingly total Contract value may change on the basis of the rates defined in the	As per RFP.
494	Vol I	Performance Guarantee	7.5	43	Guidance will require the selected bidder to provide a Performance Bank Guarantee from a Nationalized Bank in India, within <15> days from the Notification of award, for a value equivalent to 10% of the total contract value. The Performance Guarantee should be valid till end of Contract period. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-	Guidance will require the selected bidder to provide a Performance Bank Guarantee from a Nationalized Bank in India, within <15> days from the Notification of award, for a value equivalent to 10% of the total contract value. The Performance Guarantee should be valid till end of Contract period. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period.	Refer Corrigendum Addendum document.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
495	Vol I	8.3.4 Form 2B: Price Discovery	8.3.4	99	Network connectivity (bandwidth) between the DC & DR	Due to legal restrictions on bandwidth reselling, we request Guidance to allow for a tripartite agreement between Guidance, Successful Bidder and Bandwidth Provider under which Bandwidth Provider will be directly rendering these services and raising	Yes, tripartite agreement shall be made for the bandwidth along with Guidance, SI and ISP. But the payment shall be made to the selected bidder by the Guidance as per the Terms Of Payment Schedule in this document.
496	Vol I	8.3.4.2 Form 2B: Price Discovery for	8.3.4.2	101		Please clarify the unit of measure for the quantities to be quoted in the table	Refer Corrigendum Addendum document.
497	Vol II	3.4.3.2.2 Network Connectivity	3.4.3.2.2	41		Due to legal restrictions on bandwidth reselling, we request Guidance to allow for a tripartite agreement between Guidance, Successful Bidder and Bandwidth Provider under which Bandwidth Provider will be directly rendering these services and raising	Yes, tripartite agreement shall be made for the bandwidth along with Guidance, SI and ISP. But the payment shall be made to the selected bidder by the Guidance as per the Terms Of Payment Schedule in this document.
498	Vol III	Invoicing and Settlement	14.2	19	The <<SI>> 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	The <<SI>> 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.	AS per RFP.
499	Vol III	Invoicing and Settlement	14.2	19	Guidance will make reasonable endeavor to make payment within 30 working days of the receipt of invoice along with supporting documents subject to penalties. The penalties are imposed on the SI as per the SLA criteria specified in the SLA. #	Guidance will make reasonable endeavor to make payment within 30 working days of the receipt of invoice along with supporting documents subject to penalties. The penalties are imposed on the SI as per the SLA criteria specified in the SLA. #	AS per RFP.
500	Vol III	Invoicing and Settlement	14.2	19	Guidance shall be entitled to delay or withhold payment of any invoice or part of it delivered by the <<SI>> under Schedule - VI - Terms Of Payment Schedule of this Agreement where Guidance 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 - Governance Schedule of this Agreement. Any exercise by the Guidance, under this Clause shall not entitle the <<SI>> to delay or withhold provision of the Services. SI shall be given a notice of 30days before exercise of this right by Guidance to rectify the defect.	Guidance shall be entitled to delay or withhold payment of any invoice or part of it delivered by the <<SI>> under Schedule - VI - Terms Of Payment Schedule of this Agreement where Guidance 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 - Governance Schedule of this Agreement. Any exercise by the Guidance, under this Clause shall not entitle the <<SI>> to delay or withhold provision of the Services. SI shall be given a notice of 30days before exercise of this right by Guidance to rectify the defect.	As per the revised Volume-III issued with the Corrigendum Addendum document.
501	Vol III	Invoicing and Settlement	14.2	19	Guidance shall be entitled to delay or withhold part of the payment of any invoice which is under a dispute. The withheld amount shall be limited to that which is the disputed amount. The disputed amount shall be referred to the escalation procedure as set out in Schedule - V - Governance Schedule of this Agreement. Any exercise by the Guidance under this Clause shall not entitle the <<SI>> to delay or withhold provision of the Services.	Guidance shall be entitled to delay or withhold part of the payment of any invoice which is under a dispute provided that such dispute is bona fide. . The withheld amount shall be limited to that which is the disputed amount. The disputed amount shall be referred to the escalation procedure as set out in Schedule - V - Governance Schedule of this Agreement. Any exercise by the Guidance under this Clause shall not entitle the <<SI>> to delay or withhold provision of the Services. SI shall be given a notice of 30days before exercise of this right by Guidance to rectify the defect.	As per the revised Volume-III issued with the Corrigendum Addendum document.
502	Vol III	Termination for Default	15.1	21	I. Guidance may without prejudice to any other remedy for breach of Contract, by written notice of default with a notice period of 30 days, sent to the SI, terminate the contract in whole or part; a. If the SI fails to deliver any or all of the goods within the time period(s) specified in the Contract, or fails to deliver the items as per the Delivery Schedule or within any extension thereof granted by Guidance; or b. If the SI fails to perform any of the obligation(s) under the Contract; or c. If the SI, in the judgement of the Guidance, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract. II. In the event of Guidance terminating the Contract in whole or in part, Guidance may procure the services upon terms and in such manner as deems appropriate at the risk and cost of the defaulting SI and the SI shall be liable for any additional costs for such services. However, the SI shall continue the performance of the contract to the extent not terminated	I. Guidance may without prejudice to any other remedy for breach of Contract, by written notice of default with a notice period of 30 days, sent to the SI, terminate the contract in whole or part; a. If the SI fails to deliver any or all of the goods within the time period(s) specified in the Contract, or fails to deliver the items as per the Delivery Schedule or within any extension thereof granted by Guidance; or b. If the SI fails to perform any of the obligation(s) under the Contract; or c. If the SI, in the judgement of the Guidance, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract. II. In the event of Guidance terminating the Contract in whole or in part, Guidance may procure the services upon terms and in such manner as deems appropriate at the risk and cost of the defaulting SI and the SI shall be liable for any additional costs for such services. However, System Integrator's liability in this case will be limited to 10% of the value of the goods or services for which such option is exercised. However, the SI shall continue the performance of the contract to the extent not terminated. In the event of termination by Guidance for default, the SI shall be paid for the: a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts.	As per the revised Volume-III issued with the Corrigendum Addendum document.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
503	Vol III	Termination for Convenience	15.2	22	Guidance may be written notice with a notice period of 30 days sent to the <<SI>>, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the convenience of the Bidder's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the <<SI>> is not entitled to any compensation whatsoever	<p>Either Party Guidance may be written notice with a notice period of 30 days sent to the <<SI>>, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bidder's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the <<SI>> is not entitled to any compensation whatsoever</p> <p>In the event of termination, the SI shall be paid for the:</p> <ol style="list-style-type: none"> goods delivered services rendered work in progress unpaid AMCs third party orders in pipeline which cannot be cancelled despite Bidder's best efforts unrecovered investments shall be paid by customer till the date of termination. 	Refer the Termination Clause 15.4 (VI) in the revised Volume-III issued with the Corrigendum Addendum document.
504	Vol III	Termination for Insolvency	15.3	22	Guidance may at any time terminate the Contract by giving a written notice with a notice period of 30 days to the <<SI>>, if the SI becomes bankrupt or otherwise insolvent. In this event, termination will be without any compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to Guidance	<p>Guidance may at any time terminate the Contract by giving a written notice with a notice period of 30 90 days to the <<SI>>, if the SI becomes bankrupt or otherwise insolvent. In this event, termination will be without any compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to Guidance</p>	As per the revised Volume-III issued with the Corrigendum Addendum document.
505	Vol III	Termination for Convenience	15.2	22	Guidance may by written notice with a notice period of 30 days sent to the <<SI>>, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bidder's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the <<SI>> is not entitled to any compensation whatsoever	<p>Guidance may by written notice with a notice period of 30 days 90 Days sent to the <<SI>>, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bidder's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the <<SI>> is not entitled to any compensation whatsoever</p> <p>System Integrator should be given 90 days written notice to cure the default failing which may attract termination.</p> <p>In the event of termination by Guidance, the SI shall be paid for the:</p> <ol style="list-style-type: none"> Goods delivered Services rendered Work in progress Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts Unrecovered investments shall be paid by Guidance as per termination schedule till the date of termination. 	As per the revised Volume-III issued with the Corrigendum Addendum document.
506	Vol III	Effects of termination	15.4	22	<p>I. In the event that Guidance terminates this Agreement pursuant to failure on the part of the <<SI>> to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by <<SI>> may be forfeited</p> <p>II. Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out as Schedule - III - Exit Management Schedule of this Agreement.</p> <p>III. In the event that Guidance terminates this Agreement, the compensation will be decided in accordance with the Terms of Payment Schedule set out as Schedule - VI - Terms Of Payment Schedule of this Agreement.</p> <p>IV. Guidance agrees to pay <<SI>> for i) all charges for Services <<SI>> provides and any Deliverables and/or system (or part thereof) <<SI>> delivers through termination, and ii) reimbursable expenses <<SI>> incurs through termination. To clarify, Guidance shall pay for services rendered, goods delivered and any work in progress till the date of termination (including any exit management period).</p> <p>If Guidance terminates without cause, Guidance also agrees to pay any applicable adjustment expenses <<SI>> incurs as a result of</p>	<p>I. In the event that Guidance terminates this Agreement pursuant to failure on the part of the <<SI>> to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by <<SI>> may be forfeited</p> <p>II. Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out as Schedule - III - Exit Management Schedule of this Agreement.</p> <p>III. In the event that Guidance terminates this Agreement, the compensation will be decided in accordance with the Terms of Payment Schedule set out as Schedule - VI - Terms Of Payment Schedule of this Agreement.</p> <p>IV. Guidance agrees to pay <<SI>> for i) all charges for Services <<SI>> provides and any Deliverables and/or system (or part thereof) <<SI>> delivers through termination, and ii) reimbursable expenses <<SI>> incurs through termination. To clarify, Guidance shall pay for services rendered, goods delivered and any work in progress till the date of termination (including any exit management period).</p> <p>If Guidance terminates without cause, Guidance also agrees to pay any applicable adjustment expenses <<SI>> incurs as a result of such termination (which <<SI>> Upon occurrence of a Force Majeure Event the costs incurred and attributable to each event and directly relating to the Project (Force Majeure Costs) shall be borne by respective parties and neither party shall be required to pay to the other party any costs thereof I. For the avoidance of doubt, Force Majeure Costs may include interest payments on debt, operation and maintenance expenses, any increase in the cost of the Services on account of inflation and all other costs directly attributable to the Force Majeure Event.</p> <p>II. Save and except as expressly provided in this Clause, neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, costs, expenses, claims, demands and proceedings relating to or arising out of occurrence or existence of any Force Majeure Event or exercise of any right pursuant hereof.</p> <p>Guidance shall compensate SI for the costs incurred during the Force Majeure period.</p>	As per the revised Volume-III issued with the Corrigendum Addendum document.
507	Vol III	Costs arising out of Force Majeure	17.4	27	Upon occurrence of a Force Majeure Event the costs incurred and attributable to such event and directly relating to the Project ('Force Majeure Costs') shall be borne by respective parties and neither party shall be required to pay to the other party any costs thereof I. For the avoidance of doubt, Force Majeure Costs may include interest payments on debt, operation and maintenance expenses, any increase in the cost of the Services on account of inflation and all other costs directly attributable to the Force Majeure Event. II. Save and except as expressly provided in this Clause, neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, costs, expense, claims, demands and proceedings relating to or arising out of occurrence or existence of any Force Majeure Event or exercise of any right pursuant hereof.		As per the revised Volume-III issued with the Corrigendum Addendum document.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
508	2	3.4.4	3.4.4.1	42	The number of people to be trained across the Departments and Guidance is over 200 (approx. 150 application users and 50 higher officers) personnel across all groups. The numbers are likely to increase by about 30% due to the identification and inclusion of new	Is there will be increase in user from 200 approx. Please Clarify?	The number of people to be trained is dependent on the number of new services to be included in the single window portal beyond the 190 services.
509	2	3.4.4.3		43	languages of Training Material will be English and Tamil.	Training Delivery will be also in English and Tamil. Please Clarify?	Yes. Training delivery will be in English and Tamil.
510	2	3.4.4.3		43	Self Learning: Online help modules with search by keywords, topic etc.	Computer Base Training Material required? Please Clarify	Yes. It is required.
511	2	3.4.4.7		45	Space and Physical Infrastructure: The SI on its capacity may arrange for the space & physical infrastructure required for conducting the trainings. The training rooms shall be well-illuminated & spacious and must be equipped with the basic facilities to support conducting of trainings successfully, viz. Tables & chairs, Projectors, Collar-Microphone for trainers & adequate number of microphones to circulate among trainees during interactions, Computers with internet connection for each trainee for hands-on training, Whiteboard, Chart-board, Air-conditioners, Drinking water, etc. . Also, SI shall provide refreshments to the participants for all the trainings conducted by the SI. The SI may provide anything over and above this, as may be	Is it ok to assume that all training facilities, Space and the training infra will be arranged by SI for these trainings. Please confirm?	Yes, as per RFP.
512	Vol 2	4	4.8.2	208	The CIS module is proposed to be developed by integrating the web based online inspection systems of four departments viz. i) Labour Department ii) Directorate of Industrial Safety and Health iii) Tamil Nadu Pollution Control Board iv) Directorate of Boilers	Please share the below details for 3 existing department applications - 1. Application overview & links 2. Architecture & Technology stack 3. Application data model & size 4. Integration requirements with respect to new application to be developed 5. Current teams / SI Names (If Possible)	These details will be provided to the successful bidder during the SRS preparation stage.
513	Vol 2	4	4.7.1.1	176	Two New Services under Boiler Dept to be Design, Development & conducting Vulnerability Assessment and Penetration Testing	No Functional Requirement given for below two new services under Boiler Dept Registration and Certification of Steam Pipeline	Refer Annexure issued along with Corrigendum.
514	Vol 2	3	3.18	921	3.18 Sanction of Subsidy for Low Tension Power Tariff (LTPT) Subsidy from Commissionerate of Industries	There is no orange color (Single window part) in process workflow for couple of sections - Please advise what has to be developed in this scenario.	To be developed by SI on single window portal.
515	Vol 2	4	4.7.1.4	190	The envisaged scope of SI for the integration of legacy/existing applications under Guidance is given in the table below. *O&M scope for the SI to be selected under this RFP shall commence post the completion of the existing Contract for the above applications	There are 6 Guidance legacy applications that have to be integrated through APIs. Please share the below details - 1. Application overview & links. 2. Architecture & Technology stack 3. Application data model & size 4. Integration requirements with respect to new applications to be developed 5. Nature and Scope of operations & maintenance - APIs developed or Application support or Application & Infrastructure support	These details will be provided to the successful bidder during the SRS preparation stage.
516	Vol 2	4	4.2.1	72	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall as per their strategy can adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage ear-marked for this project in the cloud environment. SI shall only use Ministry of IT, Govt's empanelled cloud service providers for the DC-DR cloud services of this project. The DC-DR shall be designed in such a way that it	Since this is a long term project, requirements of compute and storage will be changing from time to time. Hence we recommend to go with Cloud service provider empanelled by MeIT. Here the department need not spend on buying any IT infrastructure and can pay for usage as per requirement. SI will suggest the number of VMs and storage required for first one year and then keep suggesting in case of any change in requirement. The services could be hired directly by the client as this will lead to lot of cost saving for the client. Hence request to remove requirements No. 3.2 & 3.3 on Page 46 of Vol 1 and 6.3 & 6.4 about Pre Qualification requirements and Point 3C on Page 62 of Vol 1 about	No change in RFP.
517	Vol 2	4	4.7.1.1	173	List of 190 services to be integrated with new SWP have been mentioned in this section. However the functional requirements of only about 50+ services have been detailed in Annexure A of the Vol2	Please share functional requirements of all remaining services similar to the details provided in Annexure A for 50+ services	Refer Annexure issued along with Corrigendum.