S.No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Remarks
1	DDA-CMS-Annexure to RFP for NIT of CMS (Sec 32.5/Page 96)	Platform should support minimum 6 virtual instances and must have option to scale up to 8 virtual instance on same appliance. Each instance must have assigned dedicated hardware resource such as CPU, memory, SSL & I/O for guarantee performance with SRIOV and DPDK support	This point to Hypervisor virtualization whereas from other specs of Global Load Balancer it looks like that ask is for Hardware device.	As per RFP.
2	DDA-CMS-Annexure to RFP for NIT of CMS (Sec 33.2.8/Page 120)	WAN Optimization devices at Vikas sadan and vikas Minar Qty 2	2 each would also required at DC and DR and this will make count to 6	Two in DC, Two in DR; One in Vikas Minar and One in Vikas Sadan. This makes the count as 6 devices. See revised Annexure 33.
3	DDA-CMS-Annexure to RFP for NIT of CMS (Sec 32.9/Page 99)	The solution should support optimization of WAN traffic from high user base office locations to the central datacenter location & should provide Network traffic optimization between the Datacenter & DR	This will increase the count in the above point to 8 devices total	As per RFP.
4	DDA-CMS-Annexure to RFP for NIT of CMS (Sec 32.8/Page 99)	The proposed solution will be a Next Generation Firewall with a capability of supporting at least 2Gbps of Application Identification	Throughput of 2Gbps is higher then external firewall throughput(1Gbps). Need to be optimized or as per the solution	As per RFP.
5	DDA-CMS-Annexure to RFP for NIT of CMS (Page 115-118)	26 physical server in DC and 16 Physical in DR with Virtualization	Count of the server should be as per the solution.	Indicative minimum quantity is mentioned here. Bidders have to quote as per that.
6	DDA-CMS-Annexure to RFP for NIT of CMS (Sec 33.2.5 /Page 115)	100 Tb Storage	Is this is usable / raw?. This must be hybrid / only SAS storage. (Need to be called out clearly in the RFP, this is missing in the document, there is no technical fact sheet for SAN storage in the RFP	100 TB usable storage is required. May be hybrid depending upon the solution offered.
7	DDA-CMS-Annexure to RFP for NIT of CMS (Sec 32.2 /Page 77)	4. Internal Disk : Minimum 6X600 GB 10K RPM SAS SFF-3 should be configured The server should be capable of adding another 12X600 GB SAS SFF-3 internal drives on the existing storage backplane	When Using Virtualization with external Storage Number of internal disk should be minimum 2.	No change in minimum requirement number of disks. But higher specification is acceptable.
8	DDA-CMS-Annexure to RFP for NIT of CMS (Sec 32.2 /Page 77)	Input/output Slots have to be minimum PCIe Gen 3 Minimum 4 x 1G RJ 45 and 4X10G SR Ethernet ports across 2 different adapters (not inbuilt in mother board) Minimum 4X2P 8GBps FC Adapter across 2 different Adapters I/O Adapter scalability to min 10 Adapters Slots	Number of I/O port should be removed. It should be as per the solution.	See Revised specifications in Annexure 32.
9	DDA-CMS-Scope of work for NIT of CMS Final (Sec 1.2.1.2.8/Page 16)	The application design and development should comply with OWASP top 10 principles:	This line clearly indicates of using WAF in the solution but Specs and Sizing is missing in the annexure	As per RFP.
10	DDA-CMS-Scope of work for NIT of CMS Final (Sec 1.3.3/Page 45)	a dedicated clear space of 1500 sq. feet	1500 Sq Feet should not be asked for DC and DR too. For future scalability X% scalability to the current space should be the ask.	Space requirement as per vendor's solution with built-in scalability as required.
11	Generic	Minimum Core Sizing in Servers Specs	Core sizing specific to servers should not be specific for all the app vendors, this should vary as per the app architecture and vendor should comply to the required uptime	No Change.
12	Vol 1 of III page 23	Roadmap of products: All the products (hardware and software) offered as part of the solution must have clear roadmap for next 10 years. Bidder shall attach support	Roadmap of products: All the products (hardware and software) offered as part of the solution must have clear roadmap for next 10 years. Bidder shall attach support. As these points under this category are Technical specifications and Gartner Leaders Quadrant does not represent any technical functionality. Placing of vendors on different quadrants are on multiple parameters. Presence in Gartner Magic Quadrant is sufficient to allow strong contenders like us to compete and is always essentially required for a healthy competition with chance to participate.	No Change.
13	11		Since this is a very prestigious project from the esteemed organization of yours for us and we are keen to participate without any single technical deviation. We also encourage that Gartner Report clause should be there (if it is essential) but presence in Leader/Visionary Quadrant should be removed for healthy competitive participation	No Change.
14			documents in this regard from the respective OEMs (wherever applicable) Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Leader's or VisionariesQuadrant of Gartner. documents in this regard from the respective OEMs (wherever applicable) Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Gartner report.	No Change.
15	13 Scope of work document Pg 24 Infrastructure Design Requirements 1.2.1.6.2.f		"1.Capacity of Data to backup from sources like SAN Storage, Hosts,etc. Data Backup is a very critical part of the software for such prestigious project. Functional requirements needs to be incorporated in the RFP.Below outcomes are expected from any Backup Software.	Bidder has to recommend best possible architecture as per the Solution needs.
16		Backup software	2.Retention period policy.	15 Years Minimum.
17			3. Capacity of data backup at DC and DR.	At SRS stage, need to be calculated based on the solution offered.
18			1. The proposed backup software should be available on various OS platforms such as Windows, Linux and UNIX platforms 2. The proposed backup software shall support industry leading cluster software. 3. The proposed backup software shall have same GUI across heterogeneous platform to ensure easy administration. 4. The proposed backup software should support tape mirroring of the same job running concurrently with primary backup. 5. The proposed backup software should allow creating tape clone facility after the backup process. 6. The proposed backup software shall be configured in such a fashion that no extra license for client and media servers is required while moving from LAN to SAN based backup. 7. The proposed backup software shall be configured with unlimited client and media licenses for both SAN based backup and LAN based backup. 8. The proposed backup software must not require separate licensing when upgrading from a lower end server (1-2 CPU-based server) to higher end server (4-and CPU-based server) 9. The backup software should support either the Capacity based model or Application based model of licensing 10. The proposed backup software supports the capability to write up to 32 data streams. 11. The proposed backup software support de-multiplexing of data cartridge to another set of cartridge for selective set of data for faster restores operation to client/servers. 12. The proposed backup software has in-built media management and supports cross platform device and media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media. 13. The proposed backup software has certified "not-online" backup software for diffrent type of Enterprise databases and applications 15. The proposed backup software shall also support granular recovery for VMware , Exchange server, Share point Portal 16. The backup software should support Non Staged Granular recovery in VMware 17. The proposed backup software should use the same API for software and hardware reduplication 18. The backup software should support backup to disk /VTL / Reduplication Device via Fiber channel 19. the backup software should support the more secure Encrypted Control Communication 20. The proposed backup software should give the option to allow de duplication to be done either on the Application Server or on the Backup Server or at the Target Device. 21. The backup software should support backup to cloud 22. The proposed backup software should support both on-premise and secure hosted backup software 23. The proposed backup software shall support synthetic full backup / Virtual full backups. 24. The proposed backup software shall be able to copy data across firewall. 25. The proposed backup software shall support automatic skipping of backup during holidays. 26. The proposed backup software must support at least AES 256-bit encryption capabilities. 27. The backup software should support the option of prioritizing backups for each schedule 28. The backup software should support meta data replication 29. The backup software should support the backup of Virtual machine disk in parallel 30. The backup software should support missed job execution 31. The Backup software should support Advanced Scheduling options 32. The Backup software should be able to recover only critical volumes and later restore other volumes that were backed up in separate sessions.	No Change.
19	Resource Deployment	Resource Deployment at DDA	Will DDA provide office space and Infrastructure such as furniture, cooling, lighting, networking etc., as per DDA office standards for the entire team for the entire duration. Please confirm.	Yes.
20	Page 169 Annexure 34 Point DMS_54	Preservation action	Does this mean file fumigation and chemical treatment in an exhaustive manner which is done for archeological artifacts? In addition, percentage of files for which this process needs to be done is not mentioned and also there is no line item in the financial Bill of material given in Annexure 32.	Bidder has to maintain the files in best possible condition based on the critical nature, so that the files can be preserved for minimum 30 years in good retrievable condition.
21	Page 152, Point 50 of Annexure 34	The application should support LDAP (Lightweight Directory Access Protocol) or Active directory based authentication.	Please confirm if the User Active Directory is in the scope of DDA?	Bidder has to provide all required Licenses. See Revised Annexure 33 Table 4iii.
22	Page 140, Section 17.4	Proposed GIS Interventions	Please let us know if 3D GIS data will be provided by DDA for 3D modeling	DDA will provide wherever required. However, this will be discussed during SRS Stage.
23	Page 140, Section 17.4	Proposed GIS Interventions	Please clarify if Ground Control Points will be provided by DDA to carry out geo referencing of satellite imagery.	DDA will provide Ground Control Points wherever required.
24	Page 54 of Annexure III Payment Schedule	Payment Terms	Request you to reduce the retention period up to warranty. In the current scenario bidders will load their cost accordingly to bare the delayed payments which will inflate the project cost.	See Revised Payment Terms at Annexure-1.
25	Page 54 of Annexure III Payment Schedule	The Mobilization Advance will attract 10 % simple interest which will be calculated from the date of Payment to the date of recovery. The recovery of this advance will commence after 10% of Work is completed and the entire amount together with interest shall be recovered by the time 80% of the work is completed (source 32.5 of CPWD Works Manual 2014).	Request you relax the simple interest clause as this will either loaded by bidder which will inflate the project cost.	See Revised Payment Terms at Annexure-1.
26	7.DDA-CMS-Anexure-34-Functional-Requirement- Specification Section 17.4 Page No: 140 item no 4	Using satellite imageries unauthorized settlements / constructions	To carry imagery base analysis we require image colerlation software's available in commercial market. Will DDA provide such software's. If yes at what interval imagery will be procured. Kindly Clarify ?	No. Bidder has to provide such software's in the BOM. DDA will provide imagery wherever necessary and at what interval, will be decided during SRS Stage.
27	Document: 3.DDA-CMS-NIT-and- Instructions-to-bidders Page 15.	Table of Processes.	How user authentication is done for these applications at present?	Bidders are required to study during SRS phase.
28	Document: 3.DDA-CMS-NIT-and- Instructions-to-bidders Page 15.	Table of Processes.	Where is the database hosted for all these applications, if accessed from different locations?	Currently hosted at different locations. These applications have to be redeveloped/integrated and will be hosted at DC/DR colocation sites under this project.
29	Document: 3.DDA-CMS-NIT-and- Instructions-to-bidders Page 24.	17) DDA plans to retain strategic control of the project. The bidder is required to follow the following for development of "DDA Digital Services": c. Foundation applications, which will form a common service layer across the various modules. For these applications, the vendor is free to do Bespoke Development or Procure Open Source applications. Key components are: database, document management system, application server, web server, portal etc.	The intent of the RFP is to use open source development for key components. However, when we look at the server specifications RFP is calling for either EPIC or RISC platform where most of the open source development is not possible. There is a ambiguity in the requirement and we can not arrive at a solution with this ambiguity. GEN_339 requirement also contradicts with the server requirement. We understand that this retracts the bidder to not use technologies such as MS SQL, Oracle, Windows etc.	Ref. Earlier corrigendum's. Changes have already been done. See the Revised Annexure 32.
30	4.DDA-CMS-Scope-of-work-for- NIT-of-CMS-Final 1.2.1.2.20 Facilitation centers & kiosks	Payment mode	We understand that POS terminal needs to be setup in the Kiosk for any payment to be made by the citizen. Please confirm?	No.
31	4.DDA-CMS-Scope-of-work-for- NIT-of-CMS-Final 1.2.1.2.20 Facilitation centers & kiosks	Receipt Printer	If the customer makes payment through the kiosk an acknowledgement is required. Is POS printer required to be embedded in the Kiosk?	NO
32	4.DDA-CMS-Scope-of-work-for- NIT-of-CMS-Final Page:57.	1.5 Network Design, Procurement, Deployment, Operations and Maintenance Services. 1.Complete managed CPE TO CPE, IP MPLS VPN Services at all DDA locations / offices.-(The MPLS – Multi Protocol Label Switching - service includes network designing, providing all related network hardware on lease for connectivity, last mile, bandwidth, installation, configuration, hardening, maintenance support, integration with LAN/WAN, proactive monitoring and reporting, change management, migration, training and helpdesk etc., with SLA binding the Bidder to uptime (as indicate in this RFP) and application/service quality commitments.	Request authority to support for ROW / Building permission for laying fiber / RF installations for MPLS and internal building connectivity.	Yes, DDA will provide.
33	4.DDA-CMS-Scope-of-work-for- NIT-of-CMS-Final Page:57.	Shifting of premises - In the event of shifting of premises, order to this effect will be placed with the selected bidder. Bidder will carry out site-survey at the new location for feasibility of location for type of media and intimate DDA	3-4Weeks needed	The order will specify the scope and time as mutually agreed when such case happens. If not done in stipulated time, appropriate SLA clause will be invoked.
34	4.DDA-CMS-Scope-of-work-for- NIT-of-CMS-Final Page:58.	Shifting of equipment within premises/office - For shifting of equipment/lines (MPLS/ISDN) within the premises, vendor shall depute the concerned engineer/official within 24 hrs.	Min 48hrs required	No Change.

#	#	Reference	Clause/Existing	Query/Request	Response
35	17	4.DDA-CMS-Scope-of-work-for- NIT-of-CMS-Final Page:58.	The Network service provider is supposed to provide connectivity to the sites including last mile connectivity. MPLS mesh based connectivity has been envisaged along with backbone on optical fiber at each floor/block level of the building (Vikas Sadan and Vikas Minar specifically) thereby ensuring fast and reliable speed	Request authority to support for ROW / Building permission for laying fiber / RF installations for MPLS and internal building connectivity.	Yes, DDA will provide.
36	18	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final Page:61.	Bidder should propose 40 Mbps Internet link (1:1 uncompressed, unshared) at the Data Centre which can be upgraded up to 100 Mbps without any change	As per this we understand that the bidder need to quote for total 100 Mbps bandwidth at DC site, please clarify.	See revised **Annexure 33, Tables 11.**
37	19	6.DDA-CMS-Annexures-to-RFP- for-NIT-of-CMS 32 Annexure 32- General Specifications for Hardware - 32.2 Technical Fact Sheet of Servers Page: 77	Slots have to be minimum PCIe Gen 3 Minimum 4 x 1G RJ 45 and 4X10G SR Ethernet ports across 2 different adapters (not inbuilt in mother board) Minimum 4X2P 8GBps FC Adapter across 2 different adapters I/O Adapter scalability to min 10 Adapters Slots	Current generation is high speed network and FC connectivity requires less number of ports on the devices hence request you to change the number of slot to 6 PCIe Slots . Also the slots have to be minimum PCIe Gen 2 or higher . Apart inbuilt port in mother board should be allowed . Also I/O Adapter scalability to min 6 Adapters Slots	See Revised specifications in **Annexure 32**.
38	20	6.DDA-CMS-Annexures-to-RFP- for-NIT-of-CMS Page: 124.	**33.2.12** Table 8 (I): Establishment of State-of-the-Art Record Rooms (50) **7.** Price for 500 Scanner	Does the authority require 500 scanners? If Yes, please explain their usage.	These are RFID scanners to be used to track inward/outward of file and its movement.
39	21	6.DDA-CMS-Annexures-to-RFP- for-NIT-of-CMS 32.7 Security Gateway External Firewall	Page 97	Simultaneous VPN tunnels: 1000	Considering number of DDA offices, 1000 is too high VPN tunnel Request you to relook at the Simultaneous VPN tunnels: 500	No Change.
40	22	6.DDA-CMS-Annexures-to-RFP- for-NIT-of-CMS 32.7 Security Gateway External Firewall	Page 97	802.1Q, NAT, PAT, IP Multicast support, Remote Access VPN, URL support VLAN, Layer 2 Filtering, Time based Access control lists, Firewall, Virtual Firewall, Radius/TACACS	This clause limits number of renowned OEMs to qualify. **Please change the clause to** "802.1Q, NAT, PAT, IP Multicast support, Remote Access VPN, URL support VLAN, Layer 2 Filtering, Radius/ TACACS	No Change.
41	23	6.DDA-CMS-Annexures-to-RFP- for-NIT-of-CMS 32.7 Security Gateway External Firewall	Page 97	QoS features like traffic prioritization, differentiated services, committed access rate. Should support for QoS features for defining the QoS policies.	These functionalities are usually performed by a router or a switch and **hence request removal from firewall**	**Agreed:** but there should not be any degradation in performance.
42	24	Page 46 of Annexures 16.2 Key People Marking	Key People Marking	How many CV's have to be provided per role for evaluation purpose?	As per RFP.
43	25	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS. 33.2.10 Table 6: DC/DR hosting. Page: 121 & 122	33.2.10 Table 6: DC/DR hosting.	Bidder needs to quote Per 1 Rack and Per 1 KVA price and DDA will pay on actual consumption of Space and Power. For Example, let us say the total requirement for DDA CMS application hosting is 8 racks and 50KVA for both DC and DR. Bidder will only quote for 1 rack Space and 1 KVA Power as per RFP. Moreover, as per the current table6 template bidder will have to quote for space only in both the line items such as "Per Rack" and "DC Hosting charges". In this case DDA will not get the actual cost of hosting proposed by the bidder during the commercial evaluation. Hence, request DDA to alter Table 6 as below.	There is Qty column also, bidder needs to enter the required Qty. there. **See Revised Annexure 33**.
44	26	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS. 33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre Page: 115 & 117	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	As per our Understanding: Bidder has to Review Detailed Hardware, Data centre and network sizing of the proposed solution for CMS. Hence, request DDA to add remarks column to Table 4(i) as below in the financial template.	OLD Queries. Already responded. **See the Revised Annexure 33 Table 4(i).**
45	27	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS 33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Recovery Page: 118 & 119	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Recovery	As per our Understanding: Bidder has to Review Detailed Hardware, Data Recovery Center and network sizing of the proposed solution for CMS. Hence, request DDA to add remarks column to Table 4(i) as below in the financial template.	OLD Queries. Already responded. **See the Revised Annexure 33 Table 4(i).**
46	28	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS.		As per RFP, there are around 200 cameras requirement across 50 record rooms, 22 NSKs and DC&DR locations. There is no clarity on whether centralized monitoring and recording is required at the iNOC (Vikas Sadan) for the video data. If centralized monitoring is required then the bandwidth requirement at camera locations and major locations such as Vikas Minar, Vikas Sadan and Rohini will be much higher than what is asked in the RFP. Alternatively, CCTV cameras can be restricted only to local monitoring and recording and remote viewing can be done from iNOC as and when needed. Request DDA to clarify on what is the requirement w.r.t CCTV.	OLD Queries. Already responded. see earlier Corrigendum. The installation should have support for centralized monitoring at One Central Location (iNOC), in case DDA requires to use that separately. The current scope requires local recording, storing, monitoring and remote viewing over internet as and when required.
47	29	General Instructions to bidders	Page 3 Instructions for Online Submission	Can a bid be submitted online through consortium partner's User ID and Digital Signature instead of Lead Bidder in a case where the consortium partner is already registered with the portal.	No Change.
48	30	Annexure to RFP	Annexure 16 Technical Evaluation Checklist	Since the PQ criteria has been relaxed with respect to CMMI and ISO certifications we feel that there should be some weightage given to companies having better quality certifications. Request you to provide weightage for CMMI Level 5 and ISO 20000-1:2011 certified companies. We request authority to accept changes to technical evaluation checklist as enclosed.	**Accepted.** Technical Marking has been changed after relaxation in PQ criteria. See Revised Technical Evaluation Checklist : **CMMI5 Certification weightage : 2 Marks; CMMI3 Certification Weightage : 1 Mark; ISO 20000-1: 2011 Certification Weigtage : 1 Mark.**
49	1	Vol 1 of III, 23	Roadmap of products: All the products (hardware and software) offered as part of the solution must have clear roadmap for next 10 years. Bidder shall attach support documents in this regard from the respective OEMs (wherever applicable).Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Leader's or VisionariesQuadrant of Gartner.	Roadmap of products: All the products (hardware and software) offered as part of the solution must have clear roadmap for next 10 years. Bidder shall attach support documents in this regard from the respective OEMs (wherever applicable).Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Gartner report. As these points under this category are Technical specifications and Gartner Leaders Quadrant does not represent any technical functionality. Placing of vendors on different quadrants are on multiple parameters. Presence in Gartner Magic Quadrant is sufficient to allow strong contenders like us to compete and is always essentially required for a healthy competition with chance to participate.	No Change.
50	5	11		Since this is a very prestigious project from the esteemed organization of yours for us and we are keen to participate without any single technical deviation. We also encourage that Gartner Report clause should be there (if it is essential) but presence in Leader/Visionary Quadrant should be removed for healthy competitive participation	No Change.
51	2	Scope of work document 24, Infrastructure Design Requirements, 1.2.1.5, 2f	1.Capacity of Data to backup from sources like SAN Storage, Hosts,etc	Data Backup is a very critical part of the software for such prestigious project. Functional requirements needs to be incorporated in the RFP.Below outcomes are expected from any Backup Software.	Bidder has to recommend best possible architecture as per the Solution needs.
52			Backup software	2.Retention period policy.	**15 Years Minimum.**
53				3. Capacity of data backup at DC and DR.	At SRS Stage, Need to be calculate based on the solution offered .
54				1. The proposed backup software should be available on various OS platforms such as Windows, Linux and UNIX platforms 2. The proposed backup software shall support industry leading cluster software. 3. The proposed backup software shall have same GUI across heterogeneous platform to ensure easy administration. 4. The proposed backup software should support tape mirroring of the same job running concurrently with primary backup. 5. The proposed backup software should allow creating tape clone facility after the backup process. 6. The proposed backup software shall be configured in such a fashion that no extra license for client and media servers is required while moving from LAN to SAN based backup. 7. The proposed backup software shall be configured with unlimited client and media licenses for both SAN based backup and LAN based backup. 8. The proposed backup software must not require separate licensing when upgrading from a lower end server (1-2 CPU-based server) to higher end server (4-and CPU-based server) 9. The backup software should support either the Capacity based model or Application based model of licensing 10. The proposed backup software supports the capability to write up to 32 data streams. 11. The proposed backup software support de-multiplexing of data cartridge to another set of cartridge for selective set of data for faster restores operation to client/servers. 12. The proposed backup software has in-built media management and supports cross platform device and media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media. 13. The proposed backup software has in-built frequency and calendar based scheduling system. 14. The proposed backup software has certified "hot-online" backup software for different type of Enterprise databases and applications 15. The proposed backup software shall also support granular recovery for Vmware , Exchange server, Share point Portal 16. The backup software should suppport Non Staged Granular recovery in VMWare 17. The proposed backup software should use the same API for software and hardware reduplication 18. The backup software should support backup to disk /VTL / Reduplication Device via Fiber channel 19. the backup software should support the more secure Encrypted Control Communication 20. The proposed backup software should give the option to allow de duplication to be done either on the Application Server or on the Backup Server or at the Target Device. 21. The backup software should support backup to cloud 22. The proposed backup software should support both on-premise and secure hosted backup software 23. The proposed backup software shall support synthetic full backup / Virtual full backups. 24. The proposed backup software shall be able to copy data across firewall. 25. The proposed backup software shall support automatic skipping of backup during holidays. 26. The proposed backup software must support at least AES 256-bit encryption capabilities. 27. The backup software should support the option of prioritizing backups for each schedule 28. The backup software should support meta data replication 29. The backup software should support the backup of Virtual machine disk in parallel 30. The backup software should support missed job execution 31. The Backup software should support Advanced Scheduling options 32. The Backup software should be able to recover only critical volumes and later restore other volumes that were backed up in separate sessions.	No Change.
55	1	RFP Document: 7. DDA-CMS-Agreements-for-NIT-of-CMS Page No. 50	Payment Schedule	The payment terms are not encouraging for the bidders and cash flows are going negative after milestone 2. We suggest changes in Payment schedule as attached.	Revised Payment terms attached at Annexure-1.
56	2	RFP Document: 4. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS-24.11.2017	Commercial Format	The Annexure 33 commercial format required to be revised.	Revised Payment terms attached at Annexure-1.
57	3	RFP Document: 3. DDA-CMS-Scope of work for NIT of CMS Page No.63. Point No. 1.3.3	1500 Sq.ft. server cage space in DC_DR	DDA may required rack space for 7 racks. Need clarification that why 1500 Sq.Ft. space is required at DC and DR etc.	Space requirement as per vendor's solution with built-in scalability as required.
58	4	RFP Document: 4. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, Point No. 32.1, Page no. 71 & RFP Document: 7. DDA-CMS-Agreements-for-NIT-of-CMS, Point No. 33.2.5, 33.2.6	All the proposed servers shall be full blade servers only with scalability for additional CPU, Memory and I/O. The servers shall have adequate number of CPUs with latest clock speed and cache as on last date of Bid.	It has mentioned in the BoM that SI may supply the Rack Mounted Servers then compliance on Blade Server and Line item of BoM is required to be clarify	See Revised specifications in Annexure 32.
59	5		DC-DR replication link	In RFP, no clarification mentioned for DC-DR replication link	**Revised Table no. 11 in Annexure 33 addressed the same.**
60	6	RFP Document: 4. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, Point No. 32.2, Page no. 77	Slots have to be minimum PCIe Gen 3 Minimum 4 x 1G RJ 45 and 4X10G SR Ethernet ports across 2 different adapters (not inbuilt in mother board) Minimum 4X2P 8GBps FC Adapter across 2 different adapters I/O Adapter scalability to min 10 Adapters Slots	Need clarification that why it is required for the server	See Revised specifications in Annexure 32.
61	7	RFP Document: 4. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, Point No. 32.2, Page no. 77	Minimum 6X600 GB 10K RPM SAS SFF-3 should be configured	Need clarification that why it is required for the server. This should be removed as SAN storage will be used as primary storage for all applications.	No change in minimum requirement number of disks. But higher specification is acceptable.
62	8	RFP Document: 4. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, Point No. 32.2, Page no. 77	The server should be capable of adding another 12X600 GB SAS SFF-3 internal drives on the existing storage backplane	Need clarification that why it is required for the server. This should be removed as SAN storage will be used as primary storage for all applications.	**No change** in minimum requirement number of disks. But higher specification is acceptable.
63	9		DR Scope	In case of disaster event, need clarification on scope/services will be run from the DR sites	DR will be 50% of DC to run the critical citizen centric and internal services.
64	10	RFP Document: 4. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, Point No. 32.4, Page no. 92	Pink Elephant Certificate is to be removed	All the Product stack for EMS does not comply to PINK Elephant certification, It is constraint for other qualified OEMs which fulfills FRS/Specification, hence should be removed. Made In India products are not having this international certificate.	See response given for Query No. 95. "The proposed Helpdesk tool should be Axelos Gold level certified or PINK certified on at least 11 ITIL 2011 processes that are the most mature way to demonstrate that at least three IT organizations : Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment, etc.". See Revised Specifications in Annexure 32.
65	11	RFP Document: 3. DDA-CMS-Scope of work for NIT of CMS Page No.63. Point No. 1.5.1 (14), Page 82.	Network Diagram shows that all 4 major offices of DDA is connected thru OFC to the DC	One network diagram shows that OFC connectivity is required for 4 Major locations and other shows that OFC connectivity is required to DC. Clarification on OFC connectivity for dedicated OFC cabling etc. What if the OFC is not available at few locations. Bidder does not have scope to laying of cabling and commercial line item in Annexure 33 also. Pls clarify.	**All major offices are required to be MPLS based on OFC backbone.**
66	12		Network connectivity for record room	Nowhere it has mentioned for connecting the Record room with system etc. Need clarification on the same	All record rooms are in DDA Office Buildings and to be connected through Intranet LAN.
67	1	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS	Point No. 32.11 Desktop/Workstations - Page No 100, Serial No. 12 Monitor: 23" or higher TFT display supporting a resolution 2520x1440 and with inbuilt HD webcam (2MP or higher) supporting 30fps, built in stereo speakers of 1.5W each and mic.	Our Request: 21.5" or higher TFT display supporting a resolution 1920 x 1080 and with inbuilt HD webcam (2MP or higher) supporting 30fps, built in stereo speakers of 1.5W each and mic. * 21.5 inch is industry standard monitor size for a working desk providing optimum viewing experience. 23" or higher size is not suitable for longer viewing/working duration. * 1920 x 1080 is Full-HD resolution. Most of the monitors of good OEMs support this resolution only(FHD). HP being one of the leading OEMs, does not have any Video-Conferencing supporting monitor with resolution of 2520K1440. So request you to please change the size to 21.5inch or higher and resolution to Full-HD i.e. 1920X1080. * Also request you to add Monitor should be of same Make/OEM as of Desktop, to prevent Chinese vendors to import monitor and supply, because warranty cost of Desktop contains warranty of monitor by default, if a bidder supplies some other make of monitor, then that cost of warranty of monitor goes waste leading to commercial loss to the department.	Changed to 21.5" or higher TFT display supporting a resolution 1920 x 1080 and with inbuilt HD webcam (2MP or higher) supporting 30fps, built in stereo speakers of 1.5W each and mic. See Revised Specifications Annexure 33 S (ii) line item 1, and also Annexure-32.
68	1	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS	Point No. 32.12 Laptops - Page No 101, Serial No. 1 Laptop Processor: The Laptop should have latest generation (launched in year 2015/2016) Intel® Core™ i7 or AMD Ryzen™ 5, Quad-Core, Multi-Threaded Processor with 2.8 GHz or more Base Clock Frequency, 8 MB Cache or Better) or higher processor launched within last one year.	Our Request: Latest or 8th Generation, Launched in the year 2017 or later, Quad Core-Eight Thread, Intel Core i7 or AMD Ryzen Processor with Minimum 1.90GHz Base Frequency, 6MB Cache or Higher. * Latest Generation implies 8th Gen only & it was launched within last one year as per the RFP. * The required specification must be updated as per the available processor specifications.	See Revised Specifications Annexure-32.

#	#	Reference	Section/Clause	Request	Response
69	2	Additional Request	Additionally we are requesting you to upgrade the Laptop specification with the following parameters as well.	Minimum 2 DIMM with 32 GB Expandability Support.	As per RFP.
70				14" FHD Display (1920x1080)with Anti-Glare. 1 x VGA 1 X HDMI 3 x USB 3.0 (minimum) 1 x RJ-45 1 x Head / Mic Combo Jack 1 x SD Memory Card Reader 1 x USB Type C port for Docking. 1 x Finger Print Reader. Integrated Dual Band Wireless 802.11 Adapter with LTE SIM Support for Mobile Broadband. 1.80 Kg or Less ENERGY STAR Complied, EPEAT Gold Registered, RoHS	As per RFP.
71	1	Page no. 5 DDA-CMS-Agreements-for-NIT-of-CMS	Annexure 1- List of DDA Offices Addresses of DDA offices	Request you to provide latitude and longitude of all location for Feasibility .	It is suggested that SI conducts site survey for better understanding.
72	2	Page no. 5 DDA-CMS-Agreements-for-NIT-of-CMS	Annexure 1- List of DDA Offices Addresses of DDA offices	Request you to provide Exact floor and room details for link termination with local contact Mobile number	It is suggested that SI conducts site survey for better understanding.
73	3	Annexures - Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA	The Bidder has to summarise the above mentioned costs in the Table below with providing proper reference to table numbers (Reference to Section 33.2). The total in sections 33.2 and 33.3 should match.	Request you to add saparate price schedule for Telecom Service provider.	No Change.
74	4	33.2.18 Page no.128	Table 11:Internet Connectivity at DC/DR and Locations	Request you to clear requirement in price schedule as per connectivity requirement . As MPLS is required under internet connectivity	See Revised Table -11 attached.
75	5	1.5.4 Point 4 Page 61 4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final	The bidder should provide at least 50 Public IP addresses (Class C) to DDA.	Request you to change this to IPV6 as all industry is moving towards IPV6 connectivity & IP V6 pool is already exhausted .	DDA would like to have latest network environment with compatibility with existing infrastructure, wherever possible.
76	6	1.5.4 Point 7 Page 61 4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final	Average domestic latency should not be more than 100ms and Packet Loss should be less than 1% for the provided Internet Bandwidth.	Request amendment "Average domestic latency should not be more than 100ms till gateway and Packet Loss should be less than 1% for the provided Internet Bandwidth."	No Change.
77	7	1.5.5 Page 62 4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final	Expected Performance: 99.90% uptime	Request amendment as 99.90% is not achievable on Single last mile RF/Copper :- 98.0%, Fiber on ring -99.5%	Changed to: Expected Performance of 98% or above.
78	8	1.5.8 Page 64 4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final	Network Monitoring System (NMS)	Request change as network service provide can provide Bandwidth monitoring portal only	No Change.
79	9	1.3.7 Point 4 Page 48 4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final	SP should provide the link performance report to the DDA on monthly basis. The SP shall provide the on-demand links between Near Site & DR during DR Failover or DR drill. Minimum will be 2 Mbps and Maximum will be 100Mbps. The SP should be able to provide the desired bandwidth within 60 minutes from such request made by the DDA by email / letter / phone call by DDA authorized personnel.	Request removal as on bandwidth cannot be provided on dedicated link .	No Change.
80	10	1.8 Setup of Nagrik Suvidha Kendra DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final 33.2.17 page no. 127 DDA-CMS-Scope-of-work-for-NIT-of-CMS Table 10 (ii): Operations and Maintenance of Mobile Van Nagrik Suvidha Kendra (NSK) page no. 127 DDA-CMS-Scope-of-work-for-NIT-of-CMS 33.2.16 Table 10 (i): Establishment of Mobile Van Nagrik Suvidha Kendra (NSK)	Setup of Nagrik Suvidha Kendra	Request you to allow 4G connectivity with 3G fall back for all Nagrik Suvidha Kendra and Mobile Van Nagrik Suvidha Kendra (NSK) it will resolve feasibility related issues .	Nagrik Suvidha Kendras will be in DDA premises and will be on intranet, with at least 3G for fall back.
81	11	Additional points		Request you to add site wise acceptance of all links.	As per RFP.
82	12	Additional points		Request you to add tripartite agreement for MPLS internet and 4G/3G connectivity as per regulatory guidelines .	As per TRAI regulations, Agreed.

83	13	Additional points	Acceptance & AT criteria	Network (MPLS, other connectivity)Acceptance :-
				  a. Network Acceptance would be link wise as per the following criteria - Network Acceptance Test Criteria would be Ping test from CE modem/Mux towards Bharti MPLS PE"
				" b. Acceptance Test and letter of commissioning signoff would be link wise & it would be signed by Customer
				  c Payment to be released link wise upon acceptance
				  d. If the customer doesn't give acceptance within the 3 days on test, it will be considered as deemed acceptance and billing will start from the 4th day onward"
					As per RFP.

84	14	Additional points		Request you to add eligibility criteria for Network Service provider	As per RFP.
85		Additional points	Ordering & Payment	Price (Both OTC & ARC) submitted to end customer by SI should be same as submitted by Airtel to SI. Same Payment Terms and Price should be agreed in the Tripartite agreement To get the declaration & authorization from End Customer that BW order will be placed on behalf of end customer and that Airtel shall be entitled to bill SI in the name of "end customer c/o SI". All Payment shall directly be released by Customer/SI to Airtel basis the Acceptance criteria.	AS per TRAI regulations, Agreed.

#		Document	Clause / Requirement	Query / Request	Response
86	1.	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS.pdf	The proposed Helpdesk tool should be Axelos Gold level certified on at least 11 ITIL 2011 processes on all the 15 ITIL processes that are the most mature way to demonstrate that at least three IT organizations : Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment, etc.	Request to kindly include Pink Verify Certification which is an independent ITIL processes certification agency and all the major ITSM solution are evaluated by Pink Elephant. Not all solutions are verified by Axelos Gold certification.	See Response given for Query No. 70 also. "The proposed Helpdesk tool should be Axelos Gold level certified or PINK certified on at least 11 ITIL 2011 processes on all the 15 ITIL processes that are the most mature way to demonstrate that at least three IT organizations : Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment, etc". Revised Specifications in Annexure 32.
87	2.	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS.pdf	Should include impact analysis, risk analysis, Change collision detection, and unplanned change detection and validation. Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Leader's or VisionariesQuadrant of Gartner and hardware OEM's should be in Gartners Magic Quadrant of modular Servers & leaders in data center networking for products like switches, routers, firewall respectively. Bidder to recommend the same keeping in mind the overall solution and SLA.	Seems to be mixed from some other requirement, we request please move the second part of the requirement to the relevant section or remove and rephrase it to: Should include impact analysis, risk analysis, change collision detection, and unplanned change detection and validation.	No Change.
88	1.	6. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS/ 32.11 Desktops/WS	(S.No.12)Monitor: 23" or higher TFT display supporting a resolution 2520x1440 and with inbuilt HD webcam (2MP or higher) supporting 30fps, built in stereo speakers of 1.5W each and mic.	As per the last Corrigendum issued by your organization- "Bidders are advised to provide best in class solutions as per industry standards". As per the industry standard, highest resolution offered is 1920x1080 which is Full HD. We request you to kindly amend the resolution accordingly.	Changed to 21.5" or higher TFT display supporting a resolution 1920 x 1080 and with inbuilt HD webcam (2MP or higher) supporting 30fps, built in stereo speakers of 1.5W each and mic. See Revised Specifications.
89	2.	6. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS/ 32.11 Desktops/WS	(S.No.20)Compliance: Energy Star 6.0 Compliance and BIS Certified.	BIS is not applicable for Desktops therefore we request you to kindly remove this.	No Change. In the place of BIS Certified, Components of Desktop Computers which require BIS Certification, are to be BIS certified.
90	3.	6. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS/ 32.12 Laptops	(S.No.1)The Laptop should have latest generation (launched in year 2015/2016) Intel® Core™ i7 or AMD Ryzen™ 5, Quad-Core, Multi-Threaded Processor with 2.8 GHz or more Base Clock Frequency, 8 MB Cache or Better) or higher processor launched within last one year.	Our Request: The Laptop should have latest or 8th generation Intel® Core™ i7 up to 4Ghz clock frequency, Quad Core, 8MB cache or AMD Ryzen™ 5 more Clock Frequency, 6 MB Cache or higher. The required specification must be updated as per the available processor specifications.	Agreed. See Revised specifications.

#	Ref	Clause Reference	Specification	Query / Request	Response
91	4	b. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS/ 32.12 Laptops	(S.No 3) 1TB, 7200 RPM HDD	We request you to kindly amend the Hard Disk speed to 5400 RPM	As per RFP.
92	5	b. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS/ 32.12 Laptops	(S.No.4) 14" LED HD Display	Kindly also allow 15.6 inch HD display for better viewing angle.	As per RFP.
93	6	b. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS/ 32.12 Laptops	(S.No.5) VGA & HDMI Port	Kindly allow VGA/ HDMI port	AS per RFP.
94	7	b. DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS/ SERVERS	Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Leader's or VisionariesQuadrant of Gartner and "hardware OEM's should be in Gartners Magic Quadrant of modular Servers" & leaders in data center networking for products like switches, routers, firewall respectively. Bidder to recommend the same keeping in mind the overall solution and SLA.	As per Industry standard, few OEM's subscribe to Gartner report and others subscribe to IDC as a consultant to share market report. Both are reputed Global agencies in market research domain. Further, Keyboard, Monitor, and Mouse should be of the same OEM of Server. We request you to kindly allow OEM's with IDC subscription also to offer their solution in order to increase the kitty of reputed brands participation thereby ensuring competitiveness.	As per RFP.
95	1	6 DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS	Laptop Processor: The Laptop should have latest generation (launched in year 2015/2016) Intel® Core™ i7 or AMD Ryzen™ 5, Quad-Core, Multi-Threaded Processor with 2.8 GHz or more Base Clock Frequency, 8 MB Cache or Better) or higher processor launched within last one year.	Our Request: Latest or 8th Generation, Launched in the year 2017 or later, Quad Core-Eight Thread, Intel Core i7 or AMD Ryzen Processor with Minimum 1.90GHz Base Frequency, 6MB Cache or Higher. * Latest Generation implies 8th Gen only & it was launched within last one year as per the RFP. * The required specification must be updated as per the available processor specifications.	Agreed. See Revised specifications.
96	2	Additional Request	Additionally we are requesting you to upgrade the Laptop specification with the following parameters as well. Then only you will get the exact performance or expandability support.	Minimum 2 DIMM with 32 GB Expandability Support.	As per RFP.
97				14" FHD Display (1920x1080)with Anti-Glare.	As pr RFP.
98				1 x VGA 1 X HDMI	As per RFP
99				3 x USB 3.0 (minimum) 1 x RJ-45 1 x Head / Mic Combo jack 1 x SD Memory Card Reader 1 x USB Type C port for Docking. 1 x Finger Print Reader.	As per RFP
100				Integrated Dual Band Wireless 802.11 Adapter with LTE SIM Support for Mobile Broadband.	As per RFP.
101				1.80 Kg or Less	As per RFP.
102				ENERGY STAR Complied, EPEAT Gold Registered, RoHS	As per RFP.
103	1	Addition	Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Leader's or Visionaries Quadrant of Gartner.	As you have requested for Gartner's magic quadrant for software vendor, request you to mandate presence of the same in servers & networking space as well. The OEM shall be present in leader quadrant of Gartner's Magic quadrant for servers and data center networking. Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Leader's or Visionaries Quadrant of Gartner and hardware OEM's should be leader in Gartner's Magic Quadrant of modular Servers & leaders in data center networking for products like switches, routers, firewall respectively.	As per RFP.
104	2	32.2 Technical Fact Sheet of Servers	Page 77		The industry is moving towards open architecture solutions which can be scaled in any environment and with out as hassle. RISC/EPIC server technologies are proprietary chipset switch are used only for specific workloads. Firstly, the RISC/EPIC market being on a decline for few years is shrinking and every passing day and it would see its end soon. Secondly, the cost of RISC/EPIC technology is very high, it is almost double the cost at which Intel/X86 technology can be implemented. Moreover, all mission mode projects in the country have been implemented on Intel technology only. Hence request you to modify the clause to Intel/x86 chipset.	Ref. Earlier Corrigendum issued. Changes has already been done.
105	3	32.17.1 Nagrik Suvidha Kendra (NSK)	Page 104	Internet Router with 5 Years support	There are no specifications mentioned for the internet router to be provided. We also have come to understand that it would be bound to the SLAs that needs to be presented & adhered by the bidder but would it not be compromising on the quality and performance of the products being quoted. As a suggestion request you to mention few pointers for the same as it has been done for other components like servers, security, EMS, etc.	Axe Annexure 32. Bidders are advised to provide best in class solutions as per industry standards.
106	4	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Page 115	Blade Chassis for 12 blades	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
107	5	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Page 115	SAN Switch	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
108	6	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Page 115	NAS/SAN Storage 100 TB with SAN management software and backup software	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
109	7	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Page 116	Layer 3 Switches	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
110	8	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Page 116	Core Switch	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
111	9	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Page 116	Router	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
112	10	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Active Back Up Environment	Page 116	NAS/SAN Storage 100 TB	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
113	11	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Active Back Up Environment	Page 116	Blade Chassis	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
114	12	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre	Active Back Up Environment	Page 116	NAS/SAN Switch	Kindly Provide Specifications	As per RFP.
115	13	33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre	Page 118	Blade Chassis for 12 blades	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
116	14	33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre	Page 118	SAN Switch	There are no specifications mentioned for the SAN Switch to be provided. Request you to please specify the same.	Bidders are advised to provide best in class solutions as per industry standards.
117	15	33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre	Page 118	Core Switch	There are no specifications mentioned for the Core Switch to be provided. Request you to please specify the same.	See Annexure 32.
118	16	33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre	Page 118	Layer 3 Switches	There are no specifications mentioned for the internet router to be provided. We also have come to understand that it would be bound to the SLAs that needs to be presented & adhered by the bidder but would it not be compromising on the quality and performance of the products being quoted. As a suggestion request you to mention few pointers for the same as it has been done for other components like servers, security, EMS, etc.	As per RFP.
119	17	33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre	Page 119	Router	Kindly Provide Specifications	See Annexure 32.
120	18	33.2.8 Table 5 (i): Hardware Supply and Deployment Required at Site Offices	Page 120	24 Port managed switches	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
121	19	33.2.9 Table 5(ii): Structured cabling & Laying of 4750 LAN Nodes at DDA offices	Page 120	Managed 48 Port switches with Rack and 800 VA Offline UPS	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
122	20	33.2.9 Table 5(ii): Structured cabling & Laying of 4750 LAN Nodes at DDA offices	Page 121	Managed 24 Port switches with Rack and 800 VA Offline UPS	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
123	21	33.2.14 Table 9 (i): Establishment of Nagrik Suvidha Kendra (NSK)	Page 125	24 Port managed switches with 5 Years support	Kindly Provide Specifications	Bidders are advised to provide best in class solutions as per industry standards.
124	22	33.2.14 Table 9 (i): Establishment of Nagrik Suvidha Kendra (NSK)	Page 125	Internet Router with 5 Years support	Kindly Provide Specifications	As per RFP.
125	23	33.2.16 Table 10 (i): Establishment of Mobile Van Nagrik Suvidha Kendra (NSK)	Page 127	Wireless Internet Router with 5 Years support	Kindly Provide Specifications	As per RFP.
126	24	33.2.18 Table 11:Internet Connectivity at DC/DR and Locations	Page 128	MPLS Connectivity at DC/Minimum 34M	Since you are asking for MPLS connectivity would the link be terminated at the internet router or a separate WAN router is required for the same. If a WAN router is required please help with the specifications.	As per RFP.
127	25	33.2.18 Table 11:Internet Connectivity at DC/DR and Locations	Page 128	MPLS Connectivity at DR/Minimum 8 Mbps	Since you are asking for MPLS connectivity would the link be terminated at the internet router or a separate WAN router is required for the same. If a WAN router is required please help with the specifications.	As per RFP.
128	26	32.7 Security Gateway External Firewall	Page 96	Security gateway solution must provide application identification with integrated threat prevention modules including IPS, gateway antivirus, antibot & antispyware enabled from day one	Different OEM have different approach to address advance threats and hence requested changed Please change the clause to "Security gateway solution must provide application identification with integrated threat prevention modules including IPS, gateway antivirus/anti-malware, antibot & antispyware enabled from day one"	Changed to: 'Security gateway solution must provide application identification with integrated threat prevention modules including IPS, gateway antivirus/anti-malware, antibot & antispyware enabled from day one'
129	27	Addition			Anti-virus based solution depend totally on signature published by OEM. Hence to have most updated information at the earliest is needed to protect against known attacks In case of Anti-virus based solution, OEM should provide the signature in 2-4 hours	As per RFP.
130	28	32.7 Security Gateway External Firewall	Page 97	Should be having minimum 100 Gb local storage to store log files	Different OEM have different approach to meet the functional requirement and hence requested change Please change the clause to "Should be having minimum 100 Gb local storage to store log files/software images"	Agreed; See revised Specifications.
131	29	Addition			Centralize management will ensure that DDA security team has single dashboard to management and view logs for NGFW appliances. Solution should include dedicated appliance based centralized management	As per RFP.
132	30	32.7 Security Gateway External Firewall	Page 97	Threat prevention throughput should be 1 Gbps with all modules (IPS, gateway antivirus, anti spyware & antibot) enabled from day one.	Different OEM have different approach to address advance threats and hence requested changed. Please change the clause to "Threat prevention throughput should be 1 Gbps with all modules (IPS, gateway antivirus/anti-malware, anti spyware & antibot) enabled from day one"	As per RFP.
133	31	32.7 Security Gateway External Firewall	Page 97	Simultaneous VPN tunnels: 1000	Considering number of DDA offices, 1000 is too high VPN tunnel and hence requested change Please change the clause to "Simultaneous VPN tunnels: 500	No Change
134	32	32.7 Security Gateway External Firewall	Page 97	802.1Q, NAT, PAT, IP Multicast support, Remote Access VPN, URL support VLAN, Layer 2 Filtering, Time based Access control lists, Firewall, Virtual Firewall, Radius/ TACACS	This clause restrict participation of renowned OEM and hence requesting change. Please change the clause to "802.1Q, NAT, PAT, IP Multicast support, Remote Access VPN, URL support VLAN, Layer 2 Filtering, Radius/ TACACS	No Change. OLD Query. See earlier Corrigendum.
135	33	32.7 Security Gateway External Firewall	Page 97	TCP/IP, PPTP	PPTP is depreciated protocol and hence requested change Please change clause to "TCP/IP / PPTP"	OLD Query. See earlier Corrigendum's
136	34	32.7 Security Gateway External Firewall	Page 97	RTP, L2TP	L2TP is depreciated protocol and hence requested change Please change the clause to "RTP, L2TP/IPSEC	OLD Query. See earlier Corrigendum's.
137	35	32.7 Security Gateway External Firewall	Page 97	QoS features like traffic prioritization, differentiated services, committed access rate. Should support for QoS features for defining the QoS policies.	These functionalities are usually performed by a router or a switch and hence request removal from firewall. Please remove this clause.	Agreed: but there should not be any degradation in performance.
138	36	Addition		OEM Eligibility Criteria not mentioned in the tender	OEM should have registered office in India at least from last 10 Years and should have software development center and Research & Development Lab in India.	As per RFP
139	37	Addition		OEM Eligibility Criteria not mentioned in the tender	Bidder need to submit OEM's data sheet & ordering guide available on the public domain along with bid document.	As per RFP
140	38	Addition		OEM Eligibility Criteria not mentioned in the tender	OEM should have atleast 4 spare depots in the country for material replacement and support	As per RFP
141	39	Addition		OEM Eligibility Criteria not mentioned in the tender	OEM should have executed atleast 5 mission-mode projects of state or central government like smart cities, SDC etc.	As per RFP
142	40	32.1 General Requirement Servers, Page No:72	All the proposed servers shall be full blade servers/rack servers with scalability for additional CPU, Memory and I/O. The servers shall have adequate number of CPUs with latest clock speed and cache as on last date of Bid.'	All the proposed servers shall be full blade servers/rack servers with scalability for additional Memory and I/O. The servers shall have adequate number of CPUs with latest processor family and cache as on last date of Bid.' Providing CPU scalability with servers would push bidders to quote for 4 socket server which will increase the overall TCO. Let MSI to provide the optimal solution.	See Revised Annexure 32.
143	41	32.1 General Requirement Servers, Page No:72	The servers shall be based on Symmetrical Multiprocessing (SMP) architecture. Each server shall be populated with adequate number of internal disks. The disks shall be Hot Swappable and shall be in hardware mirrored Each server shall be populated with adequate number of Gigabit full-duplex Ethernet controllers for LAN connectivity. The Ethernet controllers shall be configured for dual homing and they shall provide adequate throughput to each switch based on the solution deployed on the server.	The servers shall be based on Intel architecture. Each server shall be populated with adequate number of internal disks. The disks shall be Hot Swappable and shall be in hardware mirrored. Each server shall be populated with adequate number of adapters for I/O connectivity. MSI to decide the Server solution. Let bidder to decide the solution with separate Adapters for Ethernet & FC or converged. Intel too provides the SMP architecture only.	As per RFP
144	42	32.1 General Requirement Servers, Page No:72	The servers that need connectivity to SAN shall be populated with adequate number of Fibre Channel Host Bus Adaptors (HBA) in redundant mode. The blade/rack servers shall be with redundant and hot swappable power supplies. All the servers shall be populated with read-only drive, capable of reading all types of CD / DVD	The servers that need connectivity to SAN shall be populated with adequate number of adapters in redundant mode. The blade/Rack Servers shall be with redundant and hot swappable power supplies. The server shall be able to read virtual CD/DVD/USB media.. Let MSI to decide to quote simple FC HBA or converged adapter. The blade servers does not comes with DVD drives and virtual media is provided for connection.	As per RFP

#	Ref	Clause / Reference	RFP Text	Query / Clarification	Response
145	43	32.2 Technical Fact Sheet of Servers, Page No:77	RISC/EPIC Server of latest make and model and minimum clock 3.0 GHZ. Two Socket server should be configured with minimum of 20 cores and should have a minimum cache of 60 MB Per Socket. Server should be configured to deliver 1700 SPECint2006_rate PEAK. Adequate number of Sockets/Processor Cores should be configured to meet the minimum performance criteria. The estimated SPECint2006_rate for offered clock should be made available at SPEC.org	Clarification requested. There are two responses in the provided corrigendum's. corrigendum1 (page12): "RISC/EPIC/x86 Server of latest make and model and minimum clock 2.4 GHz or higher , Two Socket server should be configured with minimum of 16 cores or higher and should have a minimum cache of 32 MB or higher Per Socket . corrigendum 3(page1), this specification is mentioned as" RISC/EPIC/x86 Server of latest make and model and minimum clock 2.20 GHz. Two Socket server should be configured with minimum of 24 cores and should have a minimum cache of 60 MB Per Socket". Request to confirm which to follow.	RISC/EPIC/x86 Server of latest make and model and minimum clock 2.20 GHz. Two Socket server should be configured with minimum of 24 cores and should have a minimum cache of 60 MB Per Socket (Corrigendum no.3 - Page 1). See Revised specifications.
146	44	32.2 Technical Fact Sheet of Servers, Page No:77	The System should be quoted with minimum 16 GB per Active core. Memory should be minimum DDR3 ECC, with minimum clock of 1066 GHZ. The server should have enough free slots to scale to 1.5X of Memory Offered'	The System should be quoted with minimum 16 GB per Active core. Memory should be minimum DDR4 ECC, with minimum clock of 2666 MHZ. The server should have enough free slots to scale to 1.5X of Memory Offered'. DDR4 is the current memory generation and RAM frequency is provided in MHZ. 2666MHz is the available frequency with the latest available memory modules.	Ref. earlier amendments. Changes has already been done. See revised specifications
147	45	32.2 Technical Fact Sheet of Servers, Page No:77	Minimum 6X600 GB 10K RPM SAS SFF-3 should be configured The server should be capable of total 8X600 GB SAS SFF-3 internal drives on the existing storage backplane and any further storage capacity can be taken to the SAN setup".	Minimum 2X1200 GB 10K RPM SAS should be configured. Proposed server can either provide internal capacity or can provide capacity using Boot from SAN, if required. Since RFP provides MSI to quote either Blade or Rack Server. Dual socket Blade server can provide maximum two internal drives and typically with the central storage servers does not require huge internal storage capacities. Boot from SAN can be provided to suffice in case of higher internal storage requirements .	No change in minimum requirement number of disks. But higher specification is acceptable.
148	46	32.2 Technical Fact Sheet of Servers, Page No:77	Slots have to be minimum PCIe Gen 3 Minimum 4 x 1G RJ 45 and 4X10G SR Ethernet ports across 2 different adapters (not inbuilt in mother board) Minimum 4X2P 8GBps FC Adapter across 2 different adapters I/O Adapter scalability to min 10 Adapters Slots	Slots have to be minimum PCIe Gen 3 Minimum. Each Server to minimum provide 70Gbps of Bandwidth across two or more adapters. Since RFP provides MSI to quote either Blade or Rack Server. But with current huge port requirement, MSI's would not be able to quote for Blade server. Request to ask for Bandwidth so as to qualify Blade servers for this solution or update the General Blade server specs which are provided.	See Revised specifications in Annexure 32
149	47	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre, page No: 115 / 33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre, page No: 118	Blade Chassis for 12 blades: 1	Blade Chassis for 12 blades: As required. Different Blade vendors have different architecture where some offer 10U chassis to accommodate 12 servers while others offer 6U chassis with 8 servers.	Removed (See revised Annexure 33 table 4(i) and 4(ii))
150	48	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre, page No: 115 / 33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre, page No: 118	Blade chassis	Minimum parameters to provide for Blade chassis. Request to provide the minimum specifications.	Removed (See revised Annexure 33 table 4(i) and 4(ii))
151	49	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre, page No: 115 / 33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre, page No: 118	SAN Switch	Minimum parameters to provide for SAN Switch. Request to provide the minimum specifications.	As per RFP
152	50	33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre, page No: 115 / 33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre, page No: 118	Backup Software	Minimum parameters to provide for Backup Software. Request to provide the minimum specifications.	As per RFP
153	51	32.2 Technical Fact Sheet of Servers, Page No:77	Server Specs	To update with fresh specification. Current Specs are based on RISC/EPIC servers hence asks for huge number of internal drives & I/O slots and since DDA has provided Bidder to quote any server form factor i.e. Rack or Blades. We request to update the parameter for Bother Rack And Blade servers with latest generation specifications.	RISC/EPIC/x86 Server of latest make and model and minimum clock 2.20 GHz. Two Socket server should be configured with minimum of 24 cores and should have a minimum cache of 60 MB Per Socket (Corrigendum no.3 - Page 1). See Revised specifications in Annexure-32.
154	1	Annexures to RFP Technical Evaluation Checklist	Average Annual Turnover of all the consortium members taken together from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 16- 17, FY 15-16 and FY 14- 15) as per the last published balance sheets shall be greater than or equal to INR 400 Cr.(Rupees Four Hundred Crores only). In case of Consortium bidding, the lead (prime) Bidder (Application Developer) must have average turnover of at leastINR 200 Crores (Rupees Two Hundred Crore) during the last three (3) financial years (FY 16-17, FY 15-16 and FY 14-15) as per the last published balance sheets	Please relax this criteria to Average Annual Turnover of all the consortium members taken together from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 16- 17, FY 15-16 and FY 14-15) as per the last published balance sheets shall be greater than or equal to INR 190 Cr.(Rupees one hundred ninety crores only). In case of Consortium bidding, the lead (prime) Bidder (Application Developer) must have average turnover of at leastINR 190 Crores (Rupees one hundred ninety crores) during the last three (3) financial years (FY 16-17, FY 15-16 and FY 14-15) as per the last published balance sheets	No Change
155	2	Annexures to RFP Technical Evaluation Checklist	Prior experience in Development Authority/Housing Board / Urban Local Bodies / Municipalities for software design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	Please relax this criteria to -Prior experience in any Govt. Organization/department/ministry for software design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	No Change
156	3	Volume – II of III Scope of the Project/Work page 5	ICT Infrastructure (Hardware, Software, IntraNet & Internet Networking,DC/DR) Installation and O&M:	Please clarify whether DDA will provide infrastructure or SI will have to propose it, as there is an ambiguity plz refer page no 26 where it has been mentioned that DDA shall provide infrastructure comprising: ⸭ IT infrastructure: Computer and Network ⸭ Physical infrastructure: Space, power and manpower for training	Corrected now as follows:- 1. DDA to provide for IT infrastructure: Computer and Network, in its Training Centres; 2. DDA will provide Physical infrastructure like Space and power, in its Training Centres; 3. Bidder to provide manpower for Training and all training contents.
157	4	Volume – II of III Page no 7	The Scope also includes: - Preparation of Training Plan, Training Material, Delivery of Training to Personnel of DDA in various Departments:	Please clarify how many no of personnel will be there for training and what will be the duration of training	There are about 5000 Trainees with batch size of 50 Participants in each session and session will be of 8 hours duration in a single day at the Purchaser's identified location. Bidder has to provide writing pad, pen with printed project training material. Bidder has to provide the two time snacks with tea/coffee and one working lunch to the participants. Training assessment and participant assessment (online evaluation session wise at the end of training) and metrics will be monitored by DDA. Each trainee will get training of three days. Bidder has to provide for IT infrastructure with internet access to each participant. Training of Users shall be in both English and Hindi languages; Schedules will be worked with the Purchaser so as to complete the entire training module coinciding with Project 'Go-Live'. Bidders are advised to Quote keeping in mind the deliverable under training.
158	5	Volume – II of III page no 7 1.2 Application Software	Stage 1 – Customisation/Development and rollout of application i Phase I-roll out of Online Citizen Centric Services Including Public Grievances Redressal System for all Departments ii Phase II-roll out of all other services.	Please clarify the timelines for Phase 1	As per RFP
159	6	Volume – II of III page no 18 1.2.1.2.17 Smart card readers and printers	The application shall have the functionality to allow use of smart card readers and printers.	please specify if the Access cards and its machine need to be procured by the agency?	As per RFP
160	7	Volume – II of III page no 24 1.2.1.5 IT Security Infrastructure	The Bidder should provide intrusion management services to protect DDA's resources from internal and external threats.	Please elaborate the term intrusion for this project.	As per RFP
161	8	Volume – II of III page no 24 1.2.1.6 Infrastructure Design Requirements	f. Backup software	what will be the frequency of backup and where it will be stored and who will bear the cost of storage and for storage tap?	Bidder has to give the back up policy and back up plan and accordingly implement. SI shall bear all the cost
162	9	Volume – II of III Page no 27 1.2.1.10 Application Support for Rollout of services	System Integrator will ensure that all the resources deployed at any location are easily approachable over mobile phones. System Integrator will provide the contact details of the manpower at the time of project implementation without explicit approval of the DDA.Integrator will also ensure that the proposed resources will not be changed during commencement of operations. System	Who will provide the mobile sum(connection) to these resources and who bear its cost. please clarify.	Its obvious that the SI resources have to be available and will be managed by SI only.
163	10	Volume – II of III page no 28 1.2.1.11 Data Digitization	Data Digitization	Please specify if scanning is also included under data digitization.	Yes
164	11	Volume – II of III Page no 30 1.2.1.13 Capacity building and training	Capacity building and training	please specify the no of personnel's to whom training will need to be given and duration of training	There are about 5000 Trainees with batch size of 50 Participants in each session and session will be of 8 hours duration in a single day at the Purchaser's identified location. Bidder has to provide writing pad, pen with printed project training material. Bidder has to provide the two time snacks with tea/coffee and one working lunch to the participants. Training assessment and participant assessment (online evaluation session wise at the end of training) and metrics will be monitored by DDA. Each trainee will get training of three days. Bidder has to provide for IT infrastructure with internet access to each participant. Training of Users shall be in both English and Hindi languages; Schedules will be worked with the Purchaser so as to complete the entire training module coinciding with Project 'Go-Live'. Bidders are advised to Quote keeping in mind the deliverable under training.

#	S.No	Reference	Clause / Description	Query / Comment	Response
165	12	Volume – II of III, page no 46, 1.3.5 BMS (Building Management Systems)	The SP shall provide Access cards, Gate passes to the DDA's personnel, DDAappointed representatives, bandwidth service provider and any other DDA approved authority as and when they would visit the site.	please specify if the Access cards and its machine need to be purchased by the agency and specify the no of personnel's to whom access card and gate passes will be issued. (Will these access cards be used by internal employees of DDA as well? If so pls provide details of the total number of DDA employees as well)	As per RFP
166	13	Volume – II of III, page no 48, 1.3.8 Seating Space	The SP shall provide Tables, chairs, drawers with locking facility, telephone extensions for communication between Server cage area and the seating area, in the seating area for 10 personnel. The furniture to be provided by the SP here, refers to modular furniture with sufficient seating, personal storage and workspace for each individual person.	does that mean that DDA will only provide the seating space and rest of the required infrastructure cost(furniture ,telephone etc.) will be borne by the bidder	As per RFP
167	14	Volume – II of III, Page no 52, 1.4.1 Supply / Procurement of IT Infrastructure at DC OR site, and DDA offices.	The bidder shall ensure that all invoice of OEM are in the name of DDA. Bidder shall mandatorily submit all invoice to DDA.	This point needs discussion	As per RFP
168	15	General query		How many existing applications are available for reuse	Please clarify, share the details if there are any existing modules/application which we can reuse (if any)	As per RFP, please Study RFP thoroughly.
169	16	General Query		Proposed team to be deployed should be the same at the time of deployment or can we propose team with similar expertise at the time of deployment	Please clarify	As per RFP, please Study RFP thoroughly.
170	17	General Query		What would be the preferred development technology and database?	provide provide details,	Bidder have to offer the best possible solution as per the requirements, compliances and contents of the RFP.
171	18	General Query		Who would provide the infrastructure such as office infrastructure, ICT infrastructure and deployment infrastructure?	provide provide details	DDA shall provide office infrastructure.
172	19	General Query		What would be frequency of STQC certification?	Please provide details for the frequency of STQC audit of the application	As per RFP
173	20	General Query		Where would be the deployment of development team?	Please clarify	As per RFP
174	21	General Query		Does the Team need to travel? If yes who will bear the cost of travelling.	Pls let us know if these resources need to travel among various offices	As per RFP
175	22	General Query		Total no of resources to be deployed	Please recommend if there is any limit on deploying/providing the resources/ manpower, for this assignment OR Bidder need to propose the number of resources for this assignment.	Bidder have to offer the best possible solution as per the requirements, compliances and contents of the RFP.
176	1	Latest corrigendum Page No 2	Average Annual Turnover of the Bidder/ all the Consortium members taken together from IT Business during the last three (3) financial years (FY 16-17, FY 15-16 and FY 14-15) as per the last published balance sheets shall be greater than or equal to INR 400 Cr.(Rupees Four Hundred Crores only).	Requesting to consider last 3 financial years as (FY 17-18, FY 16-17 & FY 15-16), allow provisional balance sheets and profit and loss reports of last financial year 2017-18	No Change
177	2	EMD Exemption		Requesting to consider NSIC registered companies for exemption from the payment of EMD.	No Change
178	3	RFP Document - General Instruction to bidders Page no 2	EMD - INR 3 Crores	Requesting to reduce EMD to INR 1 Crore	No Change
179	1	Annexure 5 Sr No10 (Please refer corrigendum published 05-Jun-2018 02:10 PM, Amendments.pdf	(b) the Application developer member) must also have at least 1/3rd (one-third) of the total required Annual Turnover of INR 400 Crore during the last three (3) financial years (FY 16-17,FY 15-16 and FY 14-15) as per the last published balance sheets	Request for removal of this newly added point.	No Change
180				(This point was only included in the latest corrigendum(Corrigendum description:-Amendments For wider participation). This restricts companies with the required certifications(ISO,CMMI etc) and the required project experience(As specified in the RFP) from participating in the RFP even as part of a consortium	No Change
181	2	Schedule VI, Volume 3- Payment Schedule	"20% of Project Cost (C) - Implementation Phase -C " will be payed "On Project Completion((Go-live + 1 Year + 4 Year) "	Request for:- 1)Bifurcation of Capex and Opex Costs(Capex to be paid to SI on installation and commissioning of required hardware) 2)20% remaining Opex or the project services cost to be paid in quarterly installments before the AMC starts i.e Go-Live +1 year(Warranty)	See Revised Payment Terms at Annexure-1.
182	1	Tender Document (General Instruction to bidders Page no 2)	EMD - INR 3 Crores- Bidders shall submit, along with their bids, EMD amount as mentioned in 'Schedule of Bid Process' in the form of a Bank Guarantee (in the format specified in Annexure-3 of the Annexures to RFP Document) issued by any Scheduled bank in favour of Delhi Development Authority, payable at New Delhi, and should be valid for 6 months (180 days) from the due date of the tender / RFP.	Requesting to make Earnest money deposit INR 1 Cr	No Change
183	2	EMD		Requesting to consider NSIC registered companies for exemption from the payment of EMD.	No Change
184	1	Document - 4, Page - 22, Point 1.2.1.3	4. Application development shall be done at DDA Office. DDA will provide space and power supply to vendor.	This should be replaced by Application development shall be done at DDA Office or any other Office Location in NCR region.	DDA will provide space during entire duration of the project.
185	2	Document - 4, Page-18, Point 1.2.1.2.17	Bar Code Readers: Application shall have the functionality to generate bar codes and read them by using bar code scanners or manual input. All DDA office shall be equipped with bar code readers and generators for tracking movement of physical files and paper as detailed in the functional requirement specifications	Kindly share more details about the Barcode Reading and scanning process for tracking the movement of file and physical papers. As per the document 7 scanners and readers are required for RFID and not bar code.	As per RFP. Scanners and Readers for Barcode and RFID are required. Scanners and readers quantity is given in the table 33.2.8 of financial template.
186	3	Document - 7, Page - 37, ENG_44	The system shall provide the functionality of e-tendering and/or e-procurement.	The application has to be integrated with NIC Procurement website or there will be a separate module for the same?	To be integrated with e-Tender, e-Auction Portals being used in DDA.
187	4	Document - 6, Page-120, 33.2.8 Table 5 (i): Hardware Supply and Deployment Required at Site Offices	Site Hardware and Networking Cost with 3 Years AMC support	Should we read this as one year warranty and 4 years Support?	All Hardwares and Softwares must have 5 year warranty which will start after Go-live. Appropriate OEM Warranty Certificates are to be submitted. See Revised Annexure 33.
188	5	Document - 4, Page-57, Point - 1.5	2. DDA proposes to procure dedicated internet link at its outsourced Data Centre at Delhi/Noida/ &Disaster Recovery Centre at Mumbai/Bengaluru/Hyderabad/Chennai.	Request you to allow DR in Secunderabad, which is a twin city of Hyderabad.	Bidder can propose.
189	6	Document - 3, Page - 32, Point - 9.4.6	No activity whatsoever from the tender scope including non-core responsibilities such as handholding, helpdesk, training, data digitization can be sub-contracted by the Bidder.	It should be changed to Digitization, Networking and DC/DR hosting can be outsourced to vendors with similar Experience.	No part of the RFP can be subcontracted.
190	7	Document-7, Page -138, Point - 16	Enterprise Mailing Messaging Solution	Kindly let us know the number of email accounts to be configured and size of the mailbox for each user.	All DDA Employees (about 9000 in numbers) will have email accounts, and mailbox size for each user will be about 200 MB. During SRS stage, further details (if any) will be provided to the Selected Bidder.
191	8	Document-5, Page - 54, Payment Schedule	Mobilisation Advance - 5% Project Preparation and Business Blueprint Phase Sign Off on SRS and SDD - 20% Hardware Procurement - 5% Procurement and Installation of Hardware, Network and System Software at DC/DR and all site office with Installation Report - 30% UAT and System Testing - 10% GO-LIVE - 10%	Payment terms should be modified as following: 20% at the end of warranty Period instead of at the end of the project period. Payment for Manpower, Networking, DC/DR hosting and other operational expense should be paid in warranty.	Revised Payment terms attached at Annexure-1.
192	9	Document-6, Page-120, Point 33.2.8	Table 5 (i): Hardware Supply and Deployment Required at Site Offices	The support staff for installation is required from which week? Is it 45th week or 70th week?	From Week 40. Installation has to be completed by Week 45.
193	10	Document-6, Page-120, Point 33.2.8	Table 5 (i): Hardware Supply and Deployment Required at Site Offices	The consumables for Printers such as ink cartridges, papers will be provided by DDA. Is this understanding correct?	DDA will provide the consumables such as paper and cartridges for DDA offices, NSK, MNSK and CCC.
194	11	Document-6, Page-123, Point 33.2.11	Table 7: Network Support at DDA	DDA is required at DDA office or can be located at a different location as well?	DDA office.
195	12	Document-6, Page-124, Point 33.2.12	Table 8 (i): Establishment of State-of-the-Art Record Rooms (50)	What is the duration of the footage that has to be recorded by the CCTV? Is there any requirement for central monitoring room also? If yes, what will be the location of the central monitoring room?	The current scope requires local recording, storing, monitoring and remote viewing over internet as and when required. DDA working hours. No continuous central monitoring is required. However, DDA should be able to view particular camera at CCC when required.
196	13	Document-6, Page-124, Point 33.2.12	Table 8 (i): Establishment of State-of-the-Art Record Rooms (50)	The files will be tagged during the initiation stage or while entering the record room?	Existing active files to be tagged at initation and new files while leaving or entering the record room.
197	14	Document-6, Page-126, Point 33.2.16	Table 10 (i): Establishment of Mobile Van Nagrik Suvidha Kendra (NSK)	The registration, PUC and Insurance and service cost will be done by DDA. Is this understandig correct?	As per RFP.
198	15	Document-6, Page-126, Point 33.2.16	Table 10 (i): Establishment of Mobile Van Nagrik Suvidha Kendra (NSK)	The number of support staff in the MVNSK is 4 while the requirement of Desktop computers mentioned here is 5. Kindly help with the understanding and purpose of one extra Desktop computer?	Agreed, Support Staff (5+1) including driver.
199	16	Document-6, Page-126, Point 33.2.16	Table 10 (i): Establishment of Mobile Van Nagrik Suvidha Kendra (NSK)	The LAN connectivity will be Wi-Fi or Cable?	Bidder can propose.
200	17	Document-6, Page-126, Point 33.2.16	Table 10 (i): Establishment of Mobile Van Nagrik Suvidha Kendra (NSK)	What will be the duration of the footage recording for CCTV?	whenever Mobile Van is in operations/running.
201	18	Document-6, Page-126, Point 33.2.16	Table 10 (i): Establishment of Mobile Van Nagrik Suvidha Kendra (NSK)	The bank charges for Payments transaction will be taken care of by DDA. Is this understanding correct?	DDA will provision for the Payment Gateway, SMS gateway/ WhatsApp Gateway, and email gateway, and the bidder will be responsible for integrating these with the application. DDA will bear the payment gateway charges. Bidder will only integrate with the gateway selected by DDA.
202	19	Document-6, Page-127, Point 33.2.17	Table 10 (ii): Operations and Maintenance of Mobile Van Nagrik Suvidha Kendra (NSK)	The consumables for van and generators required for MNSK (Diesel) has not been mentioned as a separate line item in this table however the RFP states that all the opex has to be mentioned in the financial bid. Should this be accounted here or it will be provided by DDA?	Bidder to account for all the opex cost except for the Diesel consumed for the vehicles. Bidder to state the same in their considerations and remarks.

#	Item	Document Reference	Clause / Section	Query	Response
201	20	Document-6, Page-128, Point 33.2.18	Table 11:Internet Connectivity at DC/DR and Locations	What will be the connectivity requirements between DC and DR? Should it be Quoted seperately by the Bidder?	DC and DR sync link should be quoted as part of the hosting template. See Revised Annexure 33 Table 11.
204	21	Document-6, Page-128, Point 33.2.18	Table 11:Internet Connectivity at DC/DR and Locations	The minimum quantity quoted here is for 4 years. Ideally it should be 5 years. Please help in understanding the rationale for keeping it for 4 years?	Yes it is for 5 Years. See Revised Annexure 33 Table 11.
205	22	Document-6, Page-130, Point 33.2.21	Table 13: Training cost	The man-months mentioned for Training Coordinator is 60 here. Any specific reason for keeping this figure?	Training Coordinator for 5 years. The project duration is 5 years.
206	23	Document-4, Page-72, Point 1.11	1.11 Establishing fully Computerized Call Centre (CCC)	What will be the working hours of the call center? Will it be operational for 24X7, 12X7 or 8X7?	It is proposed to have service window operations for 12X7
207	24	Document-4, Page-72, Point 1.11	1.11 Establishing fully Computerized Call Centre (CCC)	Please provide the list of H/W, Infrastructure and other resources that the bidder has to provide for the fully computerized call centre?	As per RFP.
208	25	Document-4, Page-72, Point 1.11 is	1.11 Establishing fully Computerized Call Centre (CCC)	There are no commercial Table for CCC. Request you to provide the same.	Commercial template for helpdesk is available in the RFP. Hardware such as desktops and network is already included in the respective line items.
209	26	Document-4, Page-72, Point 1.11	1.11 Establishing fully Computerized Call Centre (CCC)	What will be the location of CCC?	At the iNoC area in Vikas Sadan.
210	27	Document-6, Page-115, Point 33.2.5	Table 4(i): Hardware Supply and Deployment Required at Data Centre	Please elaborate on the purpose of the Active Back Up Environment in context of DC Setup?	This is clear in the RFP. No Near DR. Active backup environment can be quoted if the solution proposed by the bidder requires the same to meet the SLA.
211	28	Document-6, Page-115, Point 33.2.5	Table 4(i): Hardware Supply and Deployment Required at Data Centre	Please elaborate on the purpose of Staging Environment in the context of DC Setup?	Staging and Active-Backup environment can be quoted as per solution proposed by the bidder without compromising on SLA.
212	29	Document-6, Page-115, Point 33.2.5	Table 4(i): Hardware Supply and Deployment Required at Data Centre	Please elaborate on the purpose of the Active Back Up Environment in context of DC Setup? ... Please clarify if you are looking for near DR Setup and how many servers are required in it... there is no network security component mentioned for this setup in BoM and bandwidth is also missing for this site.	This is clear in the RFP. No Near DR. Active backup environment can be quoted if the solution proposed by the bidder requires the same to meet the SLA.
213	30	Document-6, Page-115, Point 33.2.5	Table 4(i): Hardware Supply and Deployment Required at Data Centre	Please elaborate on the purpose of Staging Environment in the context of DC Setup?	Staging and Active-Backup environment can be quoted as per solution proposed by the bidder.
214	31	Document - 6, Page-106 ; Point 33.2.8	32.18 Record Room Management	Record room - How it shall connect to access the application at DC/DR as there is no mention of connectivity in record room BoM.	Record rooms are located in the DDA offices only and already the connectivity requirement per office is given in the bandwidth BoQ.
215	32	Document - 6, Page-118	33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre	Firewall (External & Interal) total 2 nos. have been asked. 2 different specifications have been given in RFP. To comply highly available solution ask both these firewalls should be asked in pairs.	Firewall internal 2 nos. Firewall external 2 nos. in both DC and DR. See Revised Annexure 33 - DC & DR.
216	33	Document - 6, Page-118	33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre	Core Switch - Single Core Switch has been asked in DR & DR. To comply highly available solution Core switch should be asked in pairs.	Provision for Two core switches is added in Annexure 33. See revised table-4i&4ii
217	34		In Prebid queries & Main Document	Two different server processor specifications	See revised Specifications in Annexure 32.
218	35	Document - 6, Page-118/9	33.2.7 Table 4(iii): System Software Supply and Deployment	Digital signature-will customer buy complete solution for digital sig including HSM or bidder need to factor HSM	Complete digital signature solution to be considered.
219	36	Document - 6, Page-100	32.10 Tape Library	Can we proposed better solution than Tape Library i.e Disked based backup solution which will easier to maintain and search records ... Enterprise customer moving from tape to Disk	Both has its advantages and disadvantages. Bidder can be given choice to propose solution that can meet the requirement and SLA.
220	37	DDA-CMS-Pre-Bid_Query_Response_Volume1__1-528		As you have requested for Gartner's magic quadrant for software vendor, request you to mandate presence of the same in servers & networking space as well. The OEM shall be present in leader quadrant of Gartner's Magic quadrant for servers and data center networking	Gartner is not publishing any report related to Servers ...	There is a report published by Gartner for modular servers.
221	38	DDA-CMS-Pre-Bid_Query_Response_Volume 1 , 2 & 3		Related to all Gartner Report ... The OEM shall be present in leader quadrant and Visionary of Gartner's Magic quadrant	Request you to please remove the word Leader and Visionary for Gartner & change to OEM should be present in Gartner Magic Quadrant (It will be helpful for bidder to incorporate different solution & take prices from different OEM)	Bidders to refer to all corrigendum's released earlier for this tender notification. Relaxing this will reduce the quality of infrastructure.
222	39	Document 6 Page 81	Database should have public TPC-C and TPC-H benchmarks and should have leadership position in such benchmarks	This should be removed as no open source RDBMS comply with this condition. As all SI are bound by SLA SI should be free to use there preferred RDBMS	**No change. However, Open Source Database needs to have OSDB benchmark, compatible to TPC-C or TPC-H benchmarks. See Revised Annexure 32.**
223	39	Document 6 Page 93	The proposed Helpdesk tool should be Axelos Gold level certified on at least 11 ITIL 2011 processes on all the 15 ITIL processes that are the most mature way to demonstrate that at least three IT organizations : Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment, etc.	This condition is creating single vendor situation. Request you to relax.	See Revised Specifications in Annexure 32.
224	40	Risk and Title of Equipments supplied- Termination Clause	The risk and title of the equipment supplied will not be transferred to the user till the end of the Project. This essentially means that we have to carry the risks of all losses and maintenance till 5 years and we cannot also recognize revenue till such time	This needs to be relooked.	
225	1	Annexure 16-Technical Evaluation Checklist ;page no :43	Past Experience in implementation of Data Analytics and its associated DSS Projects in design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years SI Projects undertaken in India	Kindly change the clause to "Past Experience in implementation of Data Analytics and its associated DSS Projects OR egovernance projects in design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years SI Projects undertaken in India"	**Revised as :** "Past Experience in implementation of Data Analytics and its associated DSS Projects (including e-Governance Projects) in design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years SI Projects undertaken in India"
226	2	Annexure 5 Sr. No 9	As per corrigendum , Bidder (solo/single Bidder) should be with CMMiL3 (or above) certification Or In Case of Bidder being Consortium, (i) One Member to be declared as Prime/Lead Bidder; and (ii) the member responsible for Application development should be with CMMiL3 (or above) certification	Kindly make CMMI level 5 mandatory so that quality is never compromised.	No Change. As per the Revised Corrigendum issued on 5 June 2018.
227	3	1. DDA-CMS-Tender- Press-Release: Pg. 1	Consortium of having System integrator [with **2 Members (maximum)**]	Kindly clarify the maximum no. of members for consortium	Maximum of three members (Prime + 2 Members)
228	4	3. DDA-CMS-NIT-: .4.6 Consortium Approach: Pg. 32	Consortium with **maximum of three members (Prime + 2 Members)** may be allowed for the Project.		No Change
229	5	3. DDA-CMS-NIT-: Pg. 10	To achieve the project/business objectives, DDA invites proposal for: 1. Application Development / Customization & Configuration, 2. Appropriate IT Infrastructure including Servers, Storage and Bandwidth, 3. Training and Change Management, and 4. Warranty, Maintenance / Support Services etc.	As per TRAI regulations, third party cannot resell bandwidth. Respecting the TRAI rules & regulations we kindly request DDA to take off connectivity from the scope of work for this project. However, Bidder can facilitate tripartite agreement for provisioning and monitoring services. Payment shall be made by DDA to the service provider directly after considering the applicable SLAs.	Bidder to quote for the same binding to TRAI regulations. However, DDA will get into tripartite agreement as per TRAI regulations.
230	6	3. DDA-CMS-NIT-: .4.6 Consortium Approach: Pg. 32	No activity whatsoever from the tender scope including non-core responsibilities such as handholding, helpdesk, training, data digitization can **be sub-contracted by the Bidder.** All the activities must be shared within the Consortium Members from Start.	Kindly clarify	As per RFP.
231	7	5. DDA-CMS- Agreement: 24.3 Subcontractors – Not Allowed (Please see Annexure-28 of Annexures to RFP Document): Pg. 31	<<System Integrator>> shall not subcontract any work related to Implementation and Maintenance of Integrated Management System for DDA without DDA's prior written consent. **However the <<System Integrator>> shall provide the list of all the other services planned to be sub contracted, within 15 days of signing the Agreement.** It is clarified that the <<System Integrator>> shall be the principal employer for all claim CMS arising from the liabilities statutory or otherwise, concerning the sub-contractors. The <<System Integrator>> undertakes to indemnify DDA or its nominated agencies from any claims on the grounds stated hereinabove.		
232	8	3 . DDA-CMS-NIT-: 9.8 Project Schedule: Pg. 42	The Contract/ Project Period shall commence from the date of issue of Work order and shall remain valid for 1 Year Warranty (W1) +4 years from the date of Go Live (T1) of the entire scope of work: Hence the Project Timeline is T1+5Years.	We understand that the project time line is as follows : 1 year 7 months Implementation + 1 year warranty from Go-Live + 4 years O&M after 1 year warranty. Kindly confirm the same.	Yes. All Hardwares and Softwares must have 5 year warranty which will start after Go-live. Appropriate OEM Warranty Certificates are to be submitted. See Revised Annexure-33.

#		Reference	Clause	Bidder Query	DDA Response
233	9	4. DDA-CMS-scope of work-NIT-Final: 1.2.6.2 Transfer of Assets: Pg. 41		Kindly note that the Bidder shall transfer all the newly supplied assets in the name of DDA immediately after the delivery of the same	Yes.
234	10	5. DDA-CMS- Agreements: 5 EMPLOYEES: Pg. 44	5.2 Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the <<System Integrator>> to DDA, or a Replacement <<System Integrator>> ("Transfer Regulation") applies to any or all of the employees of the <<System Integrator>>, then the Parties shall comply with their respective obligations under such Transfer Regulations. 5.3 To the extent that any Transfer Regulation does not apply to any employee of the <<System Integrator>>, department, or its Replacement <<System Integrator>> may make an offer of employment or contract for services to such employee of the <<System Integrator>> and the <<System Integrator>> shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Chairperson, PIU or any Replacement <<System Integrator>>.	Kindly remove this clause	No Change
235	11	5. DDA-CMSAgreements; Payment Schedule: Pg. 54	Advance Against the Advance Bank Guarantee for 110 % of the Value (Mobilisation Advance) - T+1	Request to kindly remove the clause for submission of Advance Bank Guarantee as the successful Bidder shall provide Performance Bank Guarantee	NO Change. See Revised Payment Terms at Annexure-1.
236	12		Advance Against the Advance Bank Guarantee of for 110 % of the Value (for Hardware Procurement) - T+25		NO Change. See Revised Payment Terms at Annexure-1.
237	13			Also, please clarify, if the advance is not considered by SI, when would the 10% payment be made by DDA During the one year warranty, no payments shall be made by DDA????	See the Revised payment terms at Annexure-1 . No payment shall be made by DDA during Waranty Period (1 Year after Go-live)
238	14		The Mobilisation Advance will attract 10 % simple Interest which will be calculated from the date of Payment to the date of recovery. The recovery of this advance will commence after 10% of Work is completed and the entire amount together with interest shall be recovered by the time 80% of the work is completed (source 32.5 of CPWD Works Manual 2014).	Request to kindly remove the clause	See revised payment terms as per Annexure 1
239	15	5. DDA-CMS- Agreements: 1.2.6.7 Rights of Access to Premises: Pg. 43	1. At any time during the exit management period, where Assets are located at the System Integrator's premises, the System Integrator will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the DDA or its nominated agency and/or any Replacement System Integrator in order to make an inventory of the Assets. The System Integrator shall also give the DDA or its nominated agency or its nominated agencies, or any Replacement System Integrator right of reasonable access to the Implementation Partner's premises and shall procure the DDA or its nominated agency or its nominated agencies and any Replacement System Integrator rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the DDA or its nominated agency, or a Replacement System Integrator.	Request to kindly remove the clause	No Change
240		5. DDA-CMS- Agreements: 13.2 Invoicing and Settlement: Pg. 18	2. The <<System Integrator>> alone shall invoice all payments after receiving due approval from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in Schedule VI of this Agreement. The <<System Integrator>> 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.	Kindly remove this clause	No Change
241	16	5. DDA-CMS- Agreements: 23 Insurance Cover: Pg. 29	d. workers' compensation as required by law:	Kindly remove this clause as the same shall be inherent and taken care as per the respective Organisation policy	No Change
242	17	9.6.4.2 Stage Two: Technical Bid Evaluation	As part of the technical evaluation process, bidders will be required to make a presentation/demonstration of the proposed solution to Purchaser. Refusal to make a presentation/demonstration asked for by Purchaser would be treated as withdrawal of the bid and may result into rejection of the bid and forfeiture of EMD.	Bidder would suggest to remove the EMD forfeiture clause as the bid is rejected as an action against the bidder, in this case.	No Change
243	17	Scope- of work/1.2.1.2.22 Payment and SMS Gateway/Pg.20	DDA will provision for the Payment Gateway, SMS gateway/ WhatsApp Gateway, and email gateway, and the bidder will be responsible for integrating these with the application. Any applicable transaction charges for making electronic payments or using SMS based services shall however be payable by the citizen and need not be accounted for in the Total Contract value of this Project. Any transaction charges should be payable in Indian Rupees only.	How many SMS are anticipated per year . How these SMS are charged to users	DDA will provision for the Payment Gateway, SMS gateway/ WhatsApp Gateway, and email gateway, and the bidder will be responsible for integrating these with the application. DDA will bear the payment gateway charges. Bidder will only integrate with the gateway selected by DDA. Details will be shared and further studied by selected bidder during SRS phase.
244	19	Scope of work/1.2.1.13 Capacity building and training/Pg.32	The bidder will be responsible for establishing a scoring system and should ensure a rating of at least 75% or above on the overall sessions else additional trainings will required or the DDA reserves the right to invoke penalty	Request DDA to kindly provide relaxation on the mentioned clause in the RFP	It is revised as " The bidder will be responsible for establishing a scoring system to ensure satisfactory rating on the overall sessions else bidder will retrain those officials who are not able to rate training as satisfactory."
245	20	NIT and Instructions to bidders for NITCMS_RFPVol1/9.7.6 Purchaser's Right to Vary Scope of Contract/Pg.41	Additionally, the purchaser is free to purchase the additional quantities for items listed in commercial bid at lower cost (as per reasonable market assessment/ DGS&D) from any other source for quantities over and above those listed in commercial bid and the contractor shall be bound to integrate the same.	Bidder recommend that this be done, but only after discussion with bidder as this might have implications on the application & system components. Please acknowledge.	Noted.
246	21	NITandInstructionstobi ddersforNITCMS_RFPVol1/9.6.3 Commercial/Financial Evaluation/Pg 36	The bid price shall include all taxes and levies as applicable at the time of bid submission and shall be in Indian Rupees and mentioned separately.	1. Bidder request to make the prices to be tax exclusive. 2. Also any variation in tax rates . should be applied on actuals at the time of invoicing.	Please refer to Conditions for reimbursement of levy/taxes if levied after receipt of tenders: - i) All tendered rates shall be inclusive of any tax, levy or cess applicable on last stipulated date of receipt of tender including extension if any. No adjustment i.e. increase or decrease shall be made for any variation in the rate of CST, Building and Other Construction Workers Welfare Cess or any tax, levy or cess applicable on inputs. However, effect of variation in rates of GST or Building and Other Construction Workers Welfare cess or imposition or repeal of any other tax, levy or cess applicable on output of the works contract shall be adjusted on either side increase or decrease. Provided further that for Building and Other Construction Workers Welfare cess or any tax (other than GST), levy or cess varied or imposed after the last date of receipt of tender including extension if any, any increase shall be reimbursed to the contractor only if the Contractor/Bidder necessarily and properly pays such increased amount of taxes/levies/cess. Provided further that such increase including GST shall not be made in the extended period of contract for which the contractor/bidder alone is responsible for delay as determined by DDA. ii) The contractor shall keep necessary books of account and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of the DDA and/or the Dy. Director(Systems) In-Charge and shall also furnish such other information/ document as the Dy. Director (Systems) In-Charge may require from time to time. iii) The contractor shall, within a period of 30 days of the imposition of any such further tax or levy or Cess, give a written notice thereof to the Dy. Director (Systems) In-Charge that the same is given pursuant to this condition, together with all the necessary information relating thereto. iv) Bidder shall provide Tax component in a separate column, as given in the Financial Bid Template - Table 33.2.
247	22	NITandInstructionstobi ddersforNITCMS_RFPVol1/5.4.2 IT Infrastructure landscape/Pg 21	DDA has a total of 14 installed servers;	The table lists only 13 servers. Please give correct details	No Change.

#	#	Clause/Reference	Specification	Query	Response
248	23	4.DDA-CMS-Scope-ofwork- for-NIT-of-CMS- Final Integration with GIS / GSDL, Pg No 17	DDA will be responsible for procurement of all GIS data, cleaning / mosaicing / vectorisation / geo-referencing of all GIS data.	In which format DDA will make available GIS data to vendor ? (as shape file/CAD file/GML ?)	GIS technology which supports both CAD and Shape files through Data Interoperability is desired, at desktop and server level, based on the use cases. Details will be shared and further studied by selected bidder during SRS phase.
249	24	7.DDA-CMS-Anexure34- Functional- Requirement- Specification Geographical Information system, Pg No 139	Land Management Information System (LMIS)	Current GIS application (LMIS) used by DDA is unable to suffice current business demands of DDA and it will be discarded and replaced by new proposed GIS solution that will be used across various other DDA departments/applications. Please confirm our understanding.	Yes. The system needs to be phased out, as it has outlived it's utility. New technology platform which is more configurable will be used.
250	25	7.DDA-CMS-Anexure34- Functional- Requirement- Specification Geographical Information system, Pg No 139	Land Management Information System (LMIS)	What GIS platform has been used to develop LMIS ? (ESRI/MapInfo/Google/Open Source etc.)	Developed on open source. Details will be shared and further studied by selected bidder during SRS phase.
251	26	7.DDA-CMS-Anexure34- Functional- Requirement- Specification Geographical Information system, Pg No 139	Built on three-tier architecture, data is maintained in Oracle Bi database (data migration to be undertaken to new database).	Why DDA is upgrading LMIS? Will LMIS continue to work once new proposed GIS solution in place ?	The LMIS has outlived and we are looking for new robust technology platform, which meets all functional requirements mentioned in the Bid.
252	27	7.DDA-CMS-Anexure34- Functional- Requirement- Specification Geographical Information system, Pg No 140	Proposed 'GIS' interventions	What is the status of all the required GIS data ? We assume that DDA has all the GIS layers available with them that will be superimposed on basemap layers provided as service by GSDL. Please confirm our understanding.	DDA has been working on mostly revenue GIS layer. Required GIS data will be made available, depending upon its availability. During SRS Stage, all required GIS layers will be made available and frozen.
253	28	7.DDA-CMS-Anexure34- Functional- Requirement- Specification Geographical Information system, Pg No 140	Proposed 'GIS' interventions	Please share the GIS data format and size available with DDA ?	All the listed formats (e.g. CAD, Shape files, GML etc). Details will be shared and further studied by selected bidder during SRS phase.
254	29	7.DDA-CMS-Anexure34- Functional- RequirementSpecification Allotment of property as per policy, Pg No 140	Integrate with LMIS application	Existing GIS application LMIS will continue to work along with new proposed GIS solution in future as well?	Older system may be phased out. Once the entire data is migrated in the Newer system, Will switch over to the proposed solution in place. Details will be shared and further studied by selected bidder during SRS phase.
255	30	7.DDA-CMS-Anexure34- Functional- Requirement Specification Floating of schemes for allotment of houses/flats,Pg No 140	Integrated with LMIS for real-time update of RoR data	Requirement is to integrate with existing LMIS application ? **Please confirm.**	Older system may be phased out. Once the entire data is migrated in the Newer system, Will switch over to the proposed solution in place. Details will be shared and further studied by selected bidder during SRS phase.
256	31	7.DDA-CMS-Anexure34- Functional- RequirementSpecification Envisaged Tools & General Technical Specifications, Pg 149	Additional Tools: Conversion of CAD to GIS format	Is any type of GIS data creation or preparation also in vendor's scope ? **If yes, Please share the quantum of work (No. of files need to be converted, type of complexity etc.)**	Yes, As per RFP. Details will be shared and further studied by selected bidder during SRS phase.
257	32	7.DDA-CMS-Anexure34- Functional- Requirement Specification Envisaged Tools & General Technical Specifications, Pg 149 Mobile, Pg 155 (GIS Mobile Support)	To cater to above requirements, DDA envisages GIS Tools/ platforms, as below: - 1. Desktop GIS with key feature of inter-operability, network analyst along with tools for managing 3D data; 2. Web GIS Platform supporting fine grained security at record level: GIS Server with analytical tool set including geo-processing, network analyst and spatial analysis for heat-maps; 4. Spatial Database with support for version management: Additional Tools: Conversion of CAD to GIS format:	We understand that proposed solution should be best fit combination of desktop and web GIS platform with spatial database. There is as such any mobile based GIS native application is not in scope, however Web based GIS application should be mobile friendly. Please confirm our understanding.	As per RFP. Details will be shared and further studied by selected bidder during SRS phase. The GIS web based platform shall be based on Java/ HTML which can be opened and re-structured automatically in mobile phone because of the latest platform support.
258	33	7.DDA-CMS-Anexure34- Functional- Requirement Specification 17.8 Specifications for different parts of GIS Solution. Page 153: Real-Time Processing Capability	1.Should have option to include connectors for common data streams including in-vehicle GPS Devices, mobile devices and social media providers. 2.Process and Filter RealTime Data using spatial or attribute conditions to focus on the most interesting event data. 3.Can track dynamic assets that are constantly changing location (such as vehicles), or stationary assets, such as weather and environmental monitoring stations. 4.Should have capability to automatically and simultaneously send alerts 5.Should have options of sending Alerts across multiple channels such as emails, texts, and instant messages. 6.Should have capability for integrated real-time data with its geospatial infrastructure.	Does ingestion of Real time data is in scope of this RFP? Please clarify?	Yes. Details will be shared and further studied by selected bidder during SRS phase.
259	34	General	Numbers of concurrent users and growth Procurement of Data	Please specify the number of concurrent users for GIS Also mention incremental growth of users for next 5 years.	There will be about 50 concurrent users. Details will be shared and further studied by selected bidder during SRS phase.
260	35	General	Numbers of concurrent users and growth Procurement of Data Shortest Path Analysis: Provides the shortest route between two locations over the map interface	We understand that all kind of required data will be provided by DDA. Any kind of data procurement by SI is out of scope of this tender.	Yes. Details will be shared and further studied by selected bidder during SRS phase.
261	36	7.DDA-CMS-Anexure34- Functional- Requirement Specification 17.6 Functional Requirement Specification,/ GIS_9 Planning Department/ p 148		We understand that the road network data will be made available to us by DDA.	Yes. Details will be shared and further studied by selected bidder during SRS phase.
262	37	7.DDA-CMS-Anexure34- Functional- Requirement Specification 17.6 Functional Requirement Specification,/ GIS_21 Citizen Interface/ p 148	Shall provide web-enabled GIS system accessible to the Public for DDA related activities;	Kindly elaborate the GIS functionality which needs to made available to citizens	As per RFP. Details will be shared and further studied by selected bidder during SRS phase. (e.g. Data of the Land: acquired, Developed and Alloted).
263	38	7.DDA-CMS-Anexure34- Functional- Requirement- Specification: section 1.4: Pg. 10	Administrator shall be able to define service levels for each Verification/Approval level and also define minimum two levels of escalations. Escalations imply e-mail / SMS /WhatsApp alert to the seniors	We request you to kindly modify the clause as "Administrator shall be able to define service levels for each Verification/Approval level and also define minimum two levels of escalations. Escalations imply e-mail / SMS alert to the seniors". Please relax on sending messages through WhatsApp	No Change.
264	39	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 1.4: Pg. 10	Administrator shall be able to define service levels for each Verification/Approval level and also define minimum two levels of escalations. Escalations imply e-mail / SMS/WhatsApp alert to the seniors	As per our understanding, integration of whatsApp with business is still in the testing stage and hence please confirm if the requirement of integration still holds. In case, integration with whatsApp is in scope of implementation, please confirm on the scope. Please confirm that the whatsapp transaction cost will be borne by the government.	No Change. DDA will Whatsapp transaction costs on actual basis.
265	40	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 12: Pg. 86	Personnel Department:	Please provide the total number of users who are going to access Payroll	As per RFP.Details will be shared and further studied by selected bidder during SRS phase.

#	#	Reference	Subject	Query	Response
266	41	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 12: Pg. 86	Personnel Department:	Please provide the total number of employees for whom the payroll is going to be generated.	As per RFP. Details will be shared and further studied by selected bidder during SRS phase.
267	42	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 12: Pg. 86	Personnel Department:	Please provide the total number of users who are going to access HRMS features of Personnel Department	Will be discussed in detail during SRS stage. The number of office users mentioned in RFP for your reference.
268	43	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 12: Pg. 86	Personnel Department:	Please provide the total number of employees for whom the HRMS features of Personnel Department needs to be accessed.	Will be discussed in detail during SRS stage. The number of office users mentioned in RFP for your reference.
269	44	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 1.4: Pg. 17	This System shall have data interoperable with File Management System (eFile) of e-Office System (http://www.eofficeservic es.nic.in).	Request you to kindly provide the detailed requirement for the integration and interoperable with File Management System	As per RFP.
270	45	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 1.6 Pg. 17	Documents can also be stored and retrieved from Digital Locker Authority (http://www.dla.gov.in) - Keeping of Electronic Depository of Property Rights (DEMAT) in Digital Locker Authority (http://www.dla.gov.in), constituted under the Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker facilities) Rules, 2016.	Do we understand that all the documents needs to be stored in the DigiLocker or bidder can propose its own solution. **Please clarify on the understanding and requirement.**	DigiLocker of Government of India.
271	45	7.DDA-CMS-Anexure34- Functional-Requirement-Specification section 1.5: Pg. 14	The system have provision to search file/letter/document by using Bar Code No.	We understand that DDA will provide the barcode for the integration with the proposed solution for the feature of searching using barcode. Please clarify our understanding	Barcodes to be generated as part of the solution. Bidder has to provide end to end solution on bar code generation, printing and retrieval. Details will be shared and further studied by selected bidder during SRS phase.
272	46	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 11.14: Pg. 84	Mobile Apps	As per out understanding, implementation of mobile application is not in scope of bidder. In case ,mobile application is in scope of implementation, please specific the list of services which are expected to be in scope of implementation.	As per RFP. DDA would like to have Mobile application for citizen services. **BOM item added in Annexure 33 Table 1:** Application Development/Customization Cost.
273	47	7.DDA-CMS-Anexure34- Functional- Requirement- Specification section 11.14: Pg. 84	Mobile Apps	In continuation to the above query, please confirm if hybrid mobile application would suffice, in case mobile application is in scope of implementation of bidder.	As per RFP. Native Mobile App across all available platforms.
274	48	7.DDA-CMS-Anexure34- Functional- Requirement Specification Section 1.2.1.11.3, Pg30	Data Migration	Kindly provide the volume of data to be migrated to new solution & Approximate no. of tables whose data is to be migrated. We understand that the GO-LIVE of the Phase will not be dependent on the Migration of Data for the particular applications. Please confirm	As per RFP. Details will be shared and further studied by selected bidder during SRS phase.
275	49	7.DDA-CMS-Anexure34- Functional- Requirement Specification 15.1.2, Fin_9: Pg 110	The system shall have the provision to maintain chart of Accounts i.e Nazul 1, Nazul 2 and General Development account.	Please Clarify : Whether three separate chart of account Structure are required in system? If yes, than what is the type of relationship b/w these accounts (one to one, one to many or many to many)? Whether Transactions will be carried out in only one Chart of accounts and reports are desired in others or transactions can also be carried out in multiple COA ?	AS per RFP. Details will be shared and further studied by selected bidder during SRS phase.
276	50	7.DDA-CMS-Anexure34- Functional- Requirement Specification 15.2.2,Fin_34: Pg 111	The system shall support multiple open budget versions.	Please Clarify : During which stage these "Multiple open Budget Versions " are configured in system? Should actuals (Income/ Expenditure) be managed against multiple budgets at a time?	Details will be shared and further studied by selected bidder during SRS phase.
277	51	7.DDA-CMS-Anexure34- Functional- Requirement Specification 15.11.2, FIN_216: Pg 121	The designated officer shall be able to enter investment options being offered by various banks and financial institutions and generate a comparative statement of net returns	Please Clarify : What are the different Investment options being referred here? Is it FDs, RDs Bonds or some other Investment option?	Details will be shared and further studied by selected bidder during SRS phase. However, investment options may be multiple.
278	52	7.DDA-CMS-Anexure34- Functional- Requirement Specification 15.33.2, FIN_494: Pg 137	The New Pension scheme shall be applicable to employees not covered under	Please Clarify: The New Pension scheme shall be applicable to employees not covered under what ?	Details will be shared and further studied by selected bidder during SRS phase.
279	53	7.DDA-CMS-Anexure34- Functional- Requirement- Specification 15.33.2, FIN_496: Pg. 137	The system shall have provision for making deduction of pension contribution /Provident fund etc. from employees salary on a monthly basis	Please Clarify: Whether processing of only current NPS data is required or functionality for handling backlog data and its subsequent upload is also required.	As per RFP. Details will be shared and further studied by selected bidder during SRS phase.
280	54	7.DDA-CMS-Anexure34- Functional- Requirement- Specification	Users	Please Clarify: Location wise count of users who will be using the accounting module of application. Location wise concurrent users.	Details will be shared and further studied by selected bidder during SRS phase.
281	55	7.DDA-CMS-Anexure34- Functional- Requirement- Specification	Performance	Please Clarify: What would be approximate average count of transactions of Payments/Receipts daily, weekly, monthly. What would be the peak transaction period and the count of transactions (Payment/Receipts) during the peak period.	Details will be shared and further studied by selected bidder during SRS phase.
282	56	7.DDA-CMS-Anexure34- Functional- Requirement- Specification	Data Migration	Please Clarify: Whether legacy system is present for accounting or not . (If Present) Architecture of the legacy application used for accounting. Whether it is decentralized or centralized?. Whether the version of application is same across all the locations? What would be approximate quantum of data to be migrated? What would be the approximate count of the tables to be migrated ?	YES, legacy system is present. Further Details will be shared and further studied by selected bidder during SRS phase.
283	57	7.DDA-CMS-Anexure34- Functional- Requirement- Specification	External Integration	Please Clarify: What are the agencies with which External Integration is to be carried out? What is the method/ mechanism of data transfer which is to be used?	MCDs, NDMC, Delhi Jal Board, Revenue Department including Registrars), PWD, Police, Electricity Boards, and other related GNCT Departments etc., are some of the external agencies. Details will be shared and further studied by selected bidder during SRS phase.

284	58	7.DDA-CMS-Anexure34- Functional- Requirement- Specification	Training	Please Clarify: What would be the approximate no. of users to whom training on accounting application is to be imparted? What would be the batch size for training? What would be duration of training? Whether the infrastructure for training would be provided by the client viz. Computers, Training room etc.? Whether the training for all the users be conducted at a single location?	Details will be shared and further studied by selected bidder during SRS phase. In general, under the project, there are about 5000 Trainees with batch size of 50 Participants in each session and session will be of 8 hours duration in a single day at the Purchaser's identified location. Bidder has to provide writing pad, pen with printed project training material. Bidder has to provide the two time snacks with tea/coffee and one working lunch to the participants. Training assessment and participant assessment (online evaluation session wise at the end of training) and metrices will be monitored by DDA. Each trainee will get training of three days. Bidder has to provide for IT infrastructure with internet access to each participant. Training of Users shall be in both English and Hindi languages; Schedules will be worked with the Purchaser so as to complete the entire training module coinciding with Project 'Go-Live'. Bidders are advised to Quote keeping in mind the deliverable under training.
285	59	7.DDA-CMS-Anexure34- Functional- Requirement Specification Section 1 : General Module Requirements; Pg 7	The CMS Solution shall facilitate Aadhaar enabled Access, Public Dealing Module & Various related Software Modules shall be integrated so that relationships (lessee, license holder, member of any sports complex etc.) and services by DDA to a Citizen/Entity are accessible and provided through a Unique Account of the Citizen/Entity. These may include the updated particulars of all the relationships of that Citizen/Entity, latest status of application, communication of deficiency, if any, facility for uploading /down loading the documents, updated payment information and calculation of balance to be paid, if any, at any point of time and facility to make the Payment through Payment gateway.	Please confirm that cost of transactions with respect to Aadhar integration will be borne by the government	Bidder has to facilitate the integration. Cost will be borne by DDA.
286	60	7.DDA-CMS-Anexure34- Functional- Requirement- Specification GEN_31: Pg 8	Allow two factor login i.e. User ID& Password and "Digital Signatures" forDDA employees and eSign (Online Digital Signature) for DDA Customers.	Please confirm that procurement of digital signatures and eSigning components would not be in scope of the bidder.	Complete solution including digital signature procurement to be provided by bidder.Bidder has to quote for Digital signatures for 100 Users as per Annexure 33. If additional required, DDA will procure from bidder as per the rate quoted.
287	61	7.DDA-CMS-Anexure34- Functional- Requirement- Specification GEN_31: Pg 8	Facility to confirm user id though user's given eMail and SMS only	Please confirm that procurement of SMS gateway would not be in scope of bidder.	DDA will provide the gateway and consumption charges.

#	#	Document Reference	Clause/Requirement	Query	Response
288	62	7.DDA-CMS-Anexure34- Functional- Requirement- Specification GEN_220: Pg 17	The system shall have a provision to convert a message thread (e.g. received from Social media – Twitter, WhatsApp, Face book etc.) into an Inward.	Please confirm that the transactional cost for integration with social media platform would be borne by government.	Yes. DDA will bear. Bidder to integrate.
289	63	7.DDA-CMS-Anexure34- Functional- Requirement Specification 1.6 Document Upload and Management Component: Pg 17	Documents can also be stored and retrieved from Digital Locker Authority (http://www.dla.gov.in) - Keeping of Electronic Depository of Property Rights (DEMAT) in Digital Locker Authority (http://www.dla.gov.in), constituted under the Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker facilities) Rules, 2016.	Please confirm that the transactional cost for integration with DigiLocker would be borne by government.	Integration to be considered by bidder. Any transaction charges for the use of same will be as per DDA agreement with Digilocker.
290	64	7.DDA-CMS-Anexure34- Functional- Requirement Specification USP_14: Pg 66	Integration of AUTOCAD, MS-Photoshop, MS-Office, Curl 3D, Adobe Reader and Google Earth, Bhuvan Maps etc., with workflow to facilitate easy reference to maps / plans.	Please confirm that the procurement of the tools are not in scope of implementation of bidder.	Integration tools required as per RFP, are very much in the Project scope.
291	65	7.DDA-CMS-Anexure34- Functional- Requirement- Specification	End-user training	1. At how many locations training needs to be imparted? Single or Multiple? 2. If multiple then please provide list of locations. We assume that all infrastructure (Projector, Hall, Furniture, Lodging etc.) will be provided by DDA. Please confirm.	At DDA Training Centres. There are about 5000 Trainees with batch size of 50 Participants in each session and session will be of 8 hours duration in a single day at the Purchaser's identified location. Bidder has to provide writing pad, pen with printed project training material. Bidder has to provide the two time snacks with tea/coffee and one working lunch to the participants. Training assessment and participant assessment (online evaluation session wise at the end of training) and metrices will be monitored by DDA. Each trainee will get training of three days. Bidder has to provide for IT infrastructure with internet access to each participant. Training of Users shall be in both English and Hindi languages. Schedules will be worked with the Purchaser so as to complete the entire training module coinciding with Project 'Go-Live'. Bidders are advised to Quote keeping in mind the deliverable under training. Further Details will be shared during SRS stage.
292	66	7.DDA-CMS-Anexure34- Functional- Requirement- Specification GEN_397: Pg 26	Scanning and Digitization of documents	1. How many pages will need to be scanned ? 2. What will be the page size? 3. Do we need to consider cleaning activity also for scanning? 4. We assume that files for scanning will need to be collected from single location only. Please confirm. 5. Do we need to do scanning activity at DDA premises only? Will this be single location or multiple location? If multiple then please specify locations. 6. Is there any requirement for Data Entry? If yes, then please provide quantum of data to be entered.	As per RFP and subsequent corrigendum issued.
293	67	General	Shall provide compatible interfaces, metadata and indexing support for exchange of electronic documents with Scanner APIs, digital imaging Programs and document management software	1. Please provide more details on Scanner to be used. 2. Technology used for Ditial Imagining Program and Document Management Software. 6. We assume that web service for above software is ready with DDA. 4. If not, then do vendor need to develop web services for the same or DDA will provide the same ? Please confirm.	Bidder to consider the same. As per RFP.
294	68	General	Development at DDA premises.	3. Will DDA provide for required machines, servers, development license etc?	Bidder has to provide the infrastructure for development and staging. As per RFP.
295	69	General	Mobile Van Kendra	Will DDA provide mobile van with required machines and connectivity etc.? Is only application integration with mobile van in scope of bidder?	As per RFP.
296	70	General	Nagrik seva kendra	Will DDA provide land, building, LAN network, connectivity, machines, electricity etc for Nagrik seva kendra? Is only application integration in scope of the bidder?	As per RFP. NSKs will be established in DDA Offices. Space and electricity will be provided. Networking, Hardware, Software, manpower, application integration etc are covered under the Project Scope.
297	71	In the RFP (3.DDA-CMS-NIT-andInstructions-tobidders-for-NITCMS.pdf - page # 23)	As per RFP following are the High level scope 1) Application development 2)Hardware supply and commissioning at DC/DR and end locations 3)Data Center Service -DC/DR hosting 4)Network Service - Provisioning of bandwidth , connectivity at end locations 5)Record Room setup 6)Setting up of Nagrik Suvidha Kendra 7)Supply and commissioning of KIOSK device 8)Setup of Mobile Van Nagrik Suvidha Kendra	Request you to clarify that the bidder has to own all the mentioned activities or the bidder can choose any of the activities . As in the RFP document there are mentioning of Application SI , Service provider , Network provider . So we understand that each activity there would be different bidders	Sole bidder/Consortium to provide Complete scope of RFP. Consortium member can have multiple roles.
298	72	In the RFP (3.DDA-CMS-NIT-and Instructions-tobidders-for-NITCMS.pdf - page # 23)	It is mentioned as "Application will be hosted in a Private / Public Cloud / Collocation Data Center chosen by DDA and all the users will access the application over MPLS VPN/Direct OFC connectivity & Internet. Initially it may be hosted on DDA's DC-DR site."	According to the RFP clause , initially the DC/DR components would be hosted in DDA premise and application would be moved to Cloud environment . In this case the hardware specification would be invalid as the CSP would be using shared resource and there would not be any Opex cost involved . Kindly correct our understanding	DC/DR is not in DDA premises. IT infrastructure to be quoted min as per Annexure 33.Currentlly the scope is collocation of DC/DR. CMS Application and its allied scope must be compatible with cloud (cloud Ready) from day 1 in design and architecture. Bidder is not required to quote Cloud-solution as option in the DC/DR Financial template.
299	73	6.DDA-CMS-Annexures-to-RFP-forNIT- of-CMS.pdf - Page # 115 33.2.5 Table 4(I):	Hardware Supply and Deployment Required at Data Centre	As per the BOM , quantity of 12 blade chassis is mentioned as 1 . There are 22 servers listed . Kindly clarify the servers proposed should be mixture of rack and blade servers	Revised server specifications as per Annexure 32 and Annexure-33.
300	74	6.DDA-CMS-Annexures-to-RFP-forNIT- of-CMS.pdf - Page # 116	Active Back Up Environment	Kindly clarify if the Active Backup is the third site apart from DC/DR if so where should we host the active backup site	No as per RFP. However, Active backup environment can be quoted if the solution proposed by the bidder requires the same to meet the SLA.
301	75	4.DDA-CMS-Scope-ofwork- for-NIT-of-CMS-Final.pdf - Page # 44	Design, Deployment and operations and maintenance of IT Infrastructures of CMS at Data Centre and Data Recovery Centre Service Provider	General Requirements - Mentioned requirements can be factored by the hosting provider . It is not necessary that bidder needs to perform the mentioned activity . Is our understanding correct .	Bidder needs to perform the mentioned activities in the scope.
302	76	4.DDA-CMS-Scope-ofwork- for-NIT-of-CMS-Final.pdf - Page # 61	Connectivity Requirements for MPLS:	We understand that all connectivity related requirement would be done by respective ISP and bidder will not be involved in procuring connectivity related infrastructure . Kindly clarify the same	As per RFP.

303	77		Desktop , Laptop and end location device procurement and installation	Should the bidder needs provide desktops , laptops .. End location components ? As per RFP - 4.DDACMS-Scope-of- work-for-NIT-of-CMSFinal.pdf - Page # 24 - it is mentioned that "The PCs will be provided by the hardware vendor on behalf of DDA". Kindly clarify the same	As per RFP.
304	78	State-of-the-Art Record Room Management (Asset Management) managed by Document list / Librarian - Page 70 Establishment of State-of-the-Art Record Rooms (50) and O&M/RFID related Technology based tags for Files management and O&M.- Page 5		Please clarify whether space, furniture and infra for record room will be provided by DDA or has to be provided by SI? Please note that in summary scope it is mentioned as " *Establishment of State-of-the-Art Record Rooms (50)*" which means end to end establishment whereas in description provided in Page 70, the highlight requirement is that of a digital library. Please note that provisioning of Space cannot be taken up by SI owing to several limitations and processes.	AS per RFP. Record rooms are already existing in DDA offices. Record rooms racks and supporting infra to be provided by the bidder.DDA will provide **ready-to-use** room space and electricity to Bidder.

#	S.No	Clause Reference	Clause Text	Query	Response
305	79	State-of-the-Art Record Room Management (Asset Management) managed by Document list / Librarian - Page 70 Establishment of State-of-the-Art Record Rooms (50) and O&M/RFID related Technology based tags for Files management and O&M - Page 5		Please clarify whether space and location for 50 record rooms are already present and are earmarked. If not then, the understanding will be all the locations/space for Record Rooms will be identified during project tenure which will inflict delays which cannot be attributed to bidder/SI. Sufficient provision in RFP should be created through appropriate clauses to ensure SI will not be held responsible for overall project delivery delays for such scenario and also SI should be paid sufficient delay penalty by department(DDA) as well.	As Per RFP. Record rooms are already existing in DDA offices. Record rooms racks and supporting infra to be provided by the bidder.DDA will provide **ready-to-use room** space and electricity to Bidder.
306	80	As of now, 4 Nagrik Suvidha Kendras are operational. Another 22 Nagrik Suvidha Kendras are expected to be establish under this Project. Page 72.		1. We assume that SI is not expected to provide with Space, Power, Furniture for these additional 22 Nagrik Suvidha Kendra. Please clarify. 2. Please clarify whether resources to manage these additional 22 Nagrik Suvidha Kendras are required. 3. Please clarify whether locations etc are already finalized for additional 22 Nagrik Suvidha Kendras. whether these Suvidha Kendras will be hosted in SDM Offices?	1. Space, Power and Furniture will be provided by DDA. Most of the these NSK will be in DDA offices. 2. Bidder to provide resources to manage and give commercials as per Annexure-33. 3. End location Details will be shared with Selected Bidder.
307	81		These Internet kiosks will be from "hacker activities". Vendors who provide Internet kiosks are encouraged to use special Internet kiosk software and management procedures to reduce exposure to liability.	Please clarify what is meant by "These Internet kiosks will be from "hacker activities"."	Yes, Kiosks to be protected from Hacker activities.
308	82	Page 72 of *Scope of Work* Document.	'Under this Project, it is expected to operate about 7 State –of –the –Art Mobile Van NSKs in Delhi.	Though 7 Mobile Van is expected in Scope of Work document, in commercial format it is mentioned as 1 as below: *Mobile VAN 22 seater (example Tempo Traveller) Nos. 1 (Page 126)* Please clarify correct number.	**Please check revised Annexure 33.**
309	83	Clause 33.3 Payment Schedule - Pg. no. 132 of *Annexures to RFP for NIT of CMS*	Implementation Phase : 1. Advance Against the Advance Bank Guarantee for 110 % the Value (Mobilisation Advance)	110% of ABG is not sustainable by SI more so when PBG is given. This will add to the potentially HUGE burden of Operational Cost of the SI. Request to kindly remove the same.	See Revised payment terms in Annexure 1
310	84	Clause 33.3 Payment Schedule - Pg. no. 132 of *Annexures to RFP for NIT of CMS*	Implementation Phase : 3. Advance Against the Advance Bank Guarantee for 110 % the Value (Hardware Procurement)	110% of ABG is demanded Twice. Please remove both as per rational given above.	See Revised payment terms in Annexure 1
311	85	Clause 33.3 Payment Schedule - Pg. no. 132 of *Annexures to RFP for NIT of CMS*		First Payment non-linked to ABG is coming in 24 Weeks, which is truly detrimental to SI as it is going to hit the Cashflow negatively. Request to kindly consider even out the payment for Implementation Phase (Software) equally as below: 5% as Mobilization advance against 10% of PBG. 5% on SRS Submission. 5% on SRS Acceptance. 10% on Design Document Submission. 10% on Design Document Approval. 5% on Submission of Test Cases & Test strategy. 5% on Approval of Test Cases. 35% on UAT 20% on Go Live.	See Revised payment terms in Annexure 1
312	86	Clause 33.3 Payment Schedule - Pg. no. 132 of *Annexures to RFP for NIT of CMS*		1. Please separate the payment terms for Hardware, system Software, Implementation Services and Operational Services. 2. The Payment for CapEX should be payable as 80% on delivery, 20% on Installation, configuration & Commissioning. 3. Payment for system software should be 90% on delivery, 10% on Installation & Configuration. During Warranty Period, O&M payment should be paid on Quarterly basis as application Software support needs to be made available.	See Revised payment terms in Annexure 1
313	87	Clause 9.7.6 Purchaser's Right to Vary Scope of Contract Page No 41 of CMS NIT Instructions to Bidders	1. The aggregate change to Gross Total Value (GTV) of the contract shall not exceed 25% of GTV (value of project).	4. Please confirm that any change beyond project scope as mentioned in RFP shall be paid separately at rates agreed at the time of Change Request agreement between two parties, separately and on top of agreement value; as otherwise it will be difficult for SI to determine the costs at the time of bidding.	As per RFP.
314	88	1.2.1.2.5 CMS Database Pg.No 13	2. Proposed database must support active-active architecture to ensure fail over support & high availability	Can the bidder propose DB with Active + Passive deployment preserving the SLA requirements	As per RFP.
315	89	1.2.1.2.8 Security Pg.No 15	The overarching requirement is the need to comply with ISO/IEC 27034 under the ISO/IEC 27001 standards of security. The Application Development Consortium Partner must be ISO27001 certified on Security Aspect and CMMI L5 on Maturity of Processes.	As per Amendment0506&2018 the bidder with consortium or without consortium should be CMMI L3 . Please clarify bidder needs to be CMMI L5 or L3 ?	As per the corrigendum issued.
316	90	1.2.1.2.9 Scalability Pg.No 16	One of the fundamental requirements of the proposed application is its scalability. The architecture should be proven to be horizontally and vertically scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance for at-least four years from the date of deployment	Kindly provide the anticipated increase of load so that bidder can size the components accordingly .	The proposed solution should be scalable. Bidder need not to consider infrastructure currently for the same.Details will be shared and further studied by selected bidder during SRS phase.
317	91	1.2.1.2.11 Pg.No 17	Support for PKI based Authentication and Authorization	Kindly clarify , Will department provide PKI components (server side , digital certificates) and bidder only needs to integrate the application	Digital Signature based solution is the scope of RFP. However, Digital Signature will be provided by DDA.
318	92	1.2.1.2.17 Pg.No 18	Smart card readers and printers	Kindly clarify the smart card reader and printers would be provided by department . Bidder only needs to integrate the application	As per RFP.
319	93	1.2.1.3 Pg.No - 22	Testing and Development environment Bidder shall provide all the hardware and all associated accessories (Racks, Cables, UPS, etc.)	Once the development and testing phase is over the bidder needs to take back the components ? Kindly clarify	As per RFP.
320	94	1.2.1.3 Pg.No - 22	Application development shall be done at DDA Office. DDA will provide space and power supply to vendor.	Kindly relax this clause and allow the bidder to develop the application offshore (in bidders premise) ensuring the security requirements	As per RFP.
321	95	1.2.1.8 Pg.No - 26	Implementation and roll out Acceptance of system shall only be given when solution roll-out is complete at DDA head-quarters, all zonal/ circle offices. DDA shall provide infrastructure comprising IT infrastructure: Computer and Network Physical Infrastructure: Space, power and manpower for training	Kindly clarify that end-location hardware , network , space , power would be provided by Department	==Corrected now as follows:- 1. DDA to provide for IT infrastructure: Computer and Network, in its Training Centres; 2. DDA will provide Physical Infrastructure like Space and power, in its Training Centres; 3. Bidder to provide manpower for Training and all training contents.==
322	96	1.2.1.12 - Pg.No 30	System Software Licenses The software licenses shall not be restricted based on location/ hardware and DDA shall have the flexibility to use the software licenses for other requirements if required.	Requesting you to remove this clause as there are chances that while deploying in other requirements , there would be confusion in maintaining the AMC/ATS also to keep track of licenses would be challenging	As per RFP.
323	97	1.2.1.13 - Pg.No 30	Capacity building and training	Kindly provide the following details 1) Is the training to be conducted at centralized location 2) All infrastructure - Desktop , projector , power , space , connectivity would be provided by department	DDA will provide the space, power and seating for the participants. Bidder has to provide for IT infrastructure with internet access to each participant. There are about 5000 Trainees with batch size of 50 Participants in each session and session will be of 8 hours duration in a single day at the Purchaser's identified location. Bidder has to provide writing pad, pen with printed project training material. Bidder has to provide the two time snacks with tea/coffee and one working lunch to the participants. Training assessment and participant assessment (online evaluation session wise at the end of training) and metrices will be monitored by DDA. Each trainee will get training of three days. Bidder has to provide for IT infrastructure with internet access to each participant. Training of Users shall be in both English and Hindi languages; Schedules will be worked with the Purchaser so as to complete the entire training module coinciding with Project 'Go-Live'. Bidders are advised to Quote keeping in mind the deliverable under training.

#	#	Reference	Clause	Query	Response
324	98	1.2.1.15 - Pg.No 33	Business Continuity Planning c. Bidder should develop an appropriate policy, processes and procedures for failover and fall back to DR site in case of a disaster. An Active-Active configuration is proposed. However, Bidder should perform a risk assessment and the business impact analysis for DDA. Bidder should develop emergency response and operations plan and present it to DDA management.	Kindly amend the clause as follows "Based on the disaster history at the proposed site bidder can propose Active Active or Active passive DR " Active Passive deployment would reduce the overall software and associated costs	No Change. As per RFP.
325	99	1.2.2 - Pg.No 34	Operation and Maintenance Phase Provide and maintain SMS, Email and online payment services.	Contradictory statement between clause 1.2.1.2.22 and 1.2.2 . In clause 1.2.1.2.22 it is mentioned that department would provide SMS, Email , payment gateways . As per clause 1.2.2 the same needs to be provided by bidder . Kindly clarify the same	DDA will provision for the Payment Gateway, SMS gateway/ WhatsApp Gateway, and email gateway, and the bidder will be responsible for integrating these with the application. DDA will bear the payment gateway charges. Bidder will only integrate with the gateway selected by DDA.
326	100	1.2.2.1 - Pg.No 37	F. Overall The selected Bidder will be required to comply with various policies relating to monitoring and management of infrastructure such as IS Policy, backup and archival policy, system software update policy etc. of DDA	Kindly provide the backup , archival and data retention policies	Shall be provided to the Selected Bidder during the SRS stage.
327	101	1.2.2.2	Annual Technical Support (ATS) If the additional copies of Operating System are required to be installed/ reinstalled / deinstalled, the same should be done as part of ATS.	In case of additional copies are required the same would be provided as CR with rates prevailing during that period	As per RFP.
328	102	1.3	Design, Deployment and operations and maintenance of IT Infrastructures of CMS at Data Centre and Data Recovery Centre Service Provider	Kindly clarify Data center build scope is not with the application bidder .	There is no datacenter build scope. As per RFP, Co-location service based.
329	103	1.5.3 - Pg.No - 61	Connectivity Requirements for MPLS:	We understand that all connectivity related requirement would be done by respective ISP and bidder will not be involved in procuring connectivity related infrastructure . Kindly clarify the same	As per RFP.
330	104	1.3 - Pg.No 44	Design, Deployment and operations and maintenance of IT Infrastructures of CMS at Data Centre and Data Recovery Centre Service Provider General Requirements -	Mentioned requirements can be factored by the hosting provider . It is not necessary that bidder needs to perform the mentioned activity . Is our understanding correct .	Bidder is only responsible for all the deliverables.
331	105	3.DDA-CMS-NIT-andinstructions-fobidders- for-NIT-CMS 5.5.1 - Pg.No - 23	Proposed solution 8) Cloud enabled: Application will be hosted in a Private / Public Cloud / Collocation Data Centre chosen by DDA	According to the RFP clause , initially the DC/DR components would be hosted in DDA premise and application would be moved to Cloud environment . In this case the hardware specification would be invalid as the CSP would be using shared resource and there would not be any Opex cost involved . Kindly correct our understanding	As per RFP.
332	106	6.DDA-CMS-Annexures-to-RFP-forNIT- of-CMS.pdf 33.2.5 Pg.No 116	Active Back Up Environment	Kindly clarify if the Active Backup is the third site apart from DC/DR if so where should we host the active backup site	No third site anticipated except DC/DR.
333	107	Amendments0506201 8, Pg 3	9.6 Evaluation of Bids	Please give more importance to the quality of the bidder and make the evaluation criteria as QCBS (80:20)	No Change.
334	108	Amendments0506201 8, Pg 1	The Sole Bidder / Lead Member or Consortium Members Collectively, shall have experience of executed (from Start to Finish) large but similar IT Projects (defined below) in India or overseas, in last 7 Years (Fy. 2010-11 to Fy. 2016-17):	Please clarify if the Finish can be considered as Go-Live completed date as Support phase of most of the projects will get extended and has not completed within 2017	As per RFP.
335	109	Annexure 5 Sr. No 3	Service Tax Registration	As Service Tax is replaced with GST, please replace Service Tax Registration with GST Certificate	Agreed. Bidder can share accordingly.
336	110	Annexure 16-Technical Evaluation Checklist page no : 43	Past Experience in implementation of RS & GIS Technology based DSS Projects in design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	Kindly change the clause to "Past Experience in implementation of GIS Projects in design, development/deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years"	No Change.
337	111	General		Please share PAN number. Required for Bidder's internal use.	If required, it will be provided to the selected Bidder.
338	112	RFP Vol I pg.26, cl 6	6. Term of the Contract-Any contract that may result from this procurement process will be issued for a 'Term' as defined later in the RFP i.e. 4 years of Operations and Maintenance, after successful commissioning of the project, as per the agreed SLA. DDA reserves the right to extend the Term for AMC (including FMS) for 3 years first and then for another 1 year for Project hand-holding. Such extension or extensions will be on the same terms and conditions, subject to the DDA's obligations at law.	Terms and conditions to be renegotiated at the time of extension	As per RFP.
339	113	RFP Vol I pg 41	"Purchaser's right to vary quantity d) The aggregate change to Gross Total Value (GTV) of the contract shall not exceed 25% of GTV (value of project)."	Request cap at 10%	No Change. As per RFP.
340	114	RFP Vol I pg 40 and 41, RFP Vol III pg.39	Bank Guarantee	Whether PBG must be valid for 3 months or 60 days or 6 months after completion of project?	PBG must be valid for 3 months after completion of project and Warranty Period.
341	115	RFP Vol III pg.54, Payment schedule		"1) Hardware and software licenses to be billed separately upon delivery 2)20% of the project cost at the end of O&M period is very unfavourable. Implementation services cost to be recovered in milestones by the end of go-live, O&M payment to be quarterly in advance in EQI. 3) ABG should be equal to the advance payment amount and not 110% of the advance amount."	See revised payment terms as per Annexure 1
342	116	RFP Vol III pg.54, Payment schedule	"The Mobilisation Advance will attract 10 % simple Interest which will be calculated from the date of Payment to the date of recovery. The recovery of this advance will commence after 10% of Work is completed and the entire amount together with interest shall be recovered by the time 80% of the work is completed"	Request to delete this clause as ABG is applicable	Interest is recoverable. See revised payment terms as per Annexure 1
343	117	Insurance		Insurance for equipment will be borne by TCS until the materials are handed over at the customer's site.	Insurance for equipment will be borne by Bidder until the materials are handed over and installed at the customer's site.
344	118	Interest on delayed payment		Interest at the rate of 18% p.a. will be applicable for the delayed amount of payment	No Change. As per RFP.
345	119	Vol III MASTER SERVICES AGREEMENT	3.2 The Term of the Contract--Any contract that may result from this procurement process will be issued for a 'Term' i.e. 4 year of Operations and Maintenance, after successful commissioning of the project, as per the agreed SLA. DDA reserves the right to extend the Term for a period of periods of up to 3 years with a minimum of 1 year. Such extension or extensions will be on the same terms and conditions, subject to the DDA' obligations at law.	3.2 The Term of the Contract--Any contract that may result from this procurement process will be issued for a 'Term' i.e. 4 year of Operations and Maintenance, after successful commissioning of the project, as per the agreed SLA. DDA reserves the right to extend the Term for a period or periods of up to 3 years with a minimum of 1 year. Such extension or extensions will be on the same terms and conditions, subject to the DDA' obligations at law.	No Change.
346	120		15 Indemnification& Limitation of Liability 15.1 Subject to Clause 15.2 below, <<System Integrator'>>(the "Indemnifying Party") undertakes to indemnify and hold DDA harmless (the "Indemnified Party") from and against all Losses, damages, costs, levies, charges, expenses, etc., of any nature whatsoever arising out of or relating to any act or omission of whatsoever nature of the Indemnifying Party in connection with or arising out of this Agreement. If the Indemnified Party promptly notifies the Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Service; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; (d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or (e) Information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a no infringing equivalent,	15 Indemnification& Limitation of Liability 15.1 Subject to Clause 15.2 below, <<System Integrator'>>(the "Indemnifying Party") undertakes to indemnify and hold DDA harmless (the "Indemnified Party") from and against all Losses, damages, costs, levies, charges, expenses, etc., of any nature whatsoever arising out of or relating to any act or omission of whatsoever nature of the Indemnifying Party in connection with or arising out of gross negligence of the Indemnifying party this Agreement. If the Indemnified Party promptly notifies the Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Service: (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party: (c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party: (d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service: or (e) Information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a no infringing equivalent, (iii) modify it to make it no infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to	No Change.
347	121		18 Audit, Access and Reporting	18 Audit, Access and Reporting Audit Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the bidder which shall not be less than 10 days. The cost of such audit shall be borne by the Contracting Authority. Contracting Authority shall not have access to the proprietary data of, or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless the Contracting Authority relieves Bidder from meeting the applicable service levels. Contracting Authority will ensure that the auditor (except CAG) appointed to conduct the audit will not be the competitor of Selected Bidder and will be bound by confidentiality obligations	No Change.

#	#		Clause	Response	Status
148	122		**19 Intellectual Property Rights** 19.1 Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. <<System Integrator>> would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to DDA for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing. 19.2 Bespoke development: Subject to the provisions of Clause 19.3 and 19.4 below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie with DDA. <<System Integrator>> shall be required to seek explicit written approval from DDA for using this material for its internal usage and other e-governance projects. 19.3 Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("preexisting work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their subcontractors as necessary) a non-exclusive license to use, reproduce and modify any of its preexisting work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the <<System Integrator>> should grant DDA a non-exclusive, perpetual, fully paid-up license to use the preexisting work in the form delivered to DDA as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. DDA's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with DDA at the conclusion of performance of the services.	~~19 Intellectual Property Rights~~ ~~19.1 Products and fixes:~~ All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. <<System Integrator>> would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to DDA for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product ~~service packs) or that are provided to you when performing services to-fixes and beta builds) and any derivatives of the foregoing.~~ ~~19.2 Bespoke development:~~ Subject to the provisions of Clause 19.3 and 19.4 below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie with DDA. <<System Integrator>> shall be required to seek explicit written approval from DDA for using this material for its internal usage and other e-governance projects. ~~19.3 Pre-existing work:~~ All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("preexisting work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services. for this agreement, each party grants to the other party (and their subcontractors as necessary) a nonexclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the <<System Integrator>> should grant DDA a non-exclusive, perpetual, fully paidup license to use the pre-existing work in the form delivered to DDA as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. DDA's license to pre-existing work is conditioned upon its compliance with the terms of this solely to the pre-existing work that bidder leaves with DDA at the conclusion of performance of the services. Intellectual property rights: All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's 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 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 Buyer the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes Buyer to (a) separate Bidder preexisting IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others: (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP. 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 user license agreement (EULA) as applicable to use of such software.	No Change.
349	123		**21 Liquidated Damages** Time is the essence of the Agreement and the delivery dates are binding on the <<System Integrator>>. In the event of delay or any gross negligence, for causes attributable to the System Integrator, in meeting the deliverables, DDA shall be entitled at its option to recover from the <<System Integrator>>-as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the relevant deliverable value. The System Integrator agrees that this determination of liquidated damages is a genuine pre-estimate of the losses likely to be caused to DDA and System Integrator agrees not to contest the same. It is also agreed that the liquidated damages are only for the period up to the Completion of Project Go-live with all the deliveries completely approved by DDA and before the start of Operations and Maintenance (O&M) Phase. However, DDA shall be entitled to recover all losses, damages, costs, expenses developed and during the process of deployment, implementation and maintenance.	21 Liquidated Damages Time is the essence of the Agreement and the delivery dates are binding on the <<System Integrator>>. In the event of delay or any gross negligence, for causes attributable to the System Integrator, in meeting the deliverables, DDA shall be entitled at its option to recover from the <<System Integrator>>-as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 105% of the relevant deliverable value. The System Integrator agrees that this determination of liquidated damages is a genuine pre-estimate of the losses likely to be caused to DDA and System Integrator agrees not to contest the same. It is also agreed that the liquidated damages are only for the period up to the Completion of Project Go-live with all the deliveries completely approved by DDA and before the start of Operations and Maintenance (O&M) Phase. However, DDA shall be entitled to recover all losses, damages, costs, expenses etc. as DDA may suffer due to any breach of this CMS Project by System Integrator after the CMS Solution has been developed and during the process of deployment, implementation and maintenance.	No Change.
350	124		SCHEDULE – IV - AUDIT, ACCESS AND REPORTING	SCHEDULE – IV - AUDIT, ACCESS AND REPORTING Audit Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the bidder which shall not be less than 10 days. The cost of such audit shall be borne by the Contracting Authority. Contracting Authority shall not have access to the proprietary data of, or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless the Contracting Authority relieves Bidder from meeting the applicable service levels. Contracting Authority will ensure that the auditor (except CAG) appointed to conduct the audit will not be the competitor of Selected Bidder and will be bound by confidentiality obligations	No Change.
351	125		Sub-Agreement 2 to Master Service Agreement: SERVICE LEVEL AGREEMENT	Sub-Agreement 2 to Master Service Agreement: SERVICE LEVEL AGREEMENT The maximum aggregate liability cannot exceed 5% of the contract value. SLA Exclusions The time lost due to any of the following causes shall not be included in calculating "Fix/Work Around Available Time" or "Resolution Time": i Time lost due to power or environmental failures; ii Time taken to recover the equipment because of power or environmental failures; iii Time lost due to damage or malfunction of the equipment or any of the units thereof due to causes attributable to Customer/OEM, such as attachment of additional devices, making alteration to the system, participate in maintenance of the system, etc., without Bidder/ Vendor's consent. iv Time taken for scheduled maintenance/ troubleshooting (including backup and restore times) either for preventive purposes or improvement in function or other purposes; v Time taken for reconfiguration or other planned downtime situations; vi Scheduled shutdowns as required by Owner/ Purchaser. Bidder/ Vendor may also request Owner/ Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Owner/ Purchaser. vii Time taken for booting the systems. viii Time taken to get approval from all stakeholders for the exclusive availability of system for support activities where the prospective solutions can be tested prior to promotion into production. ix Time taken by Customer to approve the work around or fix. x Time taken by the third-party vendors and service providers for fixing a product related fault/ defect, replacement of part(s), or responding to clarifications.	No Change.
352	1		**Request :** To consider "Corporate Guarantee" in the place of "Bank Guarantee", as a leverage being a central Government Public Sector Undertaking.		**No. Change.**