

Query S No	S.No	Corrigendum Document Reference(s) (section number /page)	Content of RFP requiring clarification	Points of Clarification Required	Corrigendum as on 6 Feb 2018
1	1	DDA-CMS-Pre-Bid_Query_Response_Volume3_1_149 / S.No.25 /Page 3 of 13	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.	<b>We suggest department to include OEMs who are also in CHALLENGER's Quadrant of Gartner Magic Quadrant</b> , as they are those product which are the closest competitors (Challengers) to the Leaders in term of product capability, coverage & vision. These define the OEM capabilities of execution & vision about the segment.Hence request you to definitely consider the Products/ OEMs in the CHALLENGER quadrant of Garnet Magic Quadrant. [This has also been the norm with other Govt. RFPs, where after Leaders, Challenger quadrant is the one to be considered].	<b>Accepted.</b> It is rephrased as "Any OEM based Solution Software (e.g.for data quality and advanced analytics) shall be in the latest Leaders, <b>Challengers</b> or Visionaries Quadrant of Gartner".
2	2	DDA-CMS-Pre-Bid_Query_Response_Volume3_1_149 / S.No.25 /Page 3 of 13	Any OEM based Solution Software (e.g.for data quality and advanced analytics) shall be in the latest Leader's or VisionariesQuadrant of Gartner.	For some software tools asked in the RFP there are no corresponding Gartner Report available. In such cases, how the clause needs to be interpreted whether we can use other market reports like Forrester.	No Change. As per RFP.
3	3	DDA-CMS-Pre-Bid_Query_Response_Volume2_529-864 / S.No.1 / Page 18 of 38	Reporting tool/ solution should provide a report canvas where you can drag and drop objects from other existing reports. A report workspace can be viewed as a report dashboard where the end user is designing the content without the assistance of an expert report author.	This is OEM specific clause favouring to a single OEM. We request department to remove this clause. <b>Also, as per Industry Best Practices Once the reports are generated, no manipulation can be done. Hence, please drop this requirement.</b>	<b>No Change. As per RFP.</b>
4	4	DDA-CMS-Pre-Bid_Query_Response_Volume2_529-864 / S.No.2 / Page 19 of 38	Reporting tool should provide active reports - Reports can have offline interactivity; more usable and engaging Interact with reports without the need for server requests. This means reports should be emailed with interactive features like clickable charts, sorting, radio button, tabs, cascading lists, checkbox filtering etc.	<b>This is OEM specific clause favouring to a single OEM. We request department to either remove this clause OR rephrase it as per Industry Best Practices as follows:</b> Reporting tool/ solution should provide a report canvas where you can drag and drop objects to create reports. A report workspace can be viewed as a report dashboard where the end user is designing the content without the assistance of an expert report author."	<b>Agreed:</b> This Clause may be read as "Reporting tool/ solution should provide a report canvas where you can drag and drop objects to create reports. A report workspace can be viewed as a report dashboard where the end user is designing the content without the assistance of an expert report author."
5	5	DDA-CMS-Pre-Bid_Query_Response_Volume3_1_149 / S.No.25 /Page 3 of 13	Any OEM based Solution Software (e.g.for data quality and advanced analytics) shall be in the latest Leader's or VisionariesQuadrant of Gartner.	For Enterprise Management System (EMS) tool asked in RFP, there are no corresponding Gartner Report published. We request department to waive off Gartner Quadrant clause for EMS.	<b>It is rephrased as follows:-</b> "Any OEM based Solution Software (e.g.for data quality and advanced analytics) shall be in the latest Leaders, Challengers or Visionaries Quadrant of Gartner. In case, Gartner Report is not available for required OEM based Solution Software, Bidders may offer and quote for "Industry Standard Tool that have been proven in similar scale of project and comply to specifications given in Section 32.4 of the RFP document '6: DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS.'"
6	6	Volume No: 6.DDA-CMS ; Annexure-5 Compliant sheet for Pre-Qualification Proposal; Page No: 23 of 142	Legal Entity: All member of the consortium should be registered legal entity in India. Under the Indian Companies Act, 1956/The Partnership Act 1932/Limited Liability Partnership Act, 2008. All member of the consortium should have been in existence for at least seven years as on 31st March 2017. All members of the consortium should be registered with the Service Tax Authorities	Legal Entity: All member of the consortium should be registered legal entity in India. Under the Indian Companies Act, 1956/The Partnership Act 1932/Limited Liability Partnership Act, 2008. All member of the consortium should have been in existence for <b>at least Six years</b> as on 31st March 2017. All members of the consortium should be registered with the Service Tax Authorities	Response given to <b>Pre-Bid Query No. 713:</b> "No Change. As per RFP" published on is modified as : "Legal Entity: All member of the consortium should be registered legal entity in India. Under the Indian Companies Act, 1956/The Partnership Act 1932/Limited Liability Partnership Act, 2008. All member of the consortium should have been in existence <b>for at least Five years</b> as on 31st March 2017. All members of the consortium should be registered with the Service Tax Authorities."

7	Page No. 108 Clause 33.2 Financial Bid Template of "Annexures to RFP"		<p><b>Query1:</b> We understand that all costs to be indicated in respective tables (Table 1 to Table 15) needs to be inclusive of the applicable taxes.</p> <p><b>Query2:</b> Table 14: Establishment of Internet Information Kiosks (27) at different Public Service Offices and O&amp;M. There is no provision to add O&amp;M/Operational Cost – Please either revise existing Cost Table 14 or suggest a new table for adding the Operational Cost to ensure all bidders quote consistently</p> <p><b>Query3:</b> Table 15: DMS Solution (Data Digitisation &amp; Migration Services). There is no provision to add Operational Cost – Please either revise existing Cost Table 15 or suggest a new table for adding the Operational Cost to ensure all bidders quote consistently.</p> <p><b>Query4:</b> Mapping of Table 1 to 15 (33.2.1 to 33.2.23) to Financial Bid Template Heads (Sub-Amounts and Total Amounts) needs to be defined clearly in the RFP through a suitable corrigendum to avoid mistakes of interpretation by different bidders. Suggested mapping based on current understanding is given for confirmation from DDA;</p>	<p><b>Response 1:</b> YES, the quoted cost is inclusive of all applicable taxes.</p> <p><b>Response 2:</b> Please refer to new Table 14.2 (ii)</p> <p><b>Response 3:</b> Data digitization and migration services does not require operational expenses/cost. Bidder has to digitize and migrate the data of 15 lakh files as defined in RFP. The Document Management System software/OEM is to be defined/Quoted in Table 2 from item no. 1,2,... with number of licenses and its ATS. Any other OEM products like Analytics, GIS shall be quoted in Table 2. Any reference to COTS in RFP is to be referred to as OEM Software.</p> <p><b>Response 4:</b> Accepted with new Table 14 (ii) and Table 15 (ii). The existing Table 14 will be labeled as Table 14 (i) and Table 15 as table 15 (i). Please refer to the Table Mapping provided for reference.</p>
8	Pre-Bid Response uploaded on 29.01.2018	<p>As per the prebid clarifications given regarding Gartner report for hardware- Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Leaders or Visionaries Quadrant of Gartner and hardware OEM's should be in Gartner's Magic Quadrant of modular Servers &amp; 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.</p> <p><b>Issue:</b> It is restricting OEMs such as HPE and Juniper who are leaders in networking category to bid for this tender allowing only one OEM to be able to comply. For servers, it is allowing all the OEMs in the magic quadrant instead of only leaders which is defeating the purpose.</p> <p>References: Supporting images of Gartner's Magic quadrant for servers and networking enclosed with below published link of networking for your reference. <a href="http://www.crn.com/slideshows/networking/300088376/heres-who-made-gartners-2017-magic-quadrant-for-data-center-networking.htm">http://www.crn.com/slideshows/networking/300088376/heres-who-made-gartners-2017-magic-quadrant-for-data-center-networking.htm</a></p>	<p>Hence, request you to please alter the same as below:</p> <p>Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Gartner's Magic Leader or Challenger Quadrant and hardware OEM's shall be in latest Gartner Magic Leader Quadrant of Servers, storage, networking and security respectively. Bidder to recommend the same keeping in mind the overall solution and SLA."</p>	<p>Accepted. It will be rephrased as "Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Gartner's Magic Leader, Challenger or Visionaries Quadrant, and Hardware OEM's shall be in latest Gartner's <b>Magic Leader Quadrant</b> of Servers, storage, networking and security respectively. Bidder to recommend the same keeping in mind the overall solution and SLA."</p>

Query S No	S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
1	1	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, 3 Annexure 3: Bank Guarantee for Earnest Money Deposit / Page 19	Bank Guarantee for Earnest Money Deposit	To formulate BG, the banks usually ask for account and other details. Request to kindly share DDA details for BG as below: Bank Name: Branch Name: A/C: IFSC code:	Please see RFP: General Instructions to Bidders Document - Clause No. 3.
2	2	General	General	For Online Submission on portal, DDA has defined the response to be broken file wise as: 1. Technical Proposal (Part I of III) 2. Technical Proposal (Part II of III) 3. Technical Proposal (Part III of III) 4. Technical Proposal (Agreements)and so on... Our query is that agreements like Master Service Agreement, NDA, Service Level Agreement, etc are signed after bidder is awarded the project. Does DDA expect such Agreements to be filled and submitted as part of submission?	The agreements are provided as reference and will be filled and signed with successful bidder after evaluation and Award of Order.
3	3	General	General	Will you allow VPN Connectivity during the customization/implementation phase?	As per RFP
4	4	General	General	How many total users are expected to use the analytics/dashboards. Out these users how many users will be concurrent ones?	Around 100 Users.
5	5	General	General	Kindly provide total amount of data in each of these source systems. What is the expected YoY growth in data	As per RFP
6	6	General	General	Please provide the Database technology used with its version no?	As per RFP
7	7	General	General	Please let us know the total no of models, dashboards and KPIs required?	As per RFP
8	8	General	General	What is the version of the implemented GIS solution?	As per RFP
9	9	General	General	Please confirm if mapping data is available using standard OGC compliant protocol?	As per RFP
10	10	General	General	Do you need a separate development/QA server?	As per RFP
11	11	General	General	Are you planning to use LDAP for Single-Sign-On?	As per RFP

12	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.1.2.21 Enterprise management system (EMS), 2. Service desk / Helpdesk Management System / Page 19	i. Proposed helpdesk Solution should also have SLA tracking & Monitoring Capabilities & the solution should be able to monitor resources, independent of the platform & solution/service they are running. The proposed solution should support comprehensive SLA management platform that cuts across Infrastructure Management and Service Management. For e.g. monitors and reports across different KPIs like infrastructure (CPU utilization, disk space), response times, resolution times (eg. incident closed on 2 hours) performance and custom parameters of application and infrastructure at DDA.	As per our understanding we will propose a solution which will cover IT service desk solution and IT monitoring solution. IT Service Desk solution will furnish SLA tracking and IT monitoring solution will accommodate monitoring capabilities. Kindly confirm.	As per RFP.
13	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.1.2.21 Enterprise management system (EMS), 3. Remote management / Page 20	3Remote Management	Kindly define the scope.	As per RFP
14	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.1.2.21 Enterprise management system (EMS), 4. Patch management / Page 20	4Patch Management	Kindly define the scope.	As per RFP

15	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.2.1 Overview of Post Implementation Services / Page 34	a. System Administration and Trouble Shooting i. Overall monitoring of all IT and Non-IT infrastructure deployed at DDA for the Project including Network & Server Infrastructure at DC/DR & Departmental locations, networking equipment & connectivity, system software, application, database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP as per well-defined Standard Operating Procedures prepared by bidder and approved by DDA.	Kindly define the Non-IT infrastructure components.	As per RFP	
15	16	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, 32.4 Technical Fact Sheet of SLA & HELPDESK Management Software / Page 86	34. Should enable efficient workflows using contextual navigation between reports and rich interactive report configuration capabilities	Kindly elaborate the clause.	As per RFP
16	17	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, 32.4 Technical Fact Sheet of SLA & HELPDESK Management Software / Page 87	41. Store as-polled data for up to 26 months	Kindly clarify parameters for which the polled data is required.	As per RFP
17	18	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, 32.4 Technical Fact Sheet of SLA & HELPDESK Management Software / Page 92	80. Server reporting tool should be able to collect and collate specific information regarding the relationships between the IT elements and the business services.	Kindly clarify the specific information.	As per RFP
18	19	6.DDA-CMS-Annexures-to-RFP-for-NIT-of-CMS, 32.4 Technical Fact Sheet of SLA & HELPDESK Management Software / Page 93	92. Proposed service desk tool should provide the capability of versioning for workflows.	Kindly throw more light on this highlighted in yellow,	As per RFP
19	20	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1 Scope of the Project/Work / Page 7	The Scope also includes: - Sizing & procurement, installation and commissioning of recommended IT infrastructure at Data Centre & Disaster Recovery Site	What should be the capacity of DR site with respect to DC (i.e. 100% as of DC or less than 100% of DC)?	As per RFP
20					

21	21	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1 Scope of the Project/Work / Page 7	Sizing & procurement, installation and commissioning of recommended IT infrastructure at Data Centre& Disaster Recovery Site	DR site should support only production environments? or even non- production environments should be part of DR solution?	As per RFP
22	22	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1 Scope of the Project/Work / Page 7	Sizing & procurement, installation and commissioning of recommended IT infrastructure at Data Centre& Disaster Recovery Site	Should DR be in High Availability (Active-Active) mode or it should be in standalone (without HA) mode?	Bidder has to recommend and provide solution best suited to requirements and SLA.
23	23	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.1.5 IT Security infrastructure / Page 24	1. The bidder should recommend and procure necessary devices to capture system and application logs from servers, network equipment and other hardware. The PCs will be provided by the hardware vendor on behalf of DDA. 3. The Bidder should also provide a mechanism for tracking the security incidents and identifying patterns if any. The tracking mechanism should, at a minimum, track the number of security incident occurrences resulting in a user losing data, loss of data integrity, denial of service, loss of confidentiality or any incident that renders the user unproductive for a period of time	With respect to SIEM Solutions, Kindly mention for how much duration the logs collected from the different IT devices needs to be retained before they are purged. Example: Quarterly/Half Yearly/ Yearly	As provided in RFP and to be assessed/provided during SRS stage to the Selceted Bidder.
24	24	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.5.6 Security / Page 62	I. Perform risk assessment to identify the most important computers to protect. Computers that provide critical IT functions such as email, administrative systems. Use a centralized system logging service to look at patterns of unusual activity. Use network scanning utility to create a profile for each computer identified in the previous step I. The proposed solution should be designed to provide for a well-designed security of physical and digital assets, data and network security, backup and recovery and disaster recovery system	Kindly provide more details about the solution which is being Referred here.	As per RFP.

25	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.1.8 Implementation and roll out / Page 26	Planning and Implementation of migration of legacy data from existing database to the target database.	Please let us know the size and data type of existing legacy data which needs to be migrated. Also provide Legacy application details.	As per RFP
26	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.1.8 Implementation and roll out / Page 26	Physical Infrastructure:	We assume that required Space, Power, Cooling, etc. for Other locations will be provided by DDA, please confirm our understanding.	Space, Power will be provided to the Bidder's staff at all offices as and when required.
27	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.2.1 Overview of Post Implementation Services, Point b / Page 35	Perform Backup of storage as per the defined policies by DDA and Bidder	Please provide more clarity on the Backup of Storage.	As per RFP
28	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.5.3 Connectivity Requirements for MPLS: / Page 61	Connectivity Requirements for Internet - 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	Please provide Internet bandwidth requirement at DR site.	As per RFP
29	6.DDA-CMS-Annexures-to-RFP-for-NIT, 33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre / Page 116	Active Back Up Environment	Please provide the clarity on Active Back Up Environment as we already considered DC and DR location.	As per RFP
30	4.DDA-CMS-Scope-of-work-for-NIT-of-CMS-Final, 1.2.1.15 Business Continuity Planning / Page 33	Bidder has to coordinate with the Data Center & DR Hosting / Cloud service provider for mock DR drills, Data Replication & Restoration	Pls. let us know the Data Replication Type required for this solution like storage async replication.	Bidder has to recommend and provide solution best suited to requirements and SLA.
31	General	General	SI will be needing VPN connectivity with required access on Infra post solution deployment to manage the same as per O&M from remote locations. This will be provided as required. Please confirm.	As per RFP
32	General	General	Router Configuration/ compliance is not provided in RFP. We assume Bidder can consider router configuration/ sizing as per the solution requirement. Please confirm	As per RFP
33	General	General	Kindly share DR sizing in comparison to DC. Should it be 100% Production? No Dev, Test and UAT environment is considered at DR Location	As per RFP
34	General	General	Kindly Clarify location for Active Backup.	As per RFP. Details will be shared with Selected Bidder.
35	General	General	Please let us know if bidder has to provision MPLS links costing, required between DC and DR as part of the solution or DDA will manage it? Kindly confirm.	Bidder has to Provision for the MPLS links with required bandwidth for solutions mentioned in RFP.

36	General	General	Please let us know if bidder has to provision Internet links costing, required between DC and DR as part of the solution or DDA will Manage it? Kindly confirm.	Bidder has to provision for the internet bandwidth requirement for solutions mentioned in RFP.
37	General	General	Kindly Classify Stagin Location.	As per RFP. Details will be shared with Selected Bidder.
38	General	General	We understand that DDA will manage all Civil and Passive work and cost for DC and DR. please confirm our understanding.	Since it is on co-location, Bidder has to provide the DC/DR hosting and related services at selected DC/DR. Details are to be provided in Financial formats. <b><u>It is also clarified in the earlier Pre-Bid Response published that the Bidder will also provide financial details for Cloud Solution (as Optional)</u></b>
39	General	General	Kindly let us know if there is any preference for hypervisor (OEM/Open Source)? Or SI can Propose as per solution designed.	As per the Solution Designed.
40	General	General	Kindly Share quantity of Switches and Swiches Configuration/ compliance required for all other locations.	As per RFP.
41	General	General	Kindly Share quantity and sizing of UPS required for all other locations.	As per RFP.
42	General	General	We understand that email server and SMS gateway will be provided by DDA. Please confirm the understanding.	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.



Table 14 (ii)

Sl. No.	Operational Cost of Internet Information Kiosks (27)	Unit	Proposed Quantity	Rate	Cost	Remarks
1	Operational expenses	Annually		4		Cost for 4 Years
	<b>TOTAL (INR)</b>					

Table 15 (ii)

Sl. No.	Operational Cost of Data Digitisation	Unit	Proposed Quantity	Rate	Cost	Remarks
1	Operational expenses	Annually		4		Cost for 4 Years
	<b>TOTAL (INR)</b>					

Query4: Mapping of Table 1 to 15 (33.2.1 to 33.2.23) to Financial Bid Template Heads (Sub-Amounts and Total Amounts) needs to be defined clearly in the RFP through a suitable corrigendum to avoid mistakes of interpretation by different bidders. Suggested mapping based on current understanding is given for confirmation from DDA;

**33.2 Financial Bid Template - Suggested Mapping.**

**Total Bid Value = Project Cost (C) + Warranty (1 Year) + AMC for 4 Years (A) (to be separately mentioned) -**

#	Deliverables	Phase	Sub Amounts (incl All Taxes) (INR) (Corresponding Sub-Tables)	Total Amount (incl All Taxes) (INR)
1	CMS Software Development, Roll-out and O&M			SUM OF 1 a + 1 b + 1 c
a		Development	Table 1	
b		Implementation and Roll out	Table 2 & Table 3(i)	
c		Operations and maintenance (4 Years)	Table 3(ii)	
2	ICT Infrastructure (Hardware, Software, IntraNet & Internet Networking, DC/DR) Installation and O&M			SUM OF 2 a + 2 b + 2 c + 2d
a		DC/DR Setup	Table 4(i) & Table 4(ii) & Table 4(iii)	
b		Site Hardware & Software	Table 5(i)	
c		Site Structured cabling	Table 5(ii)	
d		DC/DR Hosting (4 Years)	Table 6 & Table 7	
3	Establishment of State-of-the-Art Record Rooms (50) and O&M/RFID			SUM OF 3 a + 3 b
a		Modernization	Table 8 (i)	
b		Operation Cost (4 Years)	Table 8 (ii)	

4		Establishment of Nagrik Suvidha Kendras (22) and O&M			SUM OF 4 a + 4 b
	a		Set up Cost	Table 9 (i)	
	b		Operational Cost (4 Years)	Table 9 (ii)	
5		Establishment of Mobile Van Nagrik Suvidha Kendra (7) and O&M			SUM OF 5 a + 5 b
	a		Set up Cost	Table 10 (i)	
	b		Operational Cost (4 Years)	Table 10 (ii)	
6		Establishment of Internet Information Kiosks (27) at different Public Service Offices and O&M – [One in each SDM Office – Delhi Government]			SUM OF 6 a + 6 b
	a		Set up	Table 14 (i)	
	b		Operational Cost (4 Years)	Table 14 (ii)	
7		Internet Services (Broadband, Leased line, etc.) and Data Centre Services		Table 11	Total of 7
8		Help Desk and Facility Management System (FMS)			SUM OF 8 a + 8 b
	a		Software	Table 12(i)	
	b		Manpower Deployment	Table 12(ii)	
9		Competency Development/ Capacity Building /Training of DDA Personnel DDA Stakeholders' (CSCs, Internet Kiosks Operators, RWAs, etc.) Training		Table 13	Total of 9
10		DMS Solution (Data Digitisation & Migration Services)			SUM OF 10 a + 10 b
	a		Set up	Table 15 (i)	
	b		Operational Cost (4 Years)	Table 15 (ii)	