

Controller General of Defence Accounts

Ministry of Defence (Finance)

Government of India



Pre-Bid
Queries
Response

Response to Pre-Bid Queries Request for Proposal

For Selection of Agency For
Development & Implementation of
Comprehensive Pension Package
and Data Center Setup

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Request for Proposal For Selection of Agency For
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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1.	Volume 1 - Annexure B	Volume-1, Annexure-B 3.6 Security Solutions 3.6.1 Enterprise Network Firewall Pg107, Clause-1	The OEM should fall in the Gartner's Leaders and challengers magic quadrant for Enterprise Network Firewalls as of May 2016	Security is the utmost criteria for any network or application and the option for leaders will ensure effective security. We suggest to amend the clause to: The OEM should fall in the Gartner's Leaders magic quadrant for Enterprise Network Firewalls as of May 2016 The leaders has also been also in other critical security components like Database & Mgmt. Server, Database security Anti-Virus, Antispyware DLP HIPS	No change
2.	Volume-1, Annexure-B	Volume-1, Annexure-B 3.6 Security Solutions 3.6.1 Enterprise Network Firewall Pg111, Clause-19	Please clarify if the APT solution is required on Cloud or on premise. Also suggest the number of APT in case it is required to be put on premise	APT works in two ways, first one the file goes to OEM cloud for analysis and second it is analyzed on premise equipments. Please clarify	Quantity one on premise device is required for each data Center.
3.	Volume-1, Annexure-B	Volume-1, Annexure-B 3.6 Security Solutions 3.6.1 Enterprise Network Firewall Pg107	Request for addition: The proposed solution must support on appliance Per policy SSH decryption for both inbound and outbound traffic.	Many application and management runs on SSH. Current day attacks can also be embedded in this encrypted traffic. This feature is missing and is very important for protection against such threats.	No change
4.	Volume-1, Annexure-B	Volume-1, Annexure-B 3.6 Security Solutions 3.6.1 Enterprise Network Firewall Pg107	Request for addition: Should support should support creation of C&C signatures based on IP, URL and DNS and content based AV signatures to block all the variants	The protection should be for all the traffic type whether it is IP, URL, DNS or content. This feature is very important to restrict current day multi directional attacks	No change



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5.	Volume 2	Experience in IT Application Development & Implementation Should have Completed/on-going at least One ICT Systems Development and Implementation Project in India in last 5 years or more. Project Scope must have: 1. Application development/ customization 2. Training service 3. Handholding services 4. Operation and maintenance services Project Value should be: - One project of not less than 20 Cr OR - Two projects each of not less than 15 Cr OR - Three or more projects each of not less than 10 Cr On Going Projects: Project should be Live and in Operations & Maintenance phase at least for one year. Govt./PSU Projects: One of the above projects should be for Central/State Govt./PSU	1. Allow projects with ICT components also 2. Allow projects with more than 5 years in operations	No Change
6.	Volume 2	Experience in Data Center Should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in last 5 years. Project Scope must have: 1. Hardware/System software/Network components supply 2. Data Center Commissioning & Operations 3. Training service	Add Below as "OR" criteria Should have Completed/on-going at least one at Data Center Setup and Commissioning Project in India for own Data Center. National Level Critical Project should have Data Center Setup and Commissioning as part of implementation.	No change



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		4. Handholding services 5. Operation and maintenance services Project Value should be: - One project of not less than 15 Cr OR - Two projects each of not less than 10 Cr OR - Three or more projects each of not less than 5 Cr On Going Projects: Project should be Live and in Operations and Maintenance phase at least for one year. Govt./PSU Projects: One of the above projects should be for Central/State Govt./PSU	National Level Critical Project Value should be >50 Cr	
7.	Volume 2	Experience in Scanning Should have Completed/on-going at least two scanning Projects in India in last 5 years. Project Scope must have: 1. Scanning of Legacy Records at customer location 2. Quality Control Check 3. Meta-Data tagging and Document uploading in Document Management System Project Size should be: - Two projects each of not less than 50 lakhs pages On Going Projects:	Remove requirement of scanning at Customer Location	No Change



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		In case of on-going projects at least 50 lakhs pages should have been scanned. Govt./PSU Projects: One of the above projects should be for Central/State Govt./PSU		
8.	Volume 2	Experience in Application Development/Customization & Support Experience in Application Development/Customization & Support Completed/On Going Project(s) for Central/State Govt. /PSU in India of value more than 10 Crores in last 5 years. On Going Project Project should have been successfully gone Live and in Operations Phase for last one year The Projects must have following components 1. Application development/ customization 2. Training service/Handholding services 3. Operation and maintenance services	Experience in Application Development/Customization & Support Completed/On Going Project(s) for Central/State Govt. /PSU in India of value more than 10 Crores in last 5 years or more. On Going Project Project should have been successfully gone Live and in Operations Phase for last one year The Projects must have following components 1. Application development/ customization 2. Training service/Handholding services 3. Operation and maintenance services 4. ICT Components and maintenance	No change
9.	Volume 2	Data Center Commissioning & Operations Data Center Commissioning & Operations Completed/On Going Data Center Setup and Commissioning Project of value more than 5 Crores/ Project in India for any of the following organization: · Central/State Govt./PSU in India	Add Below as "OR" criteria Should have Completed/on-going at least one at Data Center Setup and Commissioning Project in India for own Data Center. One or More National Level Critical Project	No change



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		<ul style="list-style-type: none"> Any established business organization in India qualifying below parameters: <ul style="list-style-type: none"> Registered under Companies Act 2013 Listed in Bombay Stock exchange On Going Project Data Center should be in Operations at least for one year The Projects scope should have <ol style="list-style-type: none"> Hardware/System software/network components supply Data Center Commissioning & Operations Training service/Handholding services Operation and maintenance services 	should have Data Center Setup and Commissioning as part of implementation.	
10.	Volume 2	Similar Nature Project	<p>Similar Nature Project - Others Completed/On Going Project(s) for Central/State Govt. /PSU in India of more than 5 Crore in last 5 years for any of the followings: Payroll/Claim Reimbursements, Financial Accounting/Core Banking, Insurance , PF/ EPFO Dept. Application, Income Tax Dept. Application, Treasuries Dept. Application, Excise Dept. Application On Going Project</p> <p>Similar Nature Project - Others Completed/On Going Project(s) for Central/State Govt. /PSU in India of more than 5 Crore in last 5 years or more for any of the followings: Payroll/Claim Reimbursements, Financial Accounting/Core Banking, Insurance , PF/ EPFO Dept. Application, Income Tax Dept. Application, Treasuries Dept. Application, Excise Dept. Application On Going Project Project should have been successfully gone Live and in Operations Phase for last one year</p>	No Change



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			Project should have been successfully gone Live and in Operations Phase for last one year		
11.	Volume 2	Scanning Projects	Scanning Projects Completed/On Going Project of minimum 50 lakhs pages in last 5 years Note: At least one project should be for Central/State Govt. /PSU. On Going Projects At least 50 Lac pages should have been scanned till date. Project Scope should have 1. Scanning of Legacy Records at customer location 2. Quality Control Check 3. Meta-Data tagging and Document uploading in Document Management System	Should have Completed/on-going at least two scanning Projects in India in last 5 years. Project Scope must have: 1. Scanning 2. Quality Control Check 3. Meta-Data tagging and Document uploading in Document Management System Project Size should be: - Two projects each of not less than 50 lakhs pages On Going Projects: In case of on-going projects at least 50 lakhs pages should have been scanned. Govt./PSU Projects: One of the above projects should be for Central/State Govt./PSU	No Change
12.	Volume 1	Solution Architect	Any leading IT architect certification in proposed technology	Simialr Proejct experience may be considered	No change
13.	Volume 1	Test lead	Any leading testing certification in the proposed tool	Simialr Proejct experience may be considered	No change
14.	Volume 1	Database Lead	DBA certification from the OEM of the proposed DB	Simialr Proejct experience may be considered	No change
15.	Volume 1	Hardware and Network Lead	Should have valid leading networking certification	Simialr Proejct experience may be considered	No change
16.	Volume 1	Security Lead	Should have valid certification like CISA/CISSP	Simialr Proejct experience may be considered	No change



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17.	Volume 1	Total number of Pensioners at the time of implementation could be within + 5% of provided figures.	If this % varies, will it be treated as a change request?	No
18.	Volume 1	2 lakh Binders (each consisting of appx. 350 Pages) at three locations shall be targeted for the scanning and creating document repository by uploading scanned documents to DMS with meta data entry of 8-10 fields	Is the number of total no of binders expected to increase? If there is increase in the number, we request that it be dealt as a Change request.	Scanning activity payments will be based on the rates quoted by the SI.
19.	Volume 1	For legacy pensioners, data need to be migrated from various sources	Could you please confirm Is the below resource exhaustive or inclusive ?	Exhaustive & Inclusive
20.	Volume 1	Data Migration is recommended to be planned in 3 phases. First phase at the time of CPP rollout and 2nd & 3rd Phase, after 6 months post rollout, when the CPP environment is fully established.	What is the duration for this roll out. Is it parallel to CPP rollout ?	Refer to similar query being answered in this document
21.	Volume 1	In view of the data security / confidentiality, the SI shall take backup of the data entered at the end of the day on appropriate backup device / media. The backup data must be kept in the custody of DAD officials	What is the duration to keep the back up data available ?	30 Days
22.	Volume 1	SI shall prepare test cases for User Acceptance Testing (UAT) in consultation with DAD. SI shall facilitate the team from DAD to conduct this test after successful completion of performance testing. SI will close all observations, bugs, etc. identified	What is duration of UAT?	Please refer Section "15. Project Timelines" of RFP Volume I.



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		during the UAT. This process of UAT will continue in an iterative manner till zero defects are shown by the SI for the test cases developed.		
23.	Volume 1	DAD has envisaged to setup two Mini Data Centers at Delhi and Bengaluru. Mini Data Center -1 at Delhi shall host CPP Application. Mini Data Center-2 at Bengaluru shall host other DAD legacy applications. Detailed To-Be requirement has been provided at Volume – I of Annexure B.	Is Main data center not part of this RFP scope ?	Refer corrigendum 1
24.	Volume 1	System integrator shall provide staff, technical and supervisory, in sufficient numbers to operate and manage the functioning of the CPP setup with desired service levels	Such staffing - is it limited to the contract period only?	Yes
25.	Volume 1	Hardware and system software for Data Center including DR	Is DR set up is also part of RFP scope ?	Yes
26.	Volume 1	13.1.1 Audit scope	We assume that the Audit cost will be borne by DAD. Please confirm our understanding. Could you please let us know the periodicity of these audits?	Refer Point no. 5 of Section 13.1.1 of RFP Volume I. Defined audits should be completed before O&M phase starts. However, subsequent annual audit



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				requirements shall be discussed with CGDA and will be paid by CGDA on actuals.
27.	Volume 1	The System Integrator can opt STQC or any Cert-In empanelled agency for the above mentioned audits in consultation with DAD. DAD will not bear any cost related to audit exercise.	We request vendor not to bear the audit cost but to be borne by DAD	Refer Point no. 5 of Section 13.1.1 of RFP Volume I.
28.	Volume 1	SI shall provide a comprehensive warranty and on-site free service warranty for all the hardware procured as part of this RFP	Could you please provide the Warranty duration ?	Please refer Para B of "Section 13.8.4 Warranty support for IT hardware".
29.	Volume 1	DAD. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost must be refunded to DAD.	We request to remove this clause	No change
30.	Vol 2 Sec 2.27	CGDA reserves the right to increase or decrease the quantity upto 50% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule.	We request to that the increase or decrease of the quantity be in the range of 5%-10%.	Refer Corrigendum 1
31.	Vol 2 Sec 4.5	The CGDA will require the selected bidder to provide a Performance Bank	Could you please clarify what is meant by "total cost of Bid value".	Total Cost of Bid Value = Total Bid



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		Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the bid value.		Value Without Taxes (In words) of Bid Summary Format provided at Section Annexure-1.8.2 of RFP Volume II
32.	Vol 2 Annexure 1.1	We shall be deemed to have agreed to any such variation.	We request to remove this clause	No change
33.	Vol 2 Annexure 1.7.9.9	Also, third party certification will also be carried out for the final acceptance of each phase in the project. 2. I/We understand that the responsibility to ensure successful third party audit and certification lies with the Service Provider.	1. We assume that appointment & remuneration of the third party certification to be carried out for final acceptance of each phase is taken care by DAD. Please confirm our understanding. 2. What is frequency of these third party audits and the responsibility of Service Provider in the same.	1. Refer Point no. 5 of Section 13.1.1 of RFP Volume I. 2. Please refer RFP and the responses provided above.
34.	Vol 2 Annexure 1.8.7	500	What does the minimum man months written as 500 mean?	SI Need to quote Manmonth Rate for 500 Manmonths Change Requests Development Effort.
35.	Vol 2 Annexure 1.8.7	Rate (Per man month)	Will the Change Requests be only on Time & Material basis?	No



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36.	Vol 2 Annexure 1.10	To recover all sums already paid by the Buyer, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing Base Rate of SBI, and in case of a Bidder from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the Bidder from the Buyer in connection with any other contract for any other defence stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.	We request that the penalty should be restricted to deliverable related to breach. Also the penalty should be at a fixed and agreed rate and not on variable rate Could you please clarify what do you mean by "all sums" ?	As per RFP
37.	Vol 2 Annexure 1.10	a) The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower	The statement should be replaced by "The bidder undertakes that he has not supplied similar systems within past 12 months, at a price lower than "	No change
38.	Vol 2 Annexure 1.10	In case of any allegation of violation of any provisions of this Integrity Pact or payment of commission, the Buyer or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English	We request to remove the line "Books of Accounts of the Bidder " as these contain sensitive information and not to be shared and that we will anyway cooperate with necessary information as permitted by law in such situation	No change
39.	Vol 2 Annexure 1.10	extend up to 5 years	We request that the validity should be for the contract duration only	No change



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40.	Vol 3 Sec 2.6.3	Imposition of penalties	Finance: Please explain the method of calculation of such penalties.	Please refer Section 4.4 of RFP Volume III
41.	Vol 3 Sec 4.1	For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause.	Are these taxes other than VAT & Service Tax?	Refer Section 4.3 of RFP Volume III
42.	Vol 3 Sec 4.3	which increase or decreases the cost incurred by the IA in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SI under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI: Payment Schedule.	We assume that taxes should be payable on the basis of actuals as applicable. Please confirm our understanding	Yes
43.	Vol 3 Sec 5.1	f) In case complete delivery of the Project Assets are delayed beyond the period stipulated in this Agreement, then SI undertakes that the annual	What is the total period of AMC required in scope?	As per RFP



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		maintenance period for such Project Assets shall be extended to that extent.		
44.	Vol 3 Sec 7.5	Upon occurrence of a Force Majeure Event after the Effective Date, the costs incurred and attributable to such event and directly relating to the Project	Could you please elaborate on nature of such expenses?	As per RFP
45.	Vol 3, 3.2, Point 2 Page 26	Sign-off on the deliverables by DAD does not necessarily indicate the complete approval of the deliverables. Any gap that is found in a deliverable with respect to the above, even after the sign-off, will have to be addressed by the SI without any additional cost to DAD.	1. We request to remove this clause as Sign Off means acceptance after careful examination of deliverables. Any gap should be identified before sign to get it rectified and not after sign off. 2. We request to add the clause "The Sign off is deemed to have accepted if there is no communication from DAD within 7 days of submitting the Sign off Artifacts"	No change
46.	Vol 3, 4.4 Page 30	Time is the essence of the agreement and the delivery dates are binding on the System Integrator.	We request to remove this clause	SI shall not be responsible for the reasons not attributable to him.
47.	Vol 3, 4.4 Page 31	This right to levy any penalty shall be without prejudice to other rights and remedies available to DAD under the Agreement and/or any other law. Once the maximum deduction is reached the DAD may consider termination of the Contract	1. We request to remove the sentence "This right to levy any penalty shall be without prejudice to other rights and remedies available to DAD under the Agreement and/or any other law" as DAD is anyway levying weekly penalty of 1% 2. Could you please define "Maximum"?	No change
48.	Vol 3, 5.1, Page 40	SI warrants that any augmentation of the proposed solution or storage or sizing (software, hardware) or any	We request that all the augmentation be dealt with Change Requests mechanism with a mutually agreed time lines and payment	No change



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		additional component required or resources in order to meet the requirements and/or the requisite Service Level requirements given by DAD will be carried out at no additional cost to DAD.		
49.	Vol 3, 14.3, Page 75	The selected Bidder shall design, implement/customize the Enterprise Management System (EMS) including SLA monitoring tools and shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned the RFP.	Is SI expected to deploy SLA monitoring tool? Is DAD currently using any monitoring tool?	Yes. SI need to provision and implement SLA monitoring tool as per Section "14.3 SLA Reporting System Audit" of RFP Volume III. DAD is not using any monitoring tool.
50.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 3, Page 110	The Bidder is not required to propose Layer-3 firewalls.	Requested to delete this clause. Firewall is a layer 3 technology for most OEM and this clause limits participation to a single OEM	No change
51.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 4, Page 110	The proposed solution must allow single policy rule creation for application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS and scheduling at single place within a single rule and not at multiple locations. There must not be different	Requested to amend the clause The proposed solution must allow policy rule creation for application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS and scheduling. Different OEMs have different ways to define policies. The clause is OEM specific.	Refer corrigendum -1



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		places and options to define policy rules based on these parameters.		
52.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 8, Page 111	The Firewall must support application identification natively, without requiring any license/subscription/blade. There should not be any requirement to buy any license for application visibility and the must must operate at Layer 7 natively.	Requested to delete this clause. The specification is duplicate of clause 9	No change
53.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 8, Page 111	The proposed solution shall have sandbox behavior based inspection from day 1 and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day malware from day 1 and the OEM should ensure the delivery of the signature in 10 mins from the time of detection.	Proposed Changed : The proposed solution shall have on premise sandbox behavior based inspection from day 1 and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day malware on premise(not though cloud) from day 1 and the OEM should ensure the delivery of the signature in 10 mins from the time of detection. CGDA being defense entitiy should not share any information even reagrding malwares to the outside agencies including the OEM	No change
54.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 25 Page 114	The proposed solution will be a Next Generation Firewall, with a capability of supporting at least 2 Gbps of Application Identification Enabled Firewall throughput using 64 byte HTTP packet	Proposed Change: The proposed solution should have NGFW throughput of min 8 GBps. Instead of asking separate throughputs it is recommended that a single throughput of NGFW is asked	Refer Corrigendum 1



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55.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 28 Page 115	The performance must be measured using Mini Data Center Environment with all Traffic enabled (not just internet traffic). The OEM must furnish details of the testing methodology.	Please define Mini Datacenter Environment	As per RFP
56.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 29 Page 115	The proposed solution must support at least 200,000 concurrent sessions.	Proposed Change: The proposed solution must support at least 3 Million concurrent sessions. Higher throughput is recommended to ensure higher traffic handling on device	No Change
57.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 31 Page 115	The solution must provide 10 no 10/100/1000 Megabit interfaces, 6 gigabit SFP ports and 1 out of band management interface.	Proposed Change The solution must provide 8 nos 10/100/1000 Megabit interfaces, 4 x 10GB gigabit SFP ports and 1 out of band management interface. Rather than asking all 1GB interfaces it is proposed both 1G and 10G interfaces are asked	No change
58.	CPP-RPF Volume I - Annexure A- signed/Functional Requirements/User Interface, Page 252	Pension Portal should be compatible with mobile and tablet.	As per our understanding, CGDA is expecting online registration system on Mobile. Please confirm our understanding. Please mention the number of mobile licenses that CGDA want for users.	No
59.	CPP-RPF Volume I - Annexure A- signed/Functional Requirements/RTI Submission. Page 251	System should provide option to make online payment for RTI application	As per our current understanding proposed solution will have a capability to be integrated with workflow management solution for approval system. The proposed solution will integrate with payment gateway to fetch payment status. Please confirm our understanding.	The solution should provide integrated dynamic workflow for required approvals in the system. Solution should



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				be able to fetch payment status.
60.	CPP-RPF Volume I - Annexure A-signed/7.3 Pensioner Portal. Page 218	Pensioner will be provided to view/download his Pensioner Ledger for current & past financial years from the Pensioner Portal. Citizens/Pensioners will have the rights to download their documents from the system.	Kindly provide the clarity does the pensioners can download the documents which are stored in Document Management Solution. Web portal will be integrated with Document Management Solution for viewing document to all the pensioners. Please confirm our understanding.	DMS documents shall not be accessible by the Pensioner Portal directly. Some of the documents like PPO, Corr PPO etc. shall be provided to the pensioner on request based. However, core CPP application should be integrated with DMS to view/download Pensioner Documents.
61.	CPP-RPF Volume I - Annexure A-signed/Layer 5: Services. Page 61 & 141	The SI has to develop and implement a data retention and archival policy in consultation with DAD.	As per the RFP Document, CGDA is also looking for retention and archival which needs Record Management Solution. As per our understanding, Records Management component should comply with regulatory and legal policies for long-term archival of content. The system should be certified to one of the Record Management standards i.e. DoD 5015.2, VERS and ISO 15489. The Solution should manage lifecycle of	As per RFP



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			documents through record retention, storage, retrieval and destruction policies. The Solution should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories. The complete schedules would be as per the organizational policies. Please confirm our understanding for Record Management Solution.	
62.	General- Enterprise Workflow Management		Please let us know about the total number of users along with their concurrency ratio who will be working on business process on the business process management platform and document management system.	Refer Corrigendum 1
63.	CPP-RPF Volume I - Annexure A-signed/5 Future To-Be State Logical Architecture. Page 140	Document Management System	Since there would be lots of document which would get generated as part of various processes and approvals. So our understanding is that required Enterprise Document Management System should have at least but not limited to below mentioned capabilities: - Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete,	No change



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			metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents Kindly confirm our understanding is correct.	
64.	CPP-RPF Volume I - Annexure A-signed/Functional Requirements. Page 224	Integrated workflow based pension sanction processing	Request you to include the following specification to ensure best of breed solution: The required workflow solution should complies to various open workflow standards such as BPMN, BPEL, WFMC.	No change
65.	CPP-RPF Volume I - Annexure A-signed/Functional Requirements/User Interface. Page 252	Pension Portal should be compatible with mobile and tablet.	As per mentioned in the RFP, department has the requirements for various services where in officials can use the mobile applications for capturing the details & documents through mobiles/tablets. So imaging features become the important requirement of mobile application framework. So our recommendation is that mobile application framework should have below mentioned features:- a. Image compression, B/w conversion from color images b. G4 compression for B&W, JPEG for color and gray scale c. Multiple page document capture d. Auto cropping, Auto orientation, perspective correction, noise removal, geo capture e. Image capture setting (camera resolution,	No change



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			image type) Please confirm.	
66.	CPP-RPF Volume I - Annexure A-signed/Functional Requirements/8.13 DAK Management. Page 273	DAK Management	<p>As per mentioned in the RFP document, we understand that Enterprise Workflow Management should ensures conformity to the stipulated guidelines. The solution should ensures update of corresponding files and registers online, thereby eliminating the manual processes."</p> <p>So based on our experience of working with various Govt organizations in India, we strongly feel that department has the requirements for File/DAK Management system with below mentioned features:</p> <ul style="list-style-type: none"> • File/DAK Management System should be based on Manual of office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances) • DAK/File Management with features like online DAK/File register etc • Whitehall based file movement (File view with all Documents are shown on one side and Green NoteSheet on other side) • Supports for Green Note sheet • Secure notes and annotations. • Should be based on Enterprise Content Management & Business Process Management 	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			framework.	
			Kindly confirm our understanding	
67.	CPP-RPF Volume I - Annexure A-signed/5 Future To-Be State Logical Architecture. Page 140	Document Management System	Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of proposed Content & document management module : The system should store only index information in database while images should be stored in separate file server.DMS should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS.	No change
			Please confirm.	
68.	CPP-RPF Volume I - Annexure A-signed/5 Future To-Be State Logical Architecture. Page 140	Document Management System	Request you to include the following specification to ensure best of breed solution: Since bandwidth is normally a constraint in India and to enable faster access of content we suggest the system should support pre-fetching of remote Images, for fast retrieval at local sites and the system should support for caching of remote content for fast future accesses.	No change
69.	CPP-RPF Volume I - Annexure A-signed/5 Future To-Be State Logical Architecture. Page 140	Document Management System	As per mentioned in the RFP document, we understand that the framework of operations is envisaged to be open, scalable and augmentable, in a manner to expand the coverage as well as Scalable to support millions of users.	No change
			So in respect of that requirement, we request	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>you to include the following specification to ensure best of breed solution:</p> <p>The proposed Document Management System should have at least one live implementation site in India with more than 10 crores document archived in document management repository with more than 10000 users using this Document Management System.</p>	
70.	CPP-RPF Volume I - Annexure A-signed/5 Future To-Be State Logical Architecture. Page 140, 139	Document Management System and Archival	<p>Since the Document Management System will be storing critical documents of various departments & citizens which need to be archived for long term, so is the department looking at archiving documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects in India.</p> <p>Please confirm.</p>	Refer RFP
71.	CPP-RPF Volume I - Annexure A-signed/12 Non Functional Requirements/12.2 Workflow Customization Requirement. Page 298	The GUI based workflow designer will be used by Power users to configure the sequence of activities with parallel and branching trees. The power users will also set up the start – stop and other conditions required for the execution of the workflow.	<p>The statement stated in the RFP Document is referring to design business process using GUI based process modeler which should be integrated module of Business Process Management/workflow automation solution. Please help us to understand what kind of document intensive workflows of CGDAs will be automated on the workflow automation tool. Please mention the name of the processes and brief explanation of each process.</p>	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			(For Example: Pension application, audit etc.)	
72.	General - Enterprise Workflow Management. Page 142	Rule Engine	<p>As per mentioned in the RFP document, CGDA needs the capability of Inbuilt configurable rules engine.</p> <p>So taking the requirement into consideration, we recommend that Rule engine should have atleast the below mentioned capabilities in it:</p> <p>1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.</p> <p>2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.</p> <p>3) Solution should have the capability to deploy rules as the web service.</p> <p>4) Solution should have the capability to define rules through "If else" statement or through "Decision Table".</p> <p>5) Audit logging of changes/modifications done in</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			the rules. These capabilities help to built an extensive rule engine for requirements like of CGDA.	
73.	CPP-RPF Volume I - Annexure A-signed/Functional Requirements. Page 250	RTI module requirement	<p>As per our understanding, RTI module required by CGDA which is of the key administrative activity in the organization. RTI Management module required by CGDA need to have the following features:</p> <ul style="list-style-type: none"> • Ability to record incoming RTI queries into the system. • Ability to upload the documents along with the queries. • Ability to route the RTI queries to different department users. • Ability to send the response of the queries to the Applicant who had filed the RTI. • Ability to reopen old RTI request in case of First and Second RTI Appeal. • Should be based on Enterprise Content Management & Business Process Management framework. <p>Kindly confirm if the understanding is correct.</p>	As per RFP
74.	CPP-RPF Volume I - Annexure A-signed/F	Legal Case Management	<p>As per our understanding, Court Case module required by CGDA which is of the key requirement in the organization. Legal/ Court case module required by CGDA need to have the following features:</p>	As per RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	unctional Require ments. Page 271		<ul style="list-style-type: none"> • Ability to record Court Case into the system. • Ability to upload the documents along with the record. • Ability to route the Court case to different department users. • Ability to draft/send and file the response of the case. • Ability to reopen old court case. • Should be based on Enterprise Content Management & Business Process Management framework. <p>Kindly confirm if the understanding is correct, this could be proposed along with file managemnt in eoffice.</p>	
75.	CPP-RPF Volume I - Annexur e A- signed/F unctional Require ments. Page 271	Legal Case Management- System should be able to migrate existing data in legacy Software Aurora.	Kindly provide the volume of existing data to be migrated.	Duplicate query
76.	Vol-I - Page-80 / 14.2		(1) Documents for scanning are in loose sheets or hard bind book state?	Please refer Section 14 of RFP Volume I and Annexure C of RFP Volume I



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
77.	Vol-I - Page-80 / 14.2		(2) In case documents are in hard bind book state than is it allowed to unbind for the purpose of ADF scanning.	Please refer Annexure C of RFP Volume I
78.	Vol-I - Page-80 / 14.2		(3) Please specify approx percentage of torn or mutilated documents from total volume.	Please refer "Binder" para of Section 2 of Annexure C of RFP Volume I
79.	Vol-I - Page-80 / 14.2		(4) What are the scanning parameters of pension records such as mode of scanning in color/grayscale/BW, scanning DPI in resolution and image format TIFF/PDF etc.	Please refer "Binder" para of Section 2.2 of Annexure C of RFP Volume I
80.	Vol-I - Page-80 / 14.2		(5) Please specify average characters per meta data field for to be scanned and already scanned documents.	20
81.	Vol-I - Page-80 / 14.2		(6) It is assumed that metadata entry will be done in English language only. Please confirm.	Yes
82.	Vol-I - Page-80 / 14.2		(7) On which page of the records, metadata entry information will be available like first page or specific page or any page.	Majorly, key data shall be available in the Pension Pay Order (PPO) and the missing information will have to be extracted from the supporting documents.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
83.	Vol-I - Page-80 / 14.2		(8) It is expected that unbinded documents (if allowed) for scanning will be re-binded by DAD.	Refer Section 2.2.5 of Annexure C of RFP Volume I
84.	Vol-I - Page-80 / 14.2		(9) Please specify project timeline for document scanning/digitization activity	Refer RFP & Corrigendum 1
85.	Vol-I - Page-80 / 14.2		(10) What are the infrastructures provided by DAD to carry out scanning activity at DAD premise like space, security, electricity, UPS, Power backup, Computers, Connectivity to server (for image uploading), Local Network, Furniture, Electrical points, Air-conditioned environment and facility management services like drinking water, cleaning of premises, washroom etc.	Refer Section 4.1 of Annexure C of RFP Volume I
86.		Metadata entry (8-10 fields) of 11 Lakh already scanned records (average 20 Pages/ record) and uploading to DMS	(1) Please specify details of already scanned records such as image format TIFF/PDF etc, scanned mode Color/BW and scanning DPI.	Refer RFP
87.	Vol-I - Page-101 / 19.6	BoM - Data entry	(1) As per our understanding it is separate scope and it not metadata entry of 7 crore and 11 lakh records. Please confirm.	Refer RFP and Corrigendum -1
88.	Vol-I - Page-101 / 19.6	BoM - Data entry	(2) Do we need to perform metadata entry from scanned images or from physical documents	Mixed
89.	CPP-RPF Volume I -	2.2 Business Continuity Planning & Disaster recovery	With the strict timelines on RPO ad RTO, do CGDA need the Automated DR software solution to have capabilities to perform Periodic	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Annexure B - signed, Page No 17-18-19		Configuration checks to alert on any deviations in critical configurations of Applications, servers, OS & Databases to avoid any additional last minute delay at the time of DC-DR movement activity	
90.	CPP-RPF Volume I - Annexure B - signed, Page No 17-18-19	2.2 Business Continuity Planning & Disaster recovery	Do CGDA needs Bidder to propose DR Automation and monitoring solution to be capable of auto discovery at DC and DR levels to alert on any server addition or removal of server in Application landscape to avoid missing of server from DR activity	As per RFP
91.	CPP-RPF Volume I - Annexure B - signed, Page No 17-18-19	2.2 Business Continuity Planning & Disaster recovery	Kindly provide proposed application landscape in terms of Servers, Technologies, active & passive databases to enable sizing and BOM	As per RFP
92.	Data Leakage Prevention-DLP - 3.6.4 Page No 129	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature, such as applying encryption to a file using the endpoint encryption flex response.	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature, such as applying encryption feature to the data copied to removable device. If the data is already in the laptop or desktop, copying of the data removable media need to protected and	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			if allowed as exception it needs to be encrypted to prevent Data Loss.	
93.	Data Leakage Prevention-DLP - 3.6.4 Page No 129	Solution should detect whether data has been entered in forms such as tax, medical, or financial forms in various image formats like PDF, JPEG, BMP, PNG and TIFF.	Solution should detect whether data has been entered in forms such as tax, medical, or financial forms in various image formats and also to extract the text behind the image over the Network. Image formats can be protected on the image formats but it do not provide the flexibility of allowing specific images base on content , extracting the text behind the image help in addressing the issue where selective image needs to be allowed and blocked based on content. For example sensitive scanned document and print screen.	No change
94.		New	"The solution should enforce policies to detect low and slow data leaks and should be able to enforce policies to detect data leaks even on image files". As per latest security analyst report confidential data are stolen in as few records over the time and hide inside the image so it is recommended that the solution should be capable to protect scan documents.	No change
95.		New	"The solution should have a comprehensive list of pre-defined policies and templates with over more than 1000 patterns to identify and classify information pertaining to different industry (like Finance, banking, Tax, IT Act. etc.)" In DLP implementation the data classifications is the most critical task and there should be inbuilt template to help customer with pre-defined	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			templates. so it is recommended that the solution should have inbuilt templates to ease of data classifications and protections.	
96.		New	The solution should be able to identify data leaked in the form unknown and known encrypted format like password protected word document. Data leaks seen to be done, where the hacker uses the encryption method which are unknown and known and the uploading the data. So the solution should be able to detect and block the unknown encrypted uploads.	No change
97.		New	This solution should provide the flexibility to provide the incident based risk ranking to identify the top risk users in the DLP. Getting multiple DLP incidents provides hundreds of incidents and it requires significant amount of time to scan the same, Incident risk ranking helps in identifying the top risky users.	Refer Corrigendum 1
98.		New	The solution should provide the Auto-Email release based on the source or the source manager without any dependency on the management console. Manager can release the mail from the mailbox also. Incident release workflow is important for putting the DLP in the blocking mode. As the auto release options are flexible enough to implement the blocking and release of emails from source and manager.	No change
99.	URL FILTERING Page 109		We suggested to have a separate Web and URL filtering solution instead of UTM.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
100.		New	The solution should be secure web Gateway to process the HTTP/HTTPS traffic and also do the SSL decryption and also provide on box Anti Virus at Gateway level. Now a days proxies works as a secure web gateway which means inspection of known viruses and malware protection should be there on the gateway before it enters the intranet and then propagate across the network.	No change
101.		New	The appliance should be able to perform SSL inspection to detect and block malicious content downloaded through SSL and also blocking sensitive information uploaded to SSL websites.	No change
102.		New	The proxy should provide the visibility for the cloud applications based on the risk score , and helps customer in deciding the current security posture and controls for accessing the cloud applications. SSL decryption on box helps in removing the dependency of the ICAP which is clear text communication between the SSL offloader and Proxy . Also it introduces the delay because of maintaining the multiple ICAP queues. Hence the SSL offloading helps in analysing the risks over Https without any delay. Now a days users are connecting to multiple cloud based applications e.g Dropbox , Google drive and many known applications also which may pose high risk to the organization . Proxy should able to provide the visibility of implementing those controls over the Web	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
103.		New	The solution should in the Gartners leaders and challengers in the 2016 Report.	No change
104.		New	The solution must detect and block outbound Botnet and Trojan malware communications. The solution must log and provide detailed information on the originating system sufficient to enable identification of infected units for mitigation. As today the Internet connecting machine also boses the threat for the Bot and Malware C&C and hence require the protection for the same. Solution should also able to provide the visibility of the machines participating in the communication from the LAN.	No change
105.	Mail Security - 3.6.10 Page 152	5	Solution should support recipient validation feature. So that only valid email id will be mail sent.Sub Addressing can be one method for the receipient vaildation , solution should do receipient vaildation.	Refer Corrigendum 1
106.		New	The solution should support policy based TLS encryption between mail domains. TLS secure method should be provided with the soutiom	No change
107.		New	The solution should support dictionaries scanning and dictionaries are built-in the product and allow customer to create his own dictionary.Custmer can provide its own dictionary to prevent the inboud and outbound cotent in the email.	No Change
108.		New	Thes solution should provide the personal email manager and provide the selective access to the	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			queue. Solution should provide the auto release queue for centrain queue to end user.	
109.		New	The solution should perform image based filtering. It's should use sophisticated analytical algorithm to analyse image to determine attributes that indicate the image may be of a pornographic or nonpornographic nature in known and unknown spams emails. It helps in blocking the legal liability mails and also images that contains the text . It prvents the orgnaization for the controlling the legal liability as per IT act to log the user sharing indescent images.	No change
110.		HDS Storage @ 30 TB	Offered Storage array shall be a true converge / unified storage with a single Microcode / operating system instead of running different Microcode / Operating system / Controllers for File, block and object services respectively. Offered Storage array shall be end-to end 12Gbps enabled which means that both Front-end Fiber channel ports and Back-end engines shall be operated at minimum 12Gbps speed. Request you to change the clause to "Offered Storage array shall be a true converge/unified storage with a single Microcode/operating system for block/disk storage and can run different Microcode/Operating system/Controllers for File, block and object services respectively. Offered Storage array shall be end-to end 12Gbps enabled" Most Storage OEM's have a common block storage at the backend for other services like the File Serving, Object Based Storage etc; there is an additional header which does this job. Request you to change the clause to ensure all OEM's collaborate. Additionally, fiber channel ports come in 8/16Gbps speeds and not 12Gbps as mentioned. Hence, there would also be a difference between front end and back end ports. This difference is	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			catered by the cache which is designed to handle a very high number of IO's	
111.	HDS Storage @ 30 TB	<p>3. Offered Storage array shall also have additional support for Flash Cache using SSD / Flash drives. Both File services as well as Block operations shall be able to utilize flash cache. Minimum of 1TB Flash cache shall be supported. (future)</p> <p>4. If Flash cache is not supported inside the storage array then vendor shall ensure that offered storage array shall be scalable to minimum of 256GB DRAM cache without any replacement or upgrade of controllers.</p>	<p>Request you to delete the clause. Flash Cache is a vendor specific term and a way of substituting a higher performing DRAM cache. When the offered controller has lesser DRAM cache and it reaches full capacity (typically with 70% load) the data is offloaded onto a "staging area" known as Flash Cache. However, for the data to be committed to the disk, it has to go back to the cache and then to the disk. This adds to the latency and also increases the risk of data corruption. This is the reason why most enterprise array's dont offer this functionality even by the OEM's who support this feature. Request you to delete the clause or modify the clause with higher cache option as quoting a higher DRAM cache will offer a far more higher performance as compared to a flash cache.</p>	Refer Corrigendum 1
112.	HDS Storage @ 30 TB	<p>b) Offered storage array shall have native virtualization support so that Raid 1, Raid 5, Raid 1+0, Raid 6 can be carved out from a logical space instead of dedicating separate physical disks for each application.</p> <p>c) Every supplied disk shall be able to participate into multiple and different raid sets simultaneously.</p> <p>d) In case vendor doesn't have above functionality, then 20% additional raw</p>	<p>Request you to delete the clause. These clauses are vendor specific. Only one vendor has this capability. All OEM's use physical disks to configure RAID as it helps in the optimum utilization of the disk. If a single disk is participating in multiple RAID sets, the disk utilization increases noticeably and thus reducing the response time from the storage subsystem</p>	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		capacity shall be provided for each type of disk to balance out the capacity utilization.		
113.	HDS Storage @ 30 TB	Offered Storage array shall support all well-known protocols like FC, ISCSI, FCOE, SMB 3.0, NFS V4, NDMP etc.	Request you to change the clause to "Offered Storage array shall support all well-known protocols like FC, ISCSI/FCOE, SMB 3.0, NFS V4, NDMP etc." FCoE as a protocol is typically limited to certain vendors only. FCoE and iSCSI both use TCP/IP protocol for transmission of data which is a heavy handshaking protocol. Request you to have either iSCSI or FCoE as protocol support to ensure maximum participation	Refer Corrigendum 1
114.	HDS Storage @ 30 TB	c) Offered storage shall have two additional IP ports for the the storage based replication. d) Offered storage shall have minimum of 16 SAS lanes running at 12Gbps speed and shall be scalable to 32 SAS lanes without any controller change.	Request you to change the clause to c) "Offered Storage shall support FCIP Router for Storage based replication" d) "Offered storage shall have minimum of 16 SAS lanes running at 12Gbps speed and shall be scalable to 32 SAS lanes with/without any controller change. c) Using Native IP Ports for replication increases the overall load on the controller and it also does not offer any compression benefits which reduces the overall efficiency of replication. Hence, request you to include the FCIP router for replication instead d) with the storage capability of 192Gbps of backend bandwidth and cache scalability of upto 128GB, it is more than sufficient for 2 times the requested scalability. Hence, request you to modify the clause	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
115.	HDS Storage @ 30 TB	2. Global hot spare shall be configure as per industry practice	Request you to change the clause to "2. Global hot spare shall be configure as per industry practice of 1 Hot Spare for every 30 Drives" Specifying the industry practise ensures that all the vendors quote similar number of hot spares	Refer Corrigendum 1
116.	HDS Storage @ 30 TB	1. Shall have capability to use more than 30 drives per array group or raid group for better performance. 5. It shall be possible to change the quality of service Response time (In both milliseconds as well as Sub-milliseconds), IOPS, bandwidth specification on basis of real time.	Request you to change the clause to "1. Shall have capability to use atleast 16 drives per array group or raid group for better performance. 5. It shall be possible to change the quality of service Response time, IOPS, bandwidth specification on basis of real time." Having a larger Raid Group will only reduce the performance of the storage sub system. Also, the redundancy level reduces as the number of parity disks is limited to a maximum of 2Nos. With RAID 6 configuration.	Refer Corrigendum 1
117.	HDS Storage @ 30 TB	2. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same. 4. For effective capacity utilization, thin reclaim maximum unit shall be 16KB. Vendor shall provide the documentary proof for same. 5. Offered storage array shall be tightly integrated with VMware so that Eager zero disks layout can be used with thin provisioning and thin re-claim.	Request you to change the clause to "2. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be manual in nature and there shall be no need to run any utility inside storage for same." 4. Request you to delete the clause as it is too vendor specific 5. Request you to delete the clause. Thin Page Reclaim involves a lot of CPU and Drive utilization. This will affect the storage performance if the activity is initiated during production hours. Request you to change the clause to ensure maximum storage performance	Refer Corrigendum 1



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			Eager Zero layout is typically implemented on Thick Volumes wherein the entire allocated capacity on the datastore will be filled by VMWare, this negates the Thin Provisioning benefits provided in a Enterprise SAN Requirement.	
118.	HDS Storage @ 30 TB	2. The Storage array shall also support three ways (3 Mini Data Centers) replication to ensure zero RPO in native fashion without using any additional replication appliance.	Request you to delete the clause. Mentioned clause is vendor specific. A Mid-range storage array is not designed to cater for 3DC availability with Zero Data loss. The vendors who offer this functionality on Mid-range storage arrays have a lot of overhead due to the 3DC implementation rendering the function useless. Hence request you to delete the clause to ensure maximum utilization	Refer Corrigendum 1
119.	HDS Storage @ 10 TB	Offered Storage subsystem back-end engine shall be running on latest SAS (6Gbps) loop speed.	Request you to change the clause to "Offered Storage subsystem back-end engine shall be running on latest SAS 12Gbps speed". 12Gbps of SAS backend is requested in '3.7.6 SAN Storage for 30TB capacity', which is the latest technology available on SAS.	Refer Corrigendum 1
120.		3. For green datacenter initiative, Storage subsystem disks shall support Spin down feature for drives whenever not in use. 4. Offered storage array shall also have support for self-encrypted SAS and SAS MDL drives.	Request you to delete the clause. Spin Down as a feature is limited to archival storages only and not on production storages. Self-encrypting drives are expensive and not easily available. Using Data-at-Rest encryption is a better option as it uses standard drives with encryption at the controller level to ensure maximum protection.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
121.		<p>1. Offered Storage Array shall be given with Minimum of 4GB cache per controller in a single unit after removing the operating system overhead.</p> <p>3. Offered Storage shall also have optional support for Flash cache using SSD / Flash drives. Offered storage shall support at-least 2TB Flash Cache.</p> <p>4. Offered storage shall have at-least 2GB additional cache per controller for Metadata and System OS. Vendor shall clearly provide the document about the overall cache requirement for Metadata and System OS</p>	<p>Request you to change the clause to "1. Offered Storage Array shall be given with Minimum of 16GB cache per controller in a single unit after removing the operating system overhead."</p> <p>"3. Request you to delete the clause"</p> <p>"4. Request you to delete the clause by increasing the overall Cache ask in clause 8.1"</p> <p>4GB of cache is very limited and hence it is recommended to have a higher cache per controller</p> <p>Flash Cache is a vendor specific term and a way of substituting a higher performing DRAM cache. When the offered controller has lesser DRAM cache and it reaches full capacity (typically with 70% load) the data is offloaded onto a "staging area" known as Flash Cache. However, for the data to be committed to the disk, it has to go back to the cache and then to the disk. This adds to the latency and also increases the risk of data corruption. This is the reason why most enterprise array's dont offer this functionality even by the OEM's who support this feature. Request you to delete the clause or modify the clause with higher cache option as quoting a higher DRAM cache will offer a far more higher performance as compared to a flash cache.</p>	Refer Corrigendum 1
122.		Offered Storage Subsystem shall support Raid 0, 1, 1+0, 3, 5, 5+0 and Raid 6 with Dual Parity Protection	Request you to change the clause to "Offered Storage Subsystem shall support Raid 1+0, 5, and Raid 6 with Dual Parity Protection" RAID 3, 0 & 1	Refer Corrigendum 1



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			are Raid types with limited functionality and hence not available with SAN Storages any more.	
123.	Page 279	On Point of Data should be secured at application level or database level	Database must be masked or encrypted following NIST/FIPS standard and application data must be in Format preserving encryption to protect data end to end. Even data going out through E-mail channel must be encrypted for both inside and outside domains, and must be integrated with DLP solution as well for email channel.	Incorrect reference
124.	Page 297 Point 16	Application security solution must also be capable of securing applications throughout SDLC and must be a leader in Gartner magic quadrant.	Application security solution must also be capable of securing applications throughout SDLC and must be a leader in Gartner magic quadrant.	No change
125.	Page 123 POINT 49		Aggregation and filter must be possible at connector layer itself and all junk must not go to Logger and correlation layer.	No change
126.	Page 125 point 67		SIEM must be capable of collecting Flows from same connectors for all kind of flows like N Flow , J flow etc.	No change
127.	3.7.11 Access Switch Page no 190 clause no 8	Packet buffer size of minimum 12 MB to support video/streaming traffic	Asked Packet Buffer size is very High Request you to Reduce the size with 4 MB which enable us for bidding	No change
128.	3.7.11 Access Switch Page no 190 clause no 14	MAC address table size of 32000 entries	Asked MAC Table size is very High it is required in distribution layer of switch Request you to Reduce the size with 16K which enable us for bidding	No change
129.	3.7.11 Access Switch Page no 193 clause no 46	TFTP, Secure FTP, Zero Touch Provisioning of switch with centralized NMS	Secure FTP of FTP is not required in access or distribution switch for uploading/ downloading file form Flash or server where you have asked for NMS which will centrally manage all the	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			things. Request you to remove the Secure FTP which will enable us for bidding.	
130.	3.7.12 Distribution Switches page no 200 clause no 44	TFTP, Secure FTP, Zero Touch Provisioning of switch with centralized NMS	Secure FTP of FTP is not required in access or distribution switch for uploading/ downloading file from Flash or server where you have asked for NMS which will centrally manage all the things. Request you to remove the Secure FTP which will enable us for bidding.	No change
131.	3.7.12 Distribution Switches page no 201 clause no 59	The OEM should be leader in latest Gartner report for enterprise Wired and Wireless.	Please add the leader/challengers/Visionaries in latest Gartner report for enterprise Wired & Wireless Magic Quadrant	No change
132.	CPP-RPF Volume I - Annexure B -signed / Section 3.2.2 / Page 61	25. RDBMS should provide functionality to restrict the access to database tables through the application only. It should restrict users or DBA or any privileged user accessing the operational information through SQL Language / Tools like Toad etc., using direct connection.	The said functionality required to have a dedicated Database Activity Monitoring & Firewall solution, which should be independent of the RDBMS solution to enforce separation of duties. Request to put these requirement as an additional DAM(Database Activity Monitoring)/DBF(Database Firewall) solution. The OEM for DAM/DBF should be different from OEM of proposed RDBMS platform	No change
133.	CPP-RPF Volume I - Annexure B -signed / Section 3.2.2 / Page 61	27. RDBMS should provide preventive controls on privileged user access to application data.	The said functionality required to have a dedicated Database Activity Monitoring & Firewall solution, which should be independent of the RDBMS solution to enforce separation of duties. Request to put these requirement as an additional DAM(Database Activity Monitoring)/DBF(Database Firewall) solution. The OEM for DAM/DBF should be different from OEM of proposed RDBMS platform	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
134.	CPP-RPF Volume I - Annexure B -signed / Section 3.2.2 / Page 61	28. RDBMS should separate security functionality from application functionality and database administration functionality.	The said functionality required to have a dedicated Database Activity Monitoring & Firewall solution, which should be independent of the RDBMS solution to enforce separation of duties. Request to put these requirement as an additional DAM(Database Activity Monitoring)/DBF(Database Firewall) solution. The OEM for DAM/DBF should be different from OEM of propsoed RDBMS platform	No change
135.	CPP-RPF Volume I - Annexure B -signed / Section 3.2.2 / Page 61	30. RDBMS should prevent privileged IT users such as DBAs and administrators from accessing and modifying sensitive data	The said functionality required to have a dedicated Database Activity Monitoring & Firewall solution, which should be independent of the RDBMS solution to enforce separation of duties. Request to put these requirement as an additional DAM(Database Activity Monitoring)/DBF(Database Firewall) solution. The OEM for DAM/DBF should be different from OEM of propsoed RDBMS platform	No change
136.	CPP-RPF Volume I - Annexure B -signed / Section 3.6.1 / Page 107	5. Application Security for Internet Zone	The application security requirement should be considered as dedicated Web Application Firewall solution, instead of adding it to the enterprise network firewall. A WAF(Web Application Firewall) is an essential layer of security in any network to protect agianst web related attacks including OWASP TOP 10. Request to have a dedicated section to include WAF as a separate security device requirement	Refer Corrigendum 1
137.	CPP-RPF Volume I - Annexure B -signed /	6. Application Security for Intranet Zone	The application security requirement should be considered as dedicated Web Application Firewall solution, instead of adding it to the enterprise	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Section 3.6.1 / Page 107		network firewall. A WAF(Web Application Firewall) is an essential layer of security in any network to protect against web related attacks including OWASP TOP 10. Request to have a dedicated section to include WAF as a separate security device requirement	
138.	CPP-RPF Volume I - Annexure B - signed, 3.6 Security Solution 3.6.1 Enterprise Network Firewall	As per industry standard to protect application layer attacks dedicated Web application firewall solution is recommended. As Next Generation firewall, do not offer full protection for today's application threats. Gartner also recommend to use Web Application Firewall for application layer protection.	Request for Change the clause as Dedicated Web application Firewall with following features and functionalities: 1. Which provide bi-directional protection against sophisticated threats like SQL injection and cross-site scripting and support OWASP application security methodology. 2. Should provide controls to prevent identity theft, financial fraud and corporate espionage. 3. Should deliver 10 Gbps of L7 throughput 4. Should support ECC cryptography inbuilt in hardware 5. Provide controls to meet PCI DSS compliance requirements for web application servers 6. Should have Data Leak Prevention module to analyze all outbound traffic alerting/blocking any credit card/Aadhar Card No leakage and information disclosure 7. The Solution should have the ability to generate and issue CAPTCHA challenge suspicious clients 8. Should have controls against Brute force attacks 9. The solution should provide protection from	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			application layer DDoS attacks such as slowloris, RUDY and slow read attacks 10. Should be able to protect Cookie Poisoning and Cookie Tampering	
139.	CPP-RPF Volume I - Annexure B - signed, 2.2.1 Services & Data Availability Strategy	To achieve service and data availability and site failover it is recommended to have Hardware based Application Server Load Balancer which can provide application availability, Improve application performance and DC-DR failover. Gartner also recommend to use Application/Server Load Balancer to improve application performance, availability and the DC-DR Site failover.	Request to add new clause: Dedicated Hardware Load Balancer with following features and functionality: 1. The Application Delivery Controller shall support full functionality of Global Server Load Balancing based on following methods: a) Dynamic Datacenter Load Balancing i.e. Active-Active and Active-Passive load balancing between the Datacenters. b) Site Persistence based on the source IP as well as cookie based persistency c) Application Health Monitoring across DC d) Geo-location select closed site on user location e) Automatic site-to-site failover f) Capability to work in IPv4 and IPv6 environments g) DNS based redirection 2. The appliance should support server load balancing and algorithms like (but not limited to) round robin, weighted round robin, least connection, Persistent IP, Hash IP, Hash Cookie, consistent hash IP, shortest response, proximity, snmp, SIP session ID, hash header, least connections, super http, least latency, weighted	No Change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>round robin etc.</p> <p>3. Should have ECC cryptography in-built in hardware</p> <p>4. Should have and support 4,000 SSL TPS, where TPS = Only one HTTP transaction over each new SSL handshakes per second, without session reuse and using a 2048 bit key SSL Certificate. 1 SSL TPS = 1 SSL CPS</p> <p>5. Should have and support 3,000 SSL TPS with ECC Cryptography, where TPS = Only one HTTP transaction over each new SSL handshakes per second, without session reuse. SSL TPS = 1 SSL CPS</p> <p>6. The Proposed solution must provide capabilities to obfuscate sensitive field names to defeat Man-in-The-Browser Attacks</p>	
140.	3.7.6 SAN Storage 30TB	Offered Storage array shall be a true converge / unified storage with a single Microcode / operating system instead of running different Microcode / Operating system / Controllers for File, block and object services respectively. Offered Storage array shall be end-to end 12Gbps enabled which means that both Front-end Fiber channel ports and Back-end engines shall be operated at minimum 12Gbps speed.	Request you to change the clause to "Offered Storage array shall be a true converge/unified storage with a single Microcode/operating system for block/disk storage and can run different Microcode/Operating system/Controllers for File, block and object services respectively. Offered Storage array shall be end-to end 12Gbps enabled"	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
141.	3.7.6 SAN Storage 30TB	3. Offered Storage array shall also have additional support for Flash Cache using SSD / Flash drives. Both File services as well as Block operations shall be able to utilize flash cache. Minimum of 1TB Flash cache shall be supported. (future) 4. If Flash cache is not supported inside the storage array then vendor shall ensure that offered storage array shall be scalable to minimum of 256GB DRAM cache without any replacement or upgrade of controllers.	Request you to delete the clause	Refer Corrigendum 1
142.	3.7.6 SAN Storage 30TB	b) Offered storage array shall have native virtualization support so that Raid 1, Raid 5, Raid 1+0, Raid 6 can be carved out from a logical space instead of dedicating separate physical disks for each application. c) Every supplied disk shall be able to participate into multiple and different raid sets simultaneously. d) In case vendor doesn't have above functionality, then 20% additional raw capacity shall be provided for each type of disk to balance out the capacity utilization.	Request you to delete the clause	Refer Corrigendum 1
143.	3.7.6 SAN Storage 30TB	Offered Storage array shall support all well-known protocols like FC, ISCSI, FCOE, SMB 3.0, NFS V4, NDMP etc.	Request you to change the clause to "Offered Storage array shall support all well-known	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			protocols like FC, ISCSI/FCOE, SMB 3.0, NFS V4, NDMP etc."	
144.	3.7.6 SAN Storage 30TB	c) Offered storage shall have two additional IP ports for the the storage based replication. d) Offered storage shall have minimum of 16 SAS lanes running at 12Gbps speed and shall be scalable to 32 SAS lanes without any controller change.	Request you to change the clause to c) "Offered Storage shall support FCIP Router for Storage based replication" d) "Offered storage shall have minimum of 16 SAS lanes running at 12Gbps speed and shall be scalable to 32 SAS lanes with/without any controller change.	Refer Corrigendum 1
145.	3.7.6 SAN Storage 30TB	2. Global hot spare shall be configure as per industry practice	Request you to change the clause to "2. Global hot spare shall be configure as per industry practice of 1 Hot Spare for every 30 Drives"	Refer Corrigendum 1
146.	3.7.6 SAN Storage 30TB	1. Shall have capability to use more than 30 drives per array group or raid group for better performance. 5. It shall be possible to change the quality of service Response time (In both milliseconds as well as Sub-milliseconds), IOPS, bandwidth specification on basis of real time.	Request you to change the clause to "1. Shall have capability to use atleast 16 drives per array group or raid group for better performance. 5. It shall be possible to change the quality of service Response time, IOPS, bandwidth specification on basis of real time."	Refer Corrigendum 1
147.	3.7.6 SAN Storage 30TB	2. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same. 4. For effective capacity utilization, thin reclaim maximum unit shall be 16KB. Vendor shall provide the documentary proof for same. 5. Offered storage array shall be tightly	Request you to change the clause to "2. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be manual in nature and there shall be no need to run any utility inside storage for same." 4. Request you to delete the clause as it is too vendor specific 5. Request you to delete the clause	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		integrated with VMware so that Eager zero disks layout can be used with thin provisioning and thin re-claim.		
148.	3.7.6 SAN Storage 30TB	2. The Storage array shall also support three ways (3 Mini Data Centers) replication to ensure zero RPO in native fashion without using any additional replication appliance.	Request you to delete the clause	Refer Corrigendum 1
149.	3.7.7 SAN Storage 10TB	Offered Storage subsystem back-end engine shall be running on latest SAS (6Gbps) loop speed.	Request you to change the clause to "Offered Storage subsystem back-end engine shall be running on latest SAS 12Gbps speed"	Refer Corrigendum 1
150.	3.7.7 SAN Storage 10TB	3. For green datacenter initiative, Storage subsystem disks shall support Spin down feature for drives whenever not in use. 4. Offered storage array shall also have support for self-encrypted SAS and SAS MDL drives.	Request you to delete the clause	Refer Corrigendum 1
151.	3.7.7 SAN Storage 10TB	1. Offered Storage Array shall be given with Minimum of 4GB cache per controller in a single unit after removing the operating system overhead. 3. Offered Storage shall also have optional support for Flash cache using SSD / Flash drives. Offered storage shall support at-least 2TB Flash Cache. 4. Offered storage shall have at-least 2GB additional cache per controller for Metadata and System OS. Vendor shall	Request you to change the clause to "1. Offered Storage Array shall be given with Minimum of 16GB cache per controller in a single unit after removing the operating system overhead." "3. Request you to delete the clause" "4. Request you to delete the clause by increasing the overall Cache ask in clause 8.1"	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			clearly provide the document about the overall cache requirement for Metadata and System OS		
152.		3.7.7 SAN Storage 10TB	Offered Storage Subsystem shall support Raid 0, 1 , 1+0 , 3, 5, 5+0 and Raid 6 with Dual Parity Protection	Request you to change the clause to "Offered Storage Subsystem shall support Raid 1+0, 5, and Raid 6 with Dual Parity Protection"	Refer Corrigendum 1
153.	CPP-RPF Vol-I_Section 10.2	CPP-RPF Vol-I_Section10.2_Page26	After satisfactory completion of Phase-I, 1.2 Lakh Binders are required to be scanned at one location (Allahabad) by uploading scanned documents to DMS with meta data entry of 8-10 fields	Please confirm if the documents for scanning are in loose sheets or hard bind book state? If in hard bind, Please clarify if binders can be unbind during scanning process. Also confirm if unbinded documents for scanning will be re-bound by DAD.	Please refer Annexure-C of RFP Volume I
154.		CPP-RPF Vol-I_Section10.2_Page26		Please list down what all infrastructures will be provided by DAD to carry out scanning activity at DAD premise like space, security, electricity, UPS, Power backup, etc.	Please refer Section 4.1 of Annexure-C of RFP Volume I
155.		CPP-RPF Vol-I_Section_11.1.3.1_Page29	The SI shall recommend bandwidth requirement (Internet and WAN) for both the Mini Data Centers, CGDA HQs and PCDA (P), Allahabad office to run CPP software smoothly while meeting the SLAs and other requirements of this RFP. The bandwidth which shall be provisioned by DAD.	Please confirm if the Network equipments needed for WAN/Internet link will be provisioned by DAD. Also confirm the replication link between Mini-DCs will be taken care by DAD.	Yes
156.		CPP-RPF Vol-I_Section_11.1.3.2_Page29	E-mail solution for system generated content - The System Integrator is expected to procure, implement, commission and host an open source	Please clarify for how may users the email solution need to provide.	CPP System users (Approx. 5).



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		email solution for CPP Application. The email solution shall cater for required number of CPP System users		
157.	CPP-RPF Vol-I_Section_11.1.2.1_Page 31	Digital Signing - SI will procure Digital Certificates required for application development, testing and UAT purpose.	Please clarify if SI need to procure the Digital Certificates in the name of DAD.	SI shall use their own Digital certificates for Development & Testing, while for DAD application users SI shall procure Digital Certificates in the name of designated officials.
158.	CPP-RPF Vol-I_Section_11.1.4_Page 34	Point 11 - application through wireless connectivity like GPRS etc. or wireline connectivity's like Ethernet shall be done based on Machine ID, Location ID, password, etc. The solution shall provide password management and protection.	Please elaborate which biometric machine are being referred in this clause.	Provisioning of biometric machine is not part of SI scope.
159.	CPP-RPF Vol-I_Section_11.1.5.2_Page 38	Key data migration (legacy Pensioners) requirements - The data migration work shall be done at places designated by DAD only. The SI shall provide / establish the entire infrastructure necessary for carrying out the data migration at the selected place.	Please clarify if SI can place the temporary infrastructure for carrying out the data migration activity.	Yes



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
160.	CPP-RPF Vol-I_Section_11.1.6.3_Page40	Performance testing - Once the system integration testing has been conducted successfully, Load, scalability and stress testing would be conducted prior to commissioning & Go-Live. SI should use suitable simulation tools in accordance with the agreed test procedures keeping in view the YoY growth in transactions	Please clarify if DAD is looking to procure the simulation tool or SI can bring it on temporary basis.	SI may bring it on temporary basis
161.	CPP-RPF Vol-I_Section_12.2_Page43	Hardware and system software for Data Center including DR	Transaction details not very clear. We request DAD to provide the transaction details to be sized for each phase of the project (i.e. at the time of Go-Live; 1st year, 2nd till 5 year).	Please refer last para of Section "12.2.1 Mini Data Center-1" of RFP Volume I.
162.	CPP-RPF-Vol-I_Section_13.8.4_page 63	Warranty support for the IT hardware - Mean Time Between Failures (MTBF): If during agreement period, If any equipment supplied by SI fails for more than 3 times in a quarter OR for a total of more than 8 business hours in a quarter, it shall be replaced by equivalent or higher-level new equipment by the SI at no cost to DAD. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost must be refunded to DAD. For any delay in making available the replacement and repaired equipment for inspection, delivery of	We request deletion of this clause. As the support , rectification and replacement of the equipment will as per the support contract of the OEMs.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		equipment or for commissioning of the systems or for acceptance tests / checks on per site basis, DAD reserves the right to charge a penalty. SI shall track and report observed Mean Time between Failure (MTBF) for Hardware.		
163.	CPP-RPF Vol-I_Section_13.8.4_Page 64	Warranty support for the IT hardware - In case any hard disk drive of any server, SAN, or client machine is replaced during warranty / AMC the unserviceable HDD will be property of DAD and will not be returned to SI.	We request this clause to be deleted. However SI should be made responsible to wipe out the data before taking disk defective hard drive.	No change
164.	CPP-RPF Vol-I_Section_13.8.4_Page 64	l) SI shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for malware/malicious software, if any, and must maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM. PM envisages all activities require to be undertaken for good upkeep of hardware.	We request this clause to be deleted as anyway SI is responsible for carry out operational activities under SOC/Administration SOW.	No change
165.	CPP-RPF Vol-I_Section_13.8.10_Page 69	Backup and Restore Services - e) Media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets (onsite and offsite).	Please clarify will DAD provides the fire proof cabinets. Who will be responsible for taking the media for offsite locations?	Refer to similar query being answered in this document



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
166.	CPP-RPF Vol-I_Section_13.8.14_Page72	Centralized IT helpdesk - It may be noted that SI needs to provide centralized IT helpdesk from phase 1 go-live itself, however no cost will be payable against centralized IT helpdesk services for the period between phase 1 go-live and phase 2 go-live.	We request this clause to be modified and the IT helpdesk services cost to be provided after the go-live period.	Refer Corrigendum 1
167.	CPP-RPF Vol-I_Section_13.8.14_Page72	d) The Helpdesk service will serve as a single point of contact for all Application, hardware, network and DC related incidents and service requests. All network related tickets should be forwarded by the helpdesk to DAD WAN team.	Please clarify if the tickets need to be forwarded through phone or it has to be automatic ticket exchange with DAD WAN team. Does DAD envisage any integration with other helpdesk tool.	No integration with any other applications except CPP modules/applications.
168.	CPP-RPF Vol-I_Section_13.9_Page76	Change request - 3. After SRS Sign off, any changes till go-live & operations phase, (e.g. new functionalities, improvement in execution time, performance tuning, etc.) and which were not there in base line will not qualify as change request. The bidder will implement such changes in the solution required at no additional cost to DAD.	We request this clause to be modified and any change after SRS Sign-Off should be taken care through Change request. SI should be allowed to submit the man-days effort in making the changes to bring the new functionalities and overall impact on project timelines. However the commercial impact of the change to be negotiated between SI and DAD.	No change
169.	CPP-RPF Vol-I_Section_16.1_Page83	Notes:2. The Third Party Auditors (TPA)/ consultant shall examine the claim of each delivery made by the SI and recommend about the merit of such claim to DAD within 30 days of submission of such claim by the SI. In	We request this clause to be modified as " The Third Party Auditors (TPA)/ consultant shall examine the claim of each delivery made by the SI and recommend about the merit of such claim to DAD within 15 days of submission of such claim by the SI. In case no decision is taken by	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		case of positive recommendation from the TPA, DAD shall take final decision on the positive recommendation. In case no decision is taken by DAD in next 60 days then the delivery shall be deemed to be accepted.	DAD in next 10 days then the delivery shall be deemed to be accepted"	
170.	CPP-RPF Vol-I_Section_19.1_Page89	BoM MS-1 - System Administration & software support (by OEM) - 30 man-days.	Please confirm if all the training mentioned under 19.1.1 (CPP A are to be conduct at one central location in Delhi. Please clarify in how many batches the system Administration & software support (by OEM) need to be provided. How many participants will attend the said training.	Refer Corrigendum 1
171.	CPP-RPF Vol-I_Section_19.2.1_Page89	Training & CPP Application Tools - Database, associated system software, OS and DR Software	Please clarify how the Training & CPP application tools need to be deploy. The core mentioned under qty column - are these for physical servers or these can be deployed in virtual environment.	SI need to propose deployment architecture.
172.	CPP-RPF Vol-I_Section_19.2.2_Page91	Mini Data Center -1 for CPP application Hosting - Qty mentioned under Table 19.2.2 section.	Please clarify if the quantity & capacity mentioned against server, Storage item is 100% of Mini Data center-1 or the qty is 50% of the Mini Data center -1.	Quantity and capacity provided in the referred table is indicative for CPP Application. SI need to provision it as per the proposed solution.
173.	CPP-RPF Vol-I_Annexure A_4.1.2_Page65	Existing software applications	Please clarify if any of the the existing applications need to maintain post CPP deployment.	Maintenance of legacy applications is



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				not part of SI's scope of work.
174.	CPP-RPF Vol-I_Annexure A_4.11_Page111	Binders – Pensioner records repository at PSA's office - Binder Section is the repository of all till date original claim documents and PPOs of the Defence pensioner's. It is on the biggest challenge to PCDA (P) to keep records of all the physical documents for 75 years (as per government mandate)	Please clarify if the system needs to manage physical records electronically i.e manage physical movement of files, disposition and storage rules definition, auto/manual destruction of files? Also specify the number of users who would be managing the physical records in the system?	Not in scope.
175.	CPP-RPF Vol-I_Annexure A_4.11_Page111	Binders – Pensioner records repository at PSA's office - Binder Section is the repository of all till date original claim documents and PPOs of the Defence pensioner's. It is on the biggest challenge to PCDA (P) to keep records of all the physical documents for 75 years (as per government mandate)	Please clarify after the digitization of physical records, will CGDA/DAD going to maintain the physical files for future reference.	Yes
176.	CPP-RPF Vol-I_Annexure A_4.11_Page111	Binders – Pensioner records repository at PSA's office - Binder Section is the repository of all till date original claim documents and PPOs of the Defence pensioner's. It is on the biggest challenge to PCDA (P) to keep records of all the physical documents for 75 years (as per government mandate)	Please specify approx percentage of torn or mutilated documents from total volume.	Please refer last para of Section "2. Scope of Work" of Annexure-C of RFP Volume I.
177.	CPP-RPF Vol-I_Annexure A_5_Page140	Future To-Be State Logical Architecture	Request to provide the number of users which has been classified as "Document management", "File Management" and "Business	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			Intelligence" - who are going to access the system.	
178.	CPP-RPF Vol-I_Annexure A_5.1_Page141	CPP Application hosting Architecture - CPP Application shall be hosted in such a way so that Internal and external stakeholders shall be working in different Security Zones i.e. Internet and Intranet Zones, on need to know/ work basis. Two Zones shall have an air gap, which means that they will not be always connected.	Please clarify how does CGDA/DAD envisage to have patch management and Anti-Virus update for Intranet Zone servers.	As per RFP
179.	CPP-RPF Vol-I_Annexure A_5.1_Page141	CPP Application hosting Architecture - CPP Application shall be hosted in such a way so that Internal and external stakeholders shall be working in different Security Zones i.e. Internet and Intranet Zones, on need to know/ work basis. Two Zones shall have an air gap, which means that they will not be always connected.	Please provide more details preferably in a tabular format how does CGDA/DAD envisage various services/applications (like CPP Application modules, Email, SMS Gateway, Payment gateway, Authentication, Monitoring & Management tools, EMS, Web Servers etc.) to be hosted in two zones. Also provide which all application need to replicate/synchronize data between Intranet & Internet zone.	As per RFP
180.	CPP-RPF Vol-I_Annexure A_6.7_Page201	Integrated Grievances Management - Contact Center Integration	Please provide the technical information of existing Contact Center or it will be new Contact Center. What will be SI responsibility for running /integrating Contact Center.	Contact Center setup and operation is not part of this RFP scope. However, SI need to provide functional requirements of



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				Contact Center in CPP Applications.
181.	CPP-RPF Vol-I_Annexure A_6.8_Page206	Contact Center - The Call Center shall provide, at a minimum, the following types of services. CGDA may add additional services to this list during the contract period.	Service are not defined in section 6.8. Please clarify if the requirement mentioned in section 6.8 are pertaining to Contact center or helpdesk.	Contact Center setup and operation is not part of this RFP scope. However, SI need to provide functional requirements of Contact Center in CPP Applications.
182.	CPP-RPF Vol-I_Annexure B_Page12	Data Center : Application deployment 1. Separate Zones for Internet and Intranet users. Inter-connecting link between two Zones shall be physically separated.	Please clarify will the two zones going to have separate physical infrastructure like SAN Switches, LAN Switches, Storage & backup solution, Management Network & servers, NOC, SOC etc. or they can be logically separate.	Refer RFP
183.	CPP-RPF Vol-I_Annexure B_2.1.3_Page14	Virtualization - Each Application or its component to be allocated one VM based on projected requirement by Application deployment team.	Please confirm if these application are being tested to run in virtual (VM) environment. What will be SI role other than providing the VM to application team?	Refer RFP
184.	CPP-RPF Vol-I_Annexure B_2.1.3_Page14	Virtualization - 7. Application Management Team shall project additional resource requirement to DC management team for estimated occasional processing for specified number of days. For example, say DOLPHIN Application management Team demands 25% additional Cores	Please clarify if these application are horizontally scalable or the additional 25% additional cores to be provision vertically within the respective VM. Also confirm DAD will take care of any additional database licenses during peak demand period.	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		and 8 GB RAM during last 10 days of the month		
185.	CPP-RPF Vol-I_Annexure B_2.2.1_page17	Services & Data Availability Strategy - RTO of CPP application modules	The RTO of 5 minutes to 30 minutes are not as per industry standard. We request DAD to re-look these RTO. Even if these application only have static data, the RTO of 1 hour are more desirable as operation team need to perform various checklist before switching operation to DR site.	Refer Corrigendum 1
186.	CPP-RPF Vol-I_Annexure B_2.2.1_page17	Services & Data Availability Strategy - RTO of CPP application modules	Any network change (like re-rotating & DNS changes wherever needed) will be taken care by DAD WAN team during the disaster recovery scenario.	Yes
187.	CPP-RPF Vol-I_Annexure B_2.4.1.2_Page22	Server Sizing (Hardware) – Comprehensive Pension Software-Sizing Table.	Please clarify if the DMZ/MZ are allowed to share the physical servers or they need to configure on separate physical hardware.	No
188.	CPP-RPF Vol-I_Annexure B_2.4.1.2_Page22	Server Sizing (Hardware) – Comprehensive Pension Software-Sizing Table.	Please clarify if the HA, DR servers are common to Intranet/Internet zones	No
189.	CPP-RPF Vol-I_Annexure B_2.4.1.2_Page22	Server Sizing (Hardware) – Comprehensive Pension Software-Sizing Table.	Please clarify if the sizing & server qty mentioned for Infrastructure (like Email, Management servers, Directory servers, backup servers etc.) are considered in the sizing details.	It has been considered, however SI need to propose as per the solution proposed.
190.	CPP-RPF Vol-I_Annexure B_2.4.1.2_Page22	Server Sizing (Hardware) – Comprehensive Pension Software-Sizing Table.	Please clarify the sizing provide, does it cover the Non-production environment like test, quality, training etc.	SI need to propose as per the solution proposed.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
191.	CPP-RPF Vol-I_Annexure B_2.4.1.2_Page22	Server Sizing (Hardware) – 4. No of estimated users: Number of users who shall use software service	No of estimated users are not defined in the sizing table.	Refer Corrigendum 1
192.	CPP-RPF Vol-I_Annexure B_2.4.1.2_Page22	Server Sizing (Hardware) – Database server	Please confirm if CGDA/DAD have considered the database to be hosted on virtual environment (VM). Usually the critical database server are suppose to host on physical servers.	As per RFP
193.	CPP-RPF Vol-I_Annexure B_2.4.1.3_Page22	Server Sizing (Hardware) – Other Applications - The summary of estimated number of servers, Virtualized machines (VMs)	Please clarify if the table under the section is for "Mini-Data center 1" or for "Mini-Data Center 2"	Mini-Data Center 2
194.	CPP-RPF Vol-I_Annexure B_2.6_Page49	Network landscape - DAD WAN & LAN other than Mini-DCs	Please clarify if there any role for SI to manage the Network landscape mentioned in section.	DAD WAN & LAN maintenance is out of SI's scope.
195.	CPP-RPF Vol-I_Annexure B_3.1_Page54	General Specifications - RPO should be equal to ZERO and RTO shall be less than or equal to 30 minutes. However, during the change from DC-1 to DC-2 or vice-versa (regular planned changes) there should not be any data loss.	RPO of ZERO can be achieved with synchronous replication (i.e. all DB writes) are committed at other DC - until them transcation will not get completd at primary DC. These can be achieved with 3 Site DCs (i.e. Primary DC, Near Site DC and secondary DC). Please clarify if CGDA is planning to have 3 site DCs.	Refer Corrigendum 1
196.	CPP-RPF Vol-I_Annexure B_3.6 and 3.6.1_Page107	3.6 Security Solutions 3.6.1 Enterprise Network Firewall - The Following mentioned below security components has been bundled as single component mentioned in a tabular form. 1. Firewall for Internet Zone with SSL VPN	Please add separate functional requirement for NIPS, Anti-APT and URL filtering as a point solution. Its always recommended as a security best practice to use point solution in critical infrastructure, which will provide better security with high scalability and due to this clause, that	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		2. IPS for Internet Zone 3. Firewall for Intranet Zone 4. IPS for Intranet Zone 5. Application Security for Internet Zone 6. Application Security for Intranet Zone 7. URL filtering 8. Anti-APT Solution with sand-boxing for Internet Zone 9. Anti-APT Solution with sand-boxing for Intranet Zone	means only UTM vendor can participate in anti-APT, IPS, URL filtering solution and required solution bundled with UTM box. Please delete this point so that Anti_APT, IPS and URL filtering vendor can also participate. Kindly add separate specification for IPS, Anti-APT and URL filtering.	
197.	CPP-RPF Vol-I_Annexure B_3.6 and 3.6.10_point 5_Page150	3.6 Security Solutions 3.6.10 MailSecurityonSMTPGateway, point 5 - Solution should support sub-addressing in the recipient validation feature. Sub- addressing is the practice of adding text in the local portion of an email address following a plus or minus sign. For example: user+role@samplecompany.com.	Every OEM have there own technology to validate recipient ID, specified point favors specific vendor. Kindly modify this point or delete this point.	Refer Corrigendum 1
198.	CPP-RFP-Vol-II 3.3.1 Commercial Proposal Guidelines clause 10 Page 40	In case CGDA wish to procure any additional quantity/services (hardware/software/manpower) for this project, the unit rate provided by the bidder shall be taken into account upto 3 years from date of contract.	We would request to change this clause that any additional quantity after signing of contract will be at mutually agreed unit rate.	Refer Corrigendum 1
199.	CPP-RFP-Vol-II 4.3 Signing of Contract (h)	The agreement value arrived at shall be the only payment payable by CGDA to the bidder for completion of the	This is contradiction to clause 20 (3.3.1 Commercial Proposal Guideline) The rates quoted are exclusive of all applicable taxes levied	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		contractual obligations by the successful bidder under the agreement, subject to the terms of payment specified in this document. The price would be inclusive of all taxes, duties, charges and levies as applicable.	by the government and the same will be payable by the Department over and above the payment schedule. We would like to clarify the tax quoted will be as applicable at the time of bidden, actual taxes should be paid as applicable at the time of invoicing. Further any change in tax rates or introduction of new taxes will be in DAD account.	
200.	CPP-RFP-Vol-II 4.5 Performance Guarantee page 47	CGDA shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or CGDA incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	We like to clarify the Performance guarantee can be invoke only for the material breach. We also request to include that before invoking PBG a cure period of 60 days will be provided to rectify any failure/completion of performance.	No change
201.	CPP-RFP-Vol-II_Section4.4_Page47	All the bidders whose commercial bid value for the Project exceeds Rs. 100 Crores shall submit Integrity Pact agreement and Integrity Pact Bank Guarantee (IPBG) of value Rs. 1 Crore as per Annexure 1.10. Bidder shall submit Integrity Pact agreement and Integrity Pact Bank Guarantee in a separate envelope clearly marked as IPBG along with technical and commercial proposals. The Integrity Pact Bank Guarantee (IPBG) shall be valid up to and including	Please confirm that signing the integrity pact is not required if commercial bids don't exceed INR 100 Crores	Yes



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		45 days after the validity of commercial offer. However, bidders will be required to extend the Integrity Pact Bank Guarantee, as and when required by the buyer. In the case of the successful bidder, validity of the Integrity Pact Bank Guarantee will be extended up to the satisfactory completion of the contract. Integrity Pact Bank Guarantee shall be returned promptly in case of unsuccessful bidders.		
202.	CPP-RFP-Vol-II_Annexure 1.4_Page57	We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the last date of submission of bids/proposal.	Supplier submits that the contract to be signed between DAD and the Supplier should be a mutually acceptable agreement, incorporating the terms of Supplier's proposal.	No Change
203.	CPP-RFP-Vol-II_Annexure 1.8.1 (2)_Page98	We agree for unconditional acceptance of all the terms and conditions in the RFP and also agree to abide by this bid response for a period of 180 Days from the date fixed for opening the Commercial proposal. Not in sync with earlier defined.	Supplier submits that the contract to be signed between DAD and the Supplier should be a mutually acceptable agreement, incorporating the terms of Supplier's proposal.	No change
204.	CPP-RFP-Vol-II_Annexure 1.8.1 (5)_Page98	We understand and agree that assumptions made in the bid proposal shall not have any commercial implications.	Supplier submits that certain assumptions may have commercial implications and these may need further discussions between the parties. We propose deletion of this.	As per RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
205.	CPP-RFP-Vol-II_Annexure 1.9_Page109-110	Performance Bank Guarantee	Supplier proposes that DAD will be entitled to claim losses from PBG, provided it has provided a notice to Supplier in writing and a cure period of 30 days to rectify the breach before invoking the guarantee. DAD shall have the right to invoke the relevant performance guarantee in case Supplier fails to cure the breach within such cure period.	No change
206.	CPP-RFP-Vol-II_Annexure 1.10_Page116	If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the Buyer, or alternatively, if any close relative of an officer of the Buyer has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filling the tender. Any failure to disclose the interest involved shall entitle the Buyer to rescind the contract without payment of any compensation to the Bidder.	Supplier requests for deletion of this clause or to limit its application. Supplier together with its affiliates has over 45,000 employees in India and is unable to reasonably know if any employee's relative of an officer of the Buyer. Would this be acceptable? If not will DAD be willing to limit the operation to the extent it is practical to comply (Eg: only employees directly engaged in the bid etc.)?	No change
207.	CPP-RFP-Vol-II_Annexure 1.10 (11)_Page117	Fall Clause a) The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India and if it is found at any stage that the similar system of	Supplier submits that this be deleted, this is not appropriate in an Integrity Pact agreement the objective of which is to prevent corrupt and unethical practices. The Supplier is willing to discuss this clause during contract negotiation phase.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		sub-system was supplied by the Bidder to any other Ministry / Department of the Government of India at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded. b) The Bidder shall strive to accord the most favoured customer treatment to the Buyer in respect of all matters pertaining to the present case.		
208.	CPP-RFP Volume III 2.5 Term and duration of the agreement Page 21	This Agreement shall come into effect on _____ (hereinafter the 'Effective Date') and shall be valid for a period of FIVE years after CPP Application Rollout.	We request the term of the agreement to be fixed for 6 years term as per the current project timeline. Any increase in timeline which required an extension of contract shall be on mutually agreed term,	No change
209.	CPP-RFP Volume III 2.8 Extension of the agreement	This Agreement may be extended by DAD in its sole and absolute discretion for a further term of up to two years, in blocks of one year each, by giving to the SI written notice of at least three months prior to the expiration date of the Initial Term. In no case, the extension of term beyond two years shall be given by DAD.	We would like to clarify that any extension of term irrespective of the phase will on mutually agreed term and conditions.	Refer Corrigendum 1
210.	CPP-RFP Volume III 4.2 Invoicing and	i. During Development & Implementation Phase - On	We would like to clarify the fulfillment of conditions for each milestone completion will be	No Change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Settlement Clause a (i) Page 26	achievement of milestones as described in Section 4.6 of the RFP. It shall be in the sole discretion of DAD to certify the fulfilment of condition to declare a milestone achieved.	pre-agreed and be part of contract. On completion of such conditions the milestone should be completed and accepted for payment release.	
211.	CPP-RFP Volume III 4.2 Invoicing and Settlement Clause a (ii) Page 26	ii. During O&M Phase- IT Service Delivery: For IT services delivery the Service Provider shall raise the invoice for each quarter after completion of the quarter. The payments will be made in accordance with the SLAs.	We request the O&M phases invoicing and payment should be at each month end. For ease of operations SLAs can be measured at quarterly intervals.	No change
212.	CPP-RFP Volume III 4.2 Invoicing and Settlement Clause a (iii) Page 26	iii. Scanning: For this activity SP shall raise the invoice for each Quarter after completion of the quarter. The payments will be made in accordance with the SLAs	We request the invoicing and payment for scanning should happen at the end of each month for the volumes completed during the month.	No change
213.	CPP-RFP Volume III 4.2 Invoicing and Settlement Clause a (iv) Page 26	iv. Any invoice presented in accordance with this Article shall be in a form agreed with the DAD	We clarify that all form of invoicing and related supporting documents should be pre agreed and being part of contract.	Yes
214.	CPP-RFP Volume III 4.2 Invoicing and Settlement Clause d Page 26	d) The Service Provider 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 authorized or incurred, whichever is later.	We would like clarify that any such waiver will be only for the delays solely attributable to the vendor.	Yes
215.	CPP-RFP Volume III 4.2 Invoicing and	e) The DAD shall be entitled to delay or withhold payment of any invoice or part of it delivered by the System	We request to include that any such dispute should be notified with 7 days of receipt of invoice.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Settlement Clause e Page 26	Provider under Schedule VI: Payment Schedule of this Agreement where the DAD disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled after the issue is resolved. Any exercise by the DAD under this Clause shall not entitle the System Provider to delay or withhold provision of the Services.		
216.	CPP-RFP Volume III 4.2 Invoicing and Settlement Clause g Page 27	g) Subject to completion of respective milestone and submission of complete and correct invoices, DAD shall make payment to the SI against the submitted invoice within 30 working days of the date of submission of the account.	We request to change the payment term to 30 days from the date of invoice.	No change
217.	CPP-RFP Volume III_Section 4.2(a)(i)_Page 26	During Development & Implementation Phase - On achievement of milestones as described in Section 4.6 of the RFP. It shall be in the sole discretion of DAD to certify the fulfilment of condition to declare a milestone achieved.	Supplier understands that DAD would like to retain discretion of fulfillment of milestones and proposes that the milestone achievement be based on acceptance criteria that is mutually agreed between the parties, this will ensure that there is clarity of what constitutes material completion of the milestone.	No change
218.	CPP-RFP Volume III_Section_4.2(g)_Page 27	Subject to completion of respective milestone and submission of complete and correct invoices, DAD shall make payment to the SI against the	Supplier requests that the payment timeframe be changed to 30 calendar days after DAD's receipt of invoice.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		submitted invoice within 30 working days of the date of submission of the account.		
219.	CPP-RFP Volume III_Section4.3_Page29	Taxes	Supplier submits that it will be responsible to pay any taxes on its income and property. Supplier requests that any tax chargeable on the services and/or provision of equipment under the agreement needs to be paid by DAD (where applicable, currently or in future) in addition to supplier's charges and seeks clarity from DAD in this respect.	No change
220.	CPP-RFP Volume III 4.3 Taxes Clause 3 Page 28	3.However, in case of any new or fresh tax or levy imposed after submission of the proposal the System Integrator shall be entitled to reimbursement on submission of proof of payment of such tax or levy.	we would like to clarify that any such submission of proof will be made as per the standard available. No specific payment toward the particular account will be made available.	No change
221.	CPP-RFP Volume III 4.4 Liquidated Damages Clause e Page 28	Time is the essence of the agreement and the delivery dates are binding on the System Integrator. DAD shall be entitled at its option to recover from the SI, a penalty on account of delay or non-performance in achieving the project milestones as defined in Volume I of the RFP. This penalty shall be equal to 1% per week of the corresponding payment milestone value of the delayed milestone (as defined in Schedule VI: Payment Schedule).This penalty is subject to the	We propose the following changes. Time is the essence of the agreement and the delivery dates are binding on the System Integrator. DAD shall be entitled at its option to recover from the SI, a penalty on account of delay or non-performance in achieving the project milestones as defined in Volume I of the RFP. This penalty shall be equal to 0.5% per week of the corresponding payment milestone value of the delayed milestone (as defined in Schedule VI: Payment Schedule).This penalty is subject to the maximum of 5% of the value of corresponding payment milestone value of the delayed	No change



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		maximum of 10% of the value of corresponding payment milestone value of the delayed milestone. This right to levy any penalty shall be without prejudice to other rights and remedies available to DAD under the Agreement and/or any other law. Once the maximum deduction is reached the DAD may consider termination of the Contract	milestone. This right to levy any penalty shall be without prejudice to other rights and remedies available to DAD under the Agreement and/or any other law. Once the maximum deduction is reached the DAD may consider termination of the Contract.	
222.	CPP-RFP Volume III 4.5.2 Premature Termination Post Commencement of Operations Page 29	The DAD shall pay to the SP a termination payment equal to the market price of the Assets. The term market price as stated hereinabove means the market value of the Assets on as is where basis is prevailing on the date of issue of notice of termination, which is defined as cost of purchase of all Project Assets less depreciation if any, till date of termination, less payment already made for the deliverables. The DAD may also deduct from the amount paid by it the costs associated with replacing the incumbent SP with the Replacement SP. This payment shall be made after deduction of any dues recoverable by DAD as on the termination date. DAD will have option to invoke the Performance Bank Guarantee furnished	We would like to clarify that the termination payment for all asset delivered and services rendered till the date of termination will be equal to the price agreed in the contract less of any payment already made toward such assets/services. Any incremental amount to be recovered from the SP towards the replacing the incumbent SP will restricted to maximum of 5% of the total cost payable to incumbent SP towards such deliverable for which replacement is required	No Change



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		by the SP in case of SP's event of default.		
223.	CPP-RFP Volume III 5.3 Performance Bank Guarantee Page 40	Notwithstanding what has been stated elsewhere in this Contract and the Schedules attached herein, in the event the Service Provider is unable to meet the obligations pursuant to the implementation of the Project and/or provide the operations and maintenance Services and any related scope of work as stated in this Contract, the DAD will, inter alia, have the option to invoke the Performance Bank Guarantee after serving a written notice fifteen days in advance on the SP. Such right of the SP shall be without prejudice to any other rights or remedies available under law or contract. In case the contract is extended, the PBG has to be valid for 90 days beyond the extended period	We request to change the 15 day notice period to 60 day cure period to rectify/complete the obligation under the contract.	No change
224.	CPP-RFP Volume III_Section12.5(4)_Page 63	SI will share these contracts and licenses in entirety with DAD.	Supplier shall endeavor to obtain direct licenses for DAD, any suppliers contracts which may be global partnership agreements not specifically related to DAD cannot be shared due to confidentiality restrictions accordingly Supplier requests deletion of this.	No change
225.	CPP-RFP Volume III_Section14_Page71 to 73	Audit	Supplier requests that the following additional requirements be included: 1. DAD will not appoint a direct competitor of	As per RFP & Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			Supplier as the auditor without prior written consent. 2. Any third-party appointed to conduct the audit will be required to sign a confidentiality undertaking with Supplier. 3. Auditor will not have access to information not required to determine suppliers compliance with the agreement.	
226.	CPP-RFP Volume III_Section17.1_Page89 to 91	Indemnification	Supplier requests inclusion of indemnities in its favor for any breach of third party IPR for IP provided by DAD for the purpose of Supplier providing the services.	No change
227.	CPP-RFP Volume III_Section17.2(1)_Page91	SI's aggregate liability for actual damages shall be capped at 100% of the value of the Agreement. However, in the following cases, the liability of the SI shall be as per actual damages: 1) the bodily injury (including death) and damage to real property and tangible personal property caused by SI's negligence and/or 2) the intellectual property infringement claims as per Article 13: Intellectual property rights.	Supplier requests DAD to consider a liability can of previous 12 months or fee paid/payable to the Supplier.	No change
228.	CPP-RFP Volume III_Section18.3(3)_Page94	The DAD may assign or novate all or any part of this Agreement and Schedules/Annexures, and the System Integrator shall be a party to such novation, to any third party contracted to provide outsourced services to DAD or any of its nominees.	Supplier requests deletion of this. DAD may assign with prior consent of Supplier	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
229.	CPP-RFP Volume III 24.2 Payment Schedule and Milestones Page 118	Comprehensive Pension Package Development MS1 - 10%, MS 3 - 50, Q1 after golive - 40%	We request following payment for Deveopemnt of Pension package 20% on signing of the contract towards resource mobilisation. 20% of Requirement signoff 20% on completion of development 20% on on UAT signoff 20% on golive	No change
230.	CPP-RFP Volume III 24.2 Payment Schedule and Milestones Page 118	Mini Data Centre 1 - 50% of Data centre cost - MS 2 - 30%, MS - 3 50%, Q1 after golive - 20% 50% of Data centre Cost - MS 4 - 80% and Q1 after golive - 20% Mini Data Centre 2- 100% of Data Centre cost - MS 2 - 90%, MS 3 - 10%	We request all Softwares to be paid 100% on deliverly of licenses and All HW to be paid 90% on delivery of HW and 10% on installation of HW.	No change
231.	CPP-RFP Volume III 24.2 Payment Schedule and Milestones Page 118	Scanning - 100% payment for Scanning activity will be made quarterly as per the quoted rate against the actual number of pages scanned and SLA values achieved	payment for scannig activity shall be monthly in arears for the actual number of pages scanned during the month	No change
232.	CPP-RFP Volume III 24.2 Payment Schedule and Milestones Page 118	Data Entry - 100% payment for Data Entry will be made on successful completion of the activity as per the quoted rate against the actual number of records.	payment for Data entry shall be monthly in arears for the actual number of records created during the month	No change
233.	CPP-RFP Volume III 24.2 Payment Schedule and Milestones Page 118	Change Request 80% Payment as per unit rate quoted on satisfactory UAT completion. Remaining 20% shall be paid after 6 months.	50% of the unit rate quote on signing of CR and 50% on completion of UAT.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
234.	CPP-RFP Volume III 24.2 Payment Schedule and Milestones Page 118	Operation & Maintenance Phase Payment: The timeline for O&M Phase is indicated in the Section – 15 of RFP Vol-I. The value of amount to be paid in O&M phases i.e. will be linked with the SLA Values achieved for that quarter. The SLA value for any quarter, in case of non-availability of SLA Values due to delay in “Development and Implementation Phase” on account of Service Provider, will be considered as ZERO. If the delay is due to DAD, the SLA value for that quarter will be considered as 100%.	Incase of Development and Implementation phase delay - DAD shall continue paying for the recurring cost towards the ATS and AMC of the products already delivered as per the rate mentioned in annexure 1.8.4 of price bids. Further all ATS and AMC need to paid annually in advance as per the OEM standards services and all manpower cost are to be paid monthly in arrears.	No change
235.	CPP-RFP Volume III - AnnexureC- signed_Section2.13_P age24	For the avoidance of doubt, it is expressly clarified that DAD may also calculate a financial sum and debit the same against the terms of payment as defined in the Terms of Payment Schedule of the MSA as a result of the failure of the System Integrator to meet the Service Levels set out as Annexure D: Service Levels of this Agreement, such sum being determined in accordance with the terms of Annexure D: Service Levels of this Agreement.	Supplier requests that this be deleted. Any credits will be paid by Supplier through subsequent credits.	No change
236.	CPP-RFP Volume III - Annexure D - signed 3.6.7 _Page 53	The maximum penalty levied (from the calculated penalty) at any point of time on an additive basis in any quarter shall	We propose the following clause for the maximum penalty Cap "The maximum penalty levied (from the calculated penalty) at any point of time on an	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		not exceed 15% of quarterly payments due to the System Integrator. This is applicable only for the Operation and Maintenance phase.	additive basis in any quarter shall not exceed 7.5% of quarterly payments due to the System Integrator. This is applicable only for the Operation and Maintenance phase."	
237.	Vol.3 Annexure B,C,D / page 37	Server/VM Availability for Key Services - Quarterly average shall be at least 99.9% in a quarter	This translate into over 2 hours of downtime. Is 2 plus hours downtime acceptable during the pension disbursement day's prime business hours. Because there are proven technologies to provision 99.999% uptime.	Duplicate
238.	Vol. 1 Annexure B / page 11	Application VMs to be clubbed together in resource pool (Cloud environment)	what is meant by cloud environment here. Is there requirement to provision Infrastructure as a service (IAAS)	Duplicate
239.	Vol. 1 Annexure B / page 13	Both zones (Internet & Intranet) shall be connected only for 5-10 minutes (or as required) during off peak period to interchange data once/ twice in a day. And during this period when data synchronisation is taking place, Internet connection need to be dis-connected. So, during this period, services to external stakeholders shall not be available.	On one hand there is a requirement of 99.9% uptime and on another hand 5-10 minutes of downtime twice a day. Whereas there can be logical separation of networks instead of physical separation with all securities intact and no requirement of 5-10 minutes of downtime.	Duplicate
240.	Vol. 1 Annexure B / page 16	DC Team of SI monitors resource utilization with the help of Monitoring tool. DC team of SI shall also provide monthly utilization report to respective Application management team of DAD. And based on this report, resource re-allocation need to be carried out.	No need to manually allocate resources. Analytics are included along with monitoring and resources can be provisioned as per dynamic requirements.	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
241.	Vol. 1 Annexure B / page 21	In case of server hardware failure, Virtual Machines (VM) restart on the remaining servers in the Virtualization software cluster	This feature should be made available with zero downtime and zero data loss which in turn will further help for your requirement of 99.9% uptime	Duplicate
242.	Vol. 1 Annexure B / page 89	Should have provision to add/increase virtual CPU, RAM & Disk to a machine without having to suspend/shutdown/restart the virtual machinerunning virtual	This feature should be made available with zero downtime and zero data loss which in turn will further help for your requirement of 99.9% uptime	Duplicate
243.	Vol. 1 Annexure B / page 89	Gartner rating for virtualization	You have asked for gartner ratings for majority of hardware components. Virtualization is the layer which sits above the bare metal and manages the entire hardware stack and is the crucial layer which ensures your requirement of 99.9%. So it is very important that Gartner's leadership quadrant is required for virtualization.	Duplicate
244.	Vol.3 / Annexure B,C,D / page 48	Any Security Incident like (Malware Attack/ Denial of Service Attack/ Data Theft/ Loss of data/ Intrusion or Defacement) will result in penalty of 1% of quarterly payment. Further you have asked that Uptime of Security Equipment (100% uptime for IDS/IPS, Antimalware) and penalty upto 25% of quarterly payment below 97% uptime.	Recent security incident suggests that Malwares were sitting in the Data Centre for months and then launch massive attacks that causes irrecoverable loses and may further cause loss of credibility for financial management systems. The six layers of security solutions will still not stop the spread of horizontal threats to each individual virtual machines (VM) neither your enterprise management solutions can monitor or analyze the pattern of VMs. What is required is a zero trust security model and micro segmentation wherein solution should provide application isolation with stateful firewall for all and any inter VM / App communication. This is	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			required at the VM and host level so that security can be applied in an automated fashion preventing security threats to spread horizontally.	
245.	Vol. 1 / Annexure B/ page 15, 16	2.1.2 Application Consolidation and 2.1.3 Virtualization	<p>Since Virtualization is the most crucial and important layer we request you to have elaborate virtualization features as below - The overall solution should optimize the license utilization of Enterprise applications and should support application vendor certified hard / soft partitioning / appropriate consolidation of workloads etc. • Virtualization software should support live Virtual Machine migration between different generations of CPUs in the same cluster and without the need for shared storage option.</p> <p>• Virtualization software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions. This option should be supported for upto 4 virtual CPU per virtual machine. • Virtualization software should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions without the need for agents inside the virtual machines. • Virtualization software should provide secure boot for protection for both the hypervisor and</p>	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components. • The virtualization software should provide Simple and cost-effective backup and recovery for virtual machines which should allow admins to back up virtual machine data to disk without the need of agents and this backup solution should have built-in variable length de-duplication capability. • The virtualization software should provide in-built Replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 15 minutes. • Virtualization software should provide proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs. • Virtualization software should provide VM-level encryption protects unauthorized data access both at-rest and in-motion. • Hypervisor should have inbuilt Distributed Switch to centralize network provisioning, administration and monitoring using data center-wide network aggregation, should provide Network QoS to define priority access to network resources. • The solution should be able to create a cluster out of multiple storage datastores and</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>automate load balancing by using storage characteristics to determine the best place for a virtual machine's data to reside, both when it is created and when it is used over time. • OEM should provide direct support 24x7x365 with unlimited incident support and 30mins or less response time including the unlimited upgrades and updates.</p>	
246.	Vol. 1 / Annexure B/ page 22, 23	2.3 Security Solutions	<p>Since traditional security is not sufficient in virtualized environment it is requested to have the below security features - 1. Zero trust security architecture - It is no longer acceptable to utilize the traditional approach to data-center network security built around a very strong perimeter defense but virtually no protection inside the perimeter. This model offers very little protection against the most common and costly attacks occurring against organizations today, which include attack vectors originating within the perimeter. These attacks infiltrate your perimeter, learn your internal infrastructure, and laterally spread through your data center. The ideal solution to complete datacenter protection is to protect every traffic flow inside the data center with a firewall and only allow the flows required for applications to function. This is also known as the Zero Trust model. So, it makes sense to start providing security at kernel level of the hypervisor, since kernel-based virtual firewalls perform packet processing in the kernel of the</p>	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			hypervisor at native hardware speeds. Please specify to "Building a zero-trust security architecture where appropriate security controls are available for every workload/application within the hypervisor to protect individual virtual machines with a firewall. Provide per virtual machine firewall." 2. Implement agentless host based IPS and anti-malware architecture for implementation of host based ips and anti-malware solution - Agent based host IPS and anti-malware consume lot of cpu and memory resources and they are less efficient then an agentless architecture. Patching and update management is greatly simplified in an agentless architecture wherein if they are new updates/patches to be applied it is not required to path/update all the virtual machines running the anti-malware and IPS solution but only one VM each is patched/updated per host. 3. Current tools deployed and envisaged are not able to provide flow assesement and firewall rule suggestions to implement a zero trust security architecture - Please clarify if solution mandatorily should be able to get comprehensive flow assessment and analytics to provide firewall rules suggestion for implementing a zero trust architecture.	
247.	Vol. 1 / Annexure B/ page 17. 18	Enterprise Management System	Traditional tools do not have visibility into the virutal environment. If, there is any traffic which is switched locally in the virtual switch it does not	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			even go to the physical switches, in that scenario traditional tools will have no visibility. With virtualization it is required to have complete visibility into the virtual layer as well. Customer should also be aware of the traffic patterns within the data center, things like what are the port numbers, protocols different virtual machines are communicating so as to detect any anomaly in traffic patterns or any threats. So request team to consider platform which can provide complete visibility into the virtual layer as well as physical layer - i.e. amount of East-West traffic, North-South traffic, inter-vlan traffic, intra-vlan traffic, traffic going to Internet, for optimization of traffic flows within the data center.	
248.	Vol. 1 / Annexure B/ page 19-22	Business Continuity Planning & Disaster recovery	In the traditional scenario, customer relies on specific hardware devices for extension of layer 2 across data centers. Also, whenever the application/virtual machine moves from one data center to another, there is a requirement of redoing the IP address, creation of firewall and network policies again which is a major contributor in increasing the RTO. Request you to suggest to add to provide a solution which supports reduction in recovery time objective when the VM is moved from one datacenter to another datacenter, where it doesn't require to redo the IP address for VM, the default gateway router is stretched from one datacenter to	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			another datacenter , also the firewall policy for VM is also stretched from one datacenter to another datacenter , so when VM moves all the firewall policies remains same . They should be able to extend Layer 2 networks across DC & DR without relying on hardware specific solutions.	
249.	Volume 1 Page 80	Time lines	The time required for development and unit testing of the CPP portal is very short keeping in mind the closing of SRS signoff stage. Only 4 Months are actually available for development, testing and UAT preparation. This time should be at least 6-8 months.	Development Period is 6 months. Please refer Section 15. "Project Timelines" of RFP Volume I.
250.	Integration with legacy applications		It is assumed that all the applications defined in legacy applications will be integrated with the CPP portal and No development of whatsoever functionality in existing application will be required to be build-ups in CPP. The legacy applications must to technically compatible for integration with the CPP or they must be made compatible before integration by DAD.	SI shall not responsible for any customization in the legacy applications. However, data migration from the legacy application will be carried by SI. Refer Section "11.1.5. Data Migration" of RFP Volume I.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
251.	Volume 1 Section 13.3	As part of the scope of work, the SI needs to provide handholding services at various locations and for the time period.	Please specify the Locations and time that is required to given to trainees	Refer Corrigendum 1
252.	Volume 1 Section 12.1	The CPP shall be hosted at the Mini Data Center-1 located at New Delhi. DR mechanism shall be hosted at Mini DATA CENTER-2, which is located in Bengaluru.	DC at new Delhi will have DR at Bengaluru. What about the Location of DR for Bengaluru which hosts the legacy applications? Is it New Delhi DC?	DC-1 DR at DC2. DC2 DR at DC1. For locations refer corrigendum 1.
253.	Vol. 1 Annexure B / page 11	Application VMs to be clubbed together in resource pool (Cloud environment)	what is meant by cloud environment here. Is there requirement to provision Infrastructure as a service (IAAS)	Duplicate
254.	Vol.3 Annexure B,C,D / page 37	Server/VM Availability for Key Services - Quarterly average shall be at least 99.9% in a quarter	This translate into over 2 hours of downtime. Is 2 plus hours downtime acceptable during the pension disbursement day's prime business hours. Because there are proven technologies to provision 99.999% uptime.	Duplicate
255.	Vol. 1 Annexure B / page 13	Both zones (Internet & Intranet) shall be connected only for 5-10 minutes (or as required) during off peak period to interchange data once/ twice in a day. And during this period when data synchronisation is taking place, Internet connection need to be dis-connected. So, during this period, services to external stakeholders shall not be available.	On one hand there is a requirement of 99.9% uptime and on another hand 5-10 minutes of downtime twice a day. Whereas there can be logical separation of networks instead of physical separation with all securities intact and no requirement of 5-10 minutes of downtime.	Duplicate
256.	Vol. 1 Annexure B / page 16	DC Team of SI monitors resource utilization with the help of Monitoring tool. DC team of SI shall also provide	No need to manually allocate resources. Analytics are included along with monitoring and resources can be provisioned as per dynamic requirements.	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		monthly utilization report to respective Application management team of DAD. And based on this report, resource re-allocation need to be carried out.		
257.	Vol. 1 Annexure B / page 21	In case of server hardware failure, Virtual Machines (VM) restart on the remaining servers in the Virtualization software cluster	This feature should be made available with zero downtime and zero data loss which in turn will further help for your requirement of 99.9% uptime	Duplicate
258.	Vol. 1 Annexure B / page 89	Should have provision to add/increase virtual CPU, RAM & Disk to a machine without having to suspend/shutdown/restart the virtual machinerunning virtual	This feature should be made available with zero downtime and zero data loss which in turn will further help for your requirement of 99.9% uptime	Duplicate
259.	Vol. 1 Annexure B / page 89	Gartner rating for virtualization	You have asked for gartner ratings for majority of hardware components. Virtualization is the layer which sits above the bare metal and manages the entire hardware stack and is the crucial layer which ensures your requirement of 99.9%. So it is very important that Gartner's leadership quadrant is required for virtualization.	Duplicate
260.	Vol.3 / Annexure B,C,D / page 48	Any Security Incident like (Malware Attack/ Denial of Service Attack/ Data Theft/ Loss of data/ Intrusion or Defacement) will result in penalty of 1% of quarterly payment. Further you have asked that Uptime of Security Equipment (100% uptime for IDS/IPS, Antimalware) and penalty upto 25% of quarterly payment below 97% uptime.	Recent security incident suggests that Malwares were sitting in the Data Centre for months and then launch massive attacks that causes irrecoverable loses and may further cause loss of credibility for financial management systems. The six layers of security solutions will still not stop the spread of horizontal threats to each individual virtual machines (VM) neither your enterprise management solutions can monitor or analyze the pattern of VMs. What is required is a	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			zero trust security model and micro segmentation wherein solution should provide application isolation with stateful firewall for all and any inter VM / App communication. This is required at the VM and host level so that security can be applied in an automated fashion preventing security threats to spread horizontally.	
261.	Vol. 1 / Annexure B/ page 15, 16	2.1.2 Application Consolidation and 2.1.3 Virtualization	<p>Since Virtualization is the most crucial and important layer we request you to have elaborate virtualization features as below - The overall solution should optimize the license utilization of Enterprise applications and should support application vendor certified hard / soft partitioning / appropriate consolidation of workloads etc. • Virtualization software should support live Virtual Machine migration between different generations of CPUs in the same cluster and without the need for shared storage option.</p> <p>• Virtualization software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions. This option should be supported for upto 4 virtual CPU per virtual machine. • Virtualization software should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded</p>	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>antivirus, antimalware solutions without the need for agents inside the virtual machines. • Virtualization software should provide secure boot for protection for both the hypervisor and guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components. • The virtualization software should provide Simple and cost-effective backup and recovery for virtual machines which should allow admins to back up virtual machine data to disk without the need of agents and this backup solution should have built-in variable length de-duplication capability. • The virtualization software should provide in-built Replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 15 minutes. • Virtualization software should provide proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs. • Virtualization software should provide VM-level encryption protects unauthorized data access both at-rest and in-motion. • Hypervisor should have inbuilt Distributed Switch to centralize network provisioning, administration and monitoring using data center-</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			wide network aggregation, should provide Network QoS to define priority access to network resources. • The solution should be able to create a cluster out of multiple storage datastores and automate load balancing by using storage characteristics to determine the best place for a virtual machine's data to reside, both when it is created and when it is used over time. • OEM should provide direct support 24x7x365 with unlimited incident support and 30mins or less response time including the unlimited upgrades and updates.	
262.	Vol. 1 / Annexure B/ page 22, 23	2.3 Security Solutions	Since traditional security is not sufficient in virtualized environment it is requested to have the below security features - 1. Zero trust security architecture - It is no longer acceptable to utilize the traditional approach to data-center network security built around a very strong perimeter defense but virtually no protection inside the perimeter. This model offers very little protection against the most common and costly attacks occurring against organizations today, which include attack vectors originating within the perimeter. These attacks infiltrate your perimeter, learn your internal infrastructure, and laterally spread through your data center. The ideal solution to complete datacenter protection is to protect every traffic flow inside the data center with a firewall and only allow the flows required for applications to function. This is also	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			known as the Zero Trust model. So, it makes sense to start providing security at kernel level of the hypervisor, since kernel-based virtual firewalls perform packet processing in the kernel of the hypervisor at native hardware speeds. Please specify to "Building a zero-trust security architecture where appropriate security controls are available for every workload/application within the hypervisor to protect individual virtual machines with a firewall. Provide per virtual machine firewall." 2. Implement agentless host based IPS and anti-malware architecture for implementation of host based ips and anti-malware solution - Agent based host IPS and anti-malware consume lot of cpu and memory resources and they are less efficient than an agentless architecture. Patching and update management is greatly simplified in an agentless architecture wherein if they are new updates/patches to be applied it is not required to patch/update all the virtual machines running the anti-malware and IPS solution but only one VM each is patched/updated per host. 3. Current tools deployed and envisaged are not able to provide flow assessment and firewall rule suggestions to implement a zero trust security architecture - Please clarify if solution mandatorily should be able to get comprehensive flow assessment and analytics to provide firewall	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			rules suggestion for implementing a zero trust architecture.	
263.	Vol. 1 / Annexure B/ page 17. 18	Enterprise Management System	Traditional tools do not have visibility into the virtual environment. If, there is any traffic which is switched locally in the virtual switch it does not even go to the physical switches, in that scenario traditional tools will have no visibility. With virtualization it is required to have complete visibility into the virtual layer as well. Customer should also be aware of the traffic patterns within the data center, things like what are the port numbers, protocols different virtual machines are communicating so as to detect any anomaly in traffic patterns or any threats. So request team to consider platform which can provide complete visibility into the virtual layer as well as physical layer - i.e. amount of East-West traffic, North-South traffic, inter-vlan traffic, intra-vlan traffic, traffic going to Internet, for optimization of traffic flows within the data center.	Duplicate
264.	Vol. 1 / Annexure B/ page 19-22	Business Continuity Planning & Disaster recovery	In the traditional scenario, customer relies on specific hardware devices for extension of layer 2 across data centers. Also, whenever the application/virtual machine moves from one data center to another, there is a requirement of redoing the IP address, creation of firewall and network policies again which is a major contributor in increasing the RTO. Request you to suggest to add to provide a solution which	Duplicate



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			supports reduction in recovery time objective when the VM is moved from one datacenter to another datacenter , where it doesn't require to redo the IP address for VM , the default gateway router is stretched from one datacenter to another datacenter , also the firewall policy for VM is also stretched from one datacenter to another datacenter , so when VM moves all the firewall policies remains same . They should be able to extend Layer 2 networks across DC & DR without relying on hardware specific solutions.	
265.	CPP-RFP-Vol II (Annexure 1.7.3)	Certificate from auditor, given in the financial information table.	In the RFP document a certificate has been requested for positive net worth and revenue from IT services, please confirm if a certificate from a Chartered Accountant suffice?	Refer Corrigendum 1
266.	Volume-1, Annexure-B 3.6 Security Solutions 3.6.1 Enterprise Network Firewall Pg107, Clause-1	The OEM should fall in the Gartner's Leaders and challengers magic quadrant for Enterprise Network Firewalls as of May 2016	Security is the utmost criteria for any network or application and the option for leaders will ensure effective security. We suggest to amend the clause to: The OEM should fall in the Gartner's Leaders magic quadrant for Enterprise Network Firewalls as of May 2016 The leaders has also been also in other critical security components like Database & Mgmt. Server, Database security Anti-Virus, Antispyware DLP HIPS	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
267.	Volume-1, Annexure-B 3.6 Security Solutions 3.6.1 Enterprise Network Firewall Pg111, Clause-19	Please clarify if the APT solution is required on Cloud or on premise. Also suggest the number of APT in case it is required to be put on premise	APT works in two ways, first one the file goes to OEM cloud for analysis and second it is analysed on premise equipments. Please clarify	Duplicate query
268.	Volume-1, Annexure-B 3.6 Security Solutions 3.6.1 Enterprise Network Firewall Pg107	Request for addition: The proposed solution must support on appliance Per policy SSH decryption for both inbound and outbound traffic.	Many application and management runs on SSH. Current day attacks can also be embedded in this encrypted traffic. This feature is missing and is very important for protection against such threats.	No change
269.	Volume-1, Annexure-B 3.6 Security Solutions 3.6.1 Enterprise Network Firewall Pg107	Request for addition: Should support should support creation of C&C signatures based on IP, URL and DNS and content based AV signatures to block all the variants	The protection should be for all the traffic type whether it is IP, URL, DNS or content. This feature is very important to restrict current day multi directional attacks	No change
270.	CPP-RFP-Vol III		Kindly provide deemed acceptance time period; i.e. What is the time period within which we can expect the Customer to provide feedback/ acceptance notice upon submission of a deliverable? This is very important because further phases may be dependent on the deliverables from the current phase and progressing into the next phase will depend on the product delivered in the current phase. Hence kindly provide the deemed acceptance time period of deliverables.	No change
271.			Kindly provide a deemed acceptance time period of invoices, i.e. what is the time period within which we can expect the Customer to provide a	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			feedback/ acceptance upon submission of an invoice.	
272.			In clause 17.2 (1), we request to cap the Limitation of Liability to last twelve month charges paid by the Customer immediately preceding the date of claim.	No change
273.			Mutual co-operation between the parties is a sine qua non for successful completion of any project. Hence, we request to add a mutual dependency clause in the Agreement to the effect that if a party fails to fulfill its obligation(s), the other party shall be excused from performing the reciprocal obligations to the extent such failure prevents the other party from performing the obligations, and the failing party shall grant extension of time to the other party and reimburse for the additional cost incurred by that party, due to such failure. Considering the RFP contains a clause that "time shall be the essence of contract", unless we have reciprocal commitment from the Customer (including but not limited to clearance/ sign off and any other dependencies agreed in the Contract/ SOW), compliance of the said clause is practically not feasible.	As per RFP
274.			We have not seen any terms and conditions regarding the usage and rights in third party software/ hardware. We propose to include an overriding statement in the contract stating that the client will sign EULA (End user license	As per RFP



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			agreement) with OEM/ third party and the said agreement shall be the governing document with respect to usage and rights in such third party product. Request to consider this.	
275.			What will happen to committed and or non-cancellable cost incurred by us on your behalf specifically for this contract/ project, in case of premature termination of the contract. If contract lives its full term, then obviously we will be able to recover eventually. Hence, we request to add a clause in the contract to the effect that "irrespective of the reason of termination of this contract, we will be entitled to recover all its committed and or non- cancellable cost.	As per RFP
276.			We understand that the Client has a right to hire third party and get the affected services complete, if we materially fail to provide the services/ part of services in accordance with the contract. We propose such additional cost in no event shall exceed 10% of the difference between the charges that would have been payable to us for the affected services and the additional cost incurred.	No change
277.			Fall Clause: We understand that like this RFP more often than not supplier is chosen by competitive bid process and decision on prices are generally taken based on arrays of considerations viz. competition involved, nature and size of the services, the client/ location etc. Hence, unless Supplier is exclusive service	No change



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			provider of the all the government department, it would not be possible for us to accept most favor pricing clause and therefore, request deletion of the said clause.	
278.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 174 of 227, Point # 2	Offered Storage array shall be a true converge/unified storage with a single Microcode/operating system instead of running different Microcode/operating system/Controllers for file, block and object services respectively.	The majority of storage OEMs offer unified storage systems offering file and block functionality. The requirement of object workload (e.g. archiving, hyperscale & Big data apps) are considerably different and so infra solutions are offered via specialized storage systems designed for these new generation apps & supporting object protocols. ITherefore, requesting to remove the object services from the requirement. This change will make the bid competitive.	Refer Corrigendum 1
279.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 175 of 227, Point # 6	1. Offered storage architecture shall be based on purpose built ASIC, XOR engine so that there shall be no load on the storage CPU during Raid Parity calculations. 2. In case vndor does not have above ASIC functionality then additional 16 GB read and write cache shall be provided per controller pair to balance the performance.	This is Vendor specific clause, and so requesting to delete for wider participation.	Refer Corrigendum 1
280.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 175 of 227, Point # 6	Controllers shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical fashion, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.	The active-active implementation varies with storage OEM. The load is balanced across controllers and at the same time data services are offered by OEMs via different architectures. Therefore requesting to change the clause as	Refer Corrigendum 1



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			requested to make the bid open and competitive and thus help to lower the cost of acquisition.	
281.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 175 of 227, Point # 10	a) Offered Storage Subsystem shall support Raid 0, 1, 1+0 and Raid 6	Raid 0 is just striping and does not offer any protection against disk failure and never used in Production or even testing SAN environment. Therefore requesting to change the clause by removing RAID 0	Refer Corrigendum 1
282.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 175,176 of 227, Point # 10	b) Offered Storage array shall have native virtualization support so that Raid 1, Raid 5, Raid 1+0, Raid 6 can be carved out from a logical space instead of dedicating separate physical disks for each application. C) Every supplied disk shall be able to participate into multiple and different raid sets simultaneously. d) In case vendor does not have above functionality, then 20% additional raw capacity shall be provided for each disk type to balance out the capacity utilization.	This clauses are Vendor specific clause and favouring the particular vendor, therefore requesting to delete the clause for wider participation from storage OEMs.	Refer Corrigendum 1
283.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 176 of 227, Point # 12	Offered Storage array shall support all well-known protocols like FC, iSCSI, FCoE, SMB3.0, NFS V4, NDMP etc.	Requesting to remove the FCoE protocol, as a) not adopted by customers b) implementation of FCoE is very costly because it requires special converged switches, Special Converged Host Bus Adaptors in servers and so this protocol was not adopted by customers and finally lack of clear roadmap for FCoE. Hence storage OEMs are not featuring this protocol in latest storage offerings.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
284.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 176 of 227, Point # 13	b) Alongwith iSCSI/FCoE ports, additional QUAD number of 10 Gbps IP ports or eight number of 1 Gbps IP ports for file services operations. C) Offered storage solution should have two additional IP ports for the Storage based replication.	These clauses ask many IO ports considering that unified storage system will support the protocols on different ports but unified storage can support all protocols through same port. Therefore, requesting to ask additional ports only if the base 4 x 10 Gbps ports are only providing iSCSI capabilities. If the 10 Gbps ports have capability to provide multiple protocols like iSCSI, File protocols like CIFS and NFS as well as replication traffic, there is no need for additional ports. Requesting to change the clause as below for simplified and true unified implementation, ". This change will help to optimize the solution and will reduce the total cost of acquisition.	Refer Corrigendum 1
285.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 176 of 227, Point # 13	d) Offered storage solution shall have minimum 16 SAS lanes running at 12 Gbps speed and shall be scalable to 32 SAS lanes without any controller change.	16 SAS lanes running at 12 Gbps speed are more than sufficient to scale to more than 500 disk drives. The RFP requires only 30 TB storage capacity which can be provided by around 20-25 disks and so asking the scalability for 32 SAS lanes is overkill.	Refer Corrigendum 1
286.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 176 of 227, Point # 14	1. Offered Storage Array shall support distributed Global hot Spares for Offered Disk drives.	The dedicated spare disk for RAID set is very old concept and has been changed to "Global Hot spare" which offers more efficiency and protection. Therefore, requesting to remove the clause. Further, it is vendor specific point and most OEMs offer Global Hot spare only.	Refer Corrigendum 1
287.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30	3. Offered Storage array shall support quality of service for critical applications so that appropriate and required response time can be defined	The Quality of Service is standard feature but it's implementation varies with storage OEM, please change the clause to make the bid open and competitive.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	TB, page # 177 of 227, Point # 15	for application logical units at storage. It shall be possible to define different service/response time for different application logical units.		
288.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 15	5. It shall be possible to change the quality of service Response time (in both milliseconds as well as Sub-milliseconds), IOPS, bandwidth specification on basis of real time.	The Quality of Service is standard feature but it's implementation varies with storage OEM, please change the clause to make the bid open and competitive.	Refer Corrigendum 1
289.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 16	2. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same.	This is Vendor specific clause, and requesting to delete for wider participation.	No change
290.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 16	3. Thin Re-claim inside storage shall not cause any overloading of storage CPU and shall be able to claim the Zero pages even during peak load without any performance impact.	This is Vendor specific clause, and requesting to delete for wider participation.	No change
291.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 16	4. For effective capacity utilization, thin reclaim maximum unit shall be 16 KB. Vendor shall provide the documentary proof for same.	This is Vendor specific clause, and requesting to delete for wider participation.	Refer Corrigendum 1
292.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 178 of 227, Point # 18	1. Offered Storage shall have support to make the snapshot and full copy (Clone) on the thin volume if original volume is created on thick or vice-versa.	This is Vendor specific clause, and requesting to delete for wider participation.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
293.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 178 of 227, Point # 18	2. The Storage array should have support for both controller-based as well as file system based snapshots functionality (At-least 1024 copies for a given volume or a file store)	Practically customers are not creating more than 4-5 copies of their production data, so to make the bid wide and open,.	Refer Corrigendum 1
294.	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 178 of 227, Point # 22	2. The Storage array shall also support three ways (3 Mini Data Centers) replication to ensure zero RPO in native fashion without any additional replication appliance.	This point also limits OEM participation as replication is implemented by OEMs differently. For wider participation and competitive bid, requesting to make the point open by changing as requested.	Refer Corrigendum 1
295.	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 4	Offered Storage subsystem backend engine shall be running on latest SAS (6 Gbps) loop speed.	The latest backend for storage system is 12 Gbps, therefore requesting to change the clause to acquire latest technology.	Refer Corrigendum 1
296.	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 7	1. For SFF drives, Offered Storage array shall support minimum 300/600/900/1200 GB hot-pluggable Enterprise SFF SAS hard drives, 400/800/1600GB SSD along with SAS MDL 1 TB/2TB drives.	With the introduction of 1.2 TB and 1.8 TB 10K SAS drives, there is no relevance of similar capacity drives with lower speed i.e. NL-SAS or SAS MDL drives.	Refer Corrigendum 1
297.	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 7	2. For LFF drives, offered Storage Array shall support minimum of 4 TB/6TB /8 TB SAS MDL drives	The terminology for high capacity is different for different vendors like SAS MDL or NL-SAS.	Refer Corrigendum 1
298.	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 7	3. For green datacenter initiative, Storage subsystem disks shall support Spin down feature for drives whenever not in use	The spin down feature can make sense for archival storage solution where older data is archived for years without being access for years. The RFP requires just 10 TB of storage capacity which can be offered in 8-10 disks and expectation is to spread load across all drives.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			Therefore, these drives will always have active data. In view of this, requesting to remove the clause.	
299.	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 7	4. Offered storage array shall also have support for self-encrypted SAS and SAS MDL drives.	The implementation of encryption varies between OEMs. Some offer through Self-encrypting drives while other may offer through advanced encryption implemented via controller intelligence. We strongly feel that no data should be compromised and so this feature must be required on 30 TB SAN System as well.	Refer Corrigendum 1
300.	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 8	1. Offered Storage Array shall be given with Minimum of 4 GB cache per controller in a single unit after removing the operating system overhead.	These specifications seem to be quite old as latest storage system offers considerable higher amount of DRAM cache than asked in the RFP. Therefore request to change the clause by asking more cache to make bid competitive and acquisition of latest technology.	Refer Corrigendum 1
301.	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 8	2. Offered Storage shall also have optional support for Flash cache using SSD/Flash drives. Offered storage shall support at-least 2 TB G Flash Cache.	2 TB Flash cache is very large and Flash cache implementation also varies with OEM. As Flash cache is extension of DRAM cache so it should support and accelerate both read and write IO from application. Some OEM offer read IO support for Flash cache while other offer support for both read and write IO providing considerable performance advantage. Therefore, requesting to modify the clause to have competitive specification.	Refer Corrigendum 1
302.	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 9	Offered Storage Subsystem shall support Raid 0,1,1+0,5,5+0 and Raid 6 with Dual Parity Protection.	Raid 0 is just striping and does not offer any protection against disk failure and never used in Production SAN Storage. Therefore requesting to change the clause by removing RAID 0	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
303.	CPP-RFP Volume-1 - Annexure B, Section 3.7.1 Rack Server Six Core , page # 152 of 157, Point # 4	15MB (1 x 40 MB) L3 cache	The CPU asked in RFP is Six Core and latest Intel Xeon CPU comes with 15MB Cache considering 2.5 MB Cache per core	Refer Corrigendum 1
304.	CPP-RFP Volume-1 - Annexure B, Section 3.7.1 Rack Server Six Core , page # 152 of 157, Point # 16	Integrated Matrix G200 video standard 1280 x 1024 (32 bpp) 1920 x 1200 (16 bpp)	Dell do provide the Intergated Matrix G200 Graphics card but the same supports upto 1280x 1024 (32 bpp). Request you to please remove the 1920x 1200 (16bpp). Since display port need to connect 17"/19" TFT/LED Console and such	Refer Corrigendum 1
305.	CPP-RFP Volume-1 - Annexure B, Section 3.7.1 Rack Server Six Core , page # 152 of 157, Point # 17	ASHRAE A3/A4	ASHRAE A3/A4 is limited to specific OEM. Also it is not standard certification for servers.	Refer Corrigendum 1
306.	CPP-RFP Volume-1 - Annexure B, Section 3.7.2 Rack Server 2x 16 Core , page # 157 of 163, Point # 2	Two numbers of latest generation Intel 16 Core E5-E5-2603v4 (1.7GHz/6-core/15MB/85W)	Server heading mentioned as 2x 16 Core, while CPU mentioned in specification is 6 Core	Refer Corrigendum 1
307.	CPP-RFP Volume-1 - Annexure B, Section 3.7.2 Rack Server 2x 16 Core , page # 157 of 163, Point # 16	Integrated Matrix G200 video standard 1280 x 1024 (32 bpp) 1920 x 1200 (16 bpp)	Dell do provide the Intergated Matrix G200 Graphics card but the same supports upto 1280x 1024 (32 bpp). Request you to please remove the 1920x 1200 (16bpp). Since display port need to connect 17"/19" TFT/LED Console and such	Refer Corrigendum 1
308.	CPP-RFP Volume-1 - Annexure B, Section 3.7.2 Rack Server 2x 16 Core , page # 157 of 163, Point # 17	ASHRAE A3/A4	ASHRAE A3/A4 is limited to specific OEM. Also it is not standard certification for servers.	Refer Corrigendum 1
309.	CPP-RFP Volume-1 - Annexure B, Section	2x 600 GB Hot Plug SFF SAS drives. The drive should have intuitive icon based	DO NOT Remove indicator is not supplied by Dell. Also these server must be placed in secured DC	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	3.7.3 Blade server, page # 163 of 168, Point # 6	display along with "DO NOT REMOVE" caution indicator that's get activated automatically in order to avoid data loss/downtime due to wrong removal.	and also drive are configured in RAID, removal of single drive will not result in loss/downtime	
310.	CPP-RFP Volume-1 - Annexure B, Section 3.7.3 Blade server, page # 163 of 168, Point # 11	Minimum 2 nos. of 3.0 PCIe x16 based mezzanine slots supporting Converged Ethernet, Ethernet, FC Adapters, SAS and IB adaptors	Since SAS interface is used for RAID controller and hard drive connectivity and that is already part of the server. Hence SAS must not be required for IO connectivity	Refer Corrigendum 1
311.	CPP-RFP Volume-1 - Annexure B, Section 3.7.3 Blade server, page # 163 of 168, Point # 12	Integrated G200eh video controller	G200eh is specific to one OEM	Refer Corrigendum 1
312.	CPP-RFP Volume-1 - Annexure B, Section 3.7.3 Blade server, page # 163 of 168, Point # 13	ASHRAE A3/A4	ASHRAE A3/A4+D41 is limited to specific OEM. Also it is not standard certification for servers.	Refer Corrigendum 1
313.	CPP-RFP Volume-1 - Annexure B, Section 3.7.4 Blade Chassis, page # 168 of 171, Point # 2	Same enclosure should support Intel Xeon, AMD Opteron & EPIC processors based blades	Since EPIC is proprietary to one OEM only	Refer Corrigendum 1
314.	CPP-RFP Volume-1 - Annexure B, Section 3.7.4 Blade Chassis, page # 168 of 171, Point # 7	Should support simultaneous housing of FCoE, Ethernet, FC, SAS and Infiniband interconnect fabrics offering hot pluggable & Redundancy as a feature	Since SAS is limited to one OEM only	Refer Corrigendum 1
315.	CPP-RFP Volume I - Annexure A	5 Future To-Be State Logical Architecture	Kindly specify the number of users in the Support function services which has been classified as	Refer corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			"Document management", "File Management" and "Business Intelligence"?		
316.		New Pension claim form upload to CPP	While the for is going to be uploaded through e-forms is their also a possibility of handwritten forms coming in the system and someone has to scan and convert the form in to digital form for manual data entry and upload?	CPP Application should provide interface to enter eForms data in case of manual Pension Claim Forms. Pension Claim Form Entry shall be done by the department.	
317.		4.11 Binders – Pensioner records repository at PSA’s office	Binder Section is the repository of all till date original claim documents and PPOs of the Defence pensioner’s. It is on the biggest challenge to PCDA (P) to keep records of all the physical documents for 75 years (as per government mandate)	Kindly specify if the system needs to manage physical records electronically i.e manage physcal movement of files, disposition and storage rules definition, auto/manual destrurction of files? Also specify the number of users who would be managing the physical records in the system?	No
318.		4.11 Binders – Pensioner records repository at PSA’s office	Binder Section is the repository of all till date original claim documents and PPOs of the Defence pensioner’s. It is on the biggest challenge to PCDA (P) to keep records of all the physical documents for 75 years (as per government mandate)	Kindly specify the number of document or size of documents that have to be moved to the new application?	Refer Annexure C of RFP Volume I
319.		4.11 Binders – Pensioner records repository at PSA’s office	Binder Section is the repository of all till date original claim documents and PPOs of the Defence pensioner’s. It is on the biggest challenge to PCDA (P) to	Kindly specify if these documents are avaialable in electronic or paper files/	Refer Annexure C of RFP Volume I



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		keep records of all the physical documents for 75 years (as per government mandate)		
320.	4.1.2 Existing Software Applications		Kindly let us know which of the legacy application are to be replaced and which ones will be retained to integrate with the proposed solution?	Refer RFP
321.			Kindly specify the preferred method of integration with legacy system for each application as all are on different technology?	SI need to propose.
322.			Kindly let us know the document load envisaged to be handled by the system monthly/yearly?	Not Clear
323.	General Query	Information Rights Management	Proposed Solution should include Information right management (IRM) module to ensure granular level security on documents . IRM will ensure lock on documents wherever it goes and hence extra security when documents goes outside org.	No change
324.	General Query	Virtual documents in Document Management System	The interface shall provide support for the creation, editing and management of virtual or compound documents (VD). The system shall provide the features to link any type/ format of documents while providing capabilities to automatically update the version of the linked document whenever the original is updated	No change
325.	21 Architecture and Technology	Storage Optimization	Storage Optimization – Do you require a policy/archiving engine that can execute storage placement and migration policies to optimize storage, while reducing the content storage cost to the business and maintain accessibility and compliance needs as its value changes over time.	Refer RFP and Corrigendum -1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			This will reduce costs of storage infrastructure by balancing content across devices based on accessibility, retention, and compliance requirements.	
326.	General Query	Authoring	Do you require Solution to provides template based authoring for documents in the repository.	Refer RFP and Corrigendum -1
327.	2.8 Departments/ Head of Offices Architecture and Technology	Caching Server	Does the architecture required to support Caching server or Federated architecture? Caching Server: Solution has the capability to cache latest files locally and redundant files on central server	Refer RFP and Corrigendum -1
328.	CPP-RPF Volume I - Annexure C	2.2 Scanning Activities	Kindly specify if it is required to propose scanning solution for caryring out scanning activities?	Lead Bidder/Scanning Partner need to bring all the tools required for scanning at the time of Scanning activity at no additional cost of the DAD.
329.	CPP-RPF Volume I - Annexure C	2.2 Scanning Activities	Kindly specify the number of documents that required to be scanned?	Refer RFP
330.	CPP-RPF Volume I - Annexure C	2.2 Scanning Activities	Kindly specify the number of user who will be using the scanning system to scan and convert the document to digital format?	SI need to propose
331.	CPP-RFP-Vol 1(Page no-20)	How many concurent-users inckuding all stakeholders.	Approx no of concurrent user for the application CPP.	Refer corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
332.	CPP-RFP-Vol 1(Page no-27)	Metadata entry (8-10 fields) of 11 Lakh already scanned records (average 20 Pages/ record) and uploading to DMS.	Do u need some platform/application to input meta data - that to be stored in DMS?	SI need to propose
333.	CPP-RFP-Vol 1(Page no-28)	After satisfactory completion of Phase-I, 1.2 Lakh Binders are required to be scanned at one location (Allahabad) by uploading scanned documents to DMS with meta data entry of 8-10 fields	Need more clarity on this point.	As per RFP.
334.	CPP-RFP-Vol 1(Page no -28-29)	9. UAT & Go live for new Pensioners 10. UAT for legacy Pensioners	This means two types of UAT will done for the same system(CPP).Pl provide more clarity over the same.	Single UAT
335.	CPP-RFP-Vol 1(Page no-38-39)	11.1.5.1 Indicative Migration methodology	To provide a format for Data Migration to DAD, SI needs to have basic knowledge of all the existing applications currently running.Will DAD will be the mediator to provide those inputs to SI or SI has to go for system study?	SI need not to study Legacy applications for data migration. If in any case, if it is required, DAD shall facilitate the same at a central location.
336.	CPP-RFP-Vol 1(Page no-32-33)	NA	Two types of portal is required-1 for Stakholders connected through WAN and 2 for stakeholders connected throught internet.Pl elaborate this. Do SI need to create two types of Portal for CPP or Access rights and role can sort the purpose	SI need to propose
337.	CPP-RFP-Vol 1(Page no-33)	Token cost for Digital Signature will be cater for by DAD or SI?	Token cost for Digital Signature will be cater for by DAD or SI?	Refer Section 11.1.3.6 Digital Signing of RFP Volume I.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
338.	NA	NA	Data Centre-2(banglore)- scope of all legacy systems to be delopyed there.r thy under.Who will do the code change/maintainance and any enhancement.	Not in SI Scope
339.	NA	NA	The training will need to be provided at New Delhi, or Allahabad or Mumbai for CPP and DMS. And what will be the duration of training.	Refer Corrigendum 1
340.	NA	NA	Hardware for Client machines are under SI ?	Query is not clear
341.	NA	NA	CPP system will be deployed on Data Centre Site of Delhi only or any other site as well	Please refer corrigendum -1 and clarification provided in the document for same query
342.	CPP-RFP-Vol 1(Page no-21-26)	9.2 Existing IT Systems	Two type of In house applications are mentioned in RFP- IT systems(9 Apps) and Non Pension Related Applications(8 apps).PI specify the scope for CPP and Data centre 1 and Data Centre 2 wrt these applications.	As per RFP
343.	NA	NA	Maintance of the application will be done at which location	Central location i.e. New Delhi
344.	CPP-RFP-Vol 1(Page no-80-81)	Phase-1 : 2 lakh Binders (each consisting of appx. 350 Pages) at three locations shall be targeted for the scanning and creating document repository by uploading scanned documents to DMS with meta data entry of 8-10. After successful completion of Phase-I,	What all to be done at Phasel and phase II seems same.Kindly elaborate.	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		1.2 Lakh Binders are required to be scanned at one location (Allahabad) by uploading scanned documents to DMS with meta data entry of 8-10 fields.		
345.	CPP-RFP-Vol 1(Page no-80-81)	The number of documents at each location are as follows:- a. Allahabad – 95% documents b. Mumbai – 2% documents c. New Delhi– 3% documents	DMS to be deployed at 3 locations or at one central location.	Central Location
346.	CPP-RFP-Vol 1, Section 13.8.14		What is the maximum Helpdesk FTEs expected over the contract term?	Refer Corrigendum 1
347.	CPP-RFP-Vol 1, Section 13.8.14		Is there a Service Catalogue available for determining the exact scope of the HelpDesk ?	Indicative
348.	CPP-RFP-Vol 1, Section 13.8.14		Please suggest if TechM is expected to provide TFN and/or UIFN for end-users to call and list the locations for end user? If not,would the client or TechM do the call collection and routing ?	Context not provided
349.	CPP-RFP-Vol 1, Section 13.8.14		What is the preferred mode of connectivity to access the applications/systems hosted Option 1: Data Connectivity through Site-to-site VPN over Internet. Option 2: MPLS links provided & managed by Vendor	Refer RFP
350.	CPP-RFP-Vol 1, Section 13.8.14		Is there a requirement of Call recordings and/or screen capture? If so please specify the duration for offline and online retention of data ?	No
351.	CPP-RFP-Vol 1, Section 13.8.14		Is there a Service management office in place owning ITIL recommended processes like Incident,change,problem etc ?	No



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
352.	CPP-RFP-Vol 1, Section 13.8.14		What are the current contact mediums for End - user to reach the Help Desk ? Is TechM expected to provide these mediums or the client would leverage the existing tools and technologies ?	Not part of scope
353.	CPP-RFP-Vol 1, Section 13.8.14		<p>Please share the following Statics for the last 1 year :</p> <ul style="list-style-type: none"> - Volume trends split by contact types(call/email/tickets etc) - Volume trend split by Incident/SR/Problem/Change or any other category - Existing SLA performance on the volumes : <ul style="list-style-type: none"> First Call Resolution (FCR%) Level 1 Resolution (Resolution %) Call Abandoned Rate (%) Average Speed to Answer on Phone Calls Response Time on Non-Voice Tickets CSAT & Complaints Any Others 	IT helpdesk is to be setup by SI.
354.	CPP-RFP-Vol 1, Section 13.8.14		Is the Help Desk expected to take end users system remote access to perform troubleshooting ? If so is the remote connection tool to be provided by TechM ?	SI need to decide
355.	CPP-RFP-Vol 1, Section 13.8.14		Which Knowledge management tool is being used by the existing Help Desk ?What percentage of the Knowledge articles are currently used by the Help Desk to provide resolution ? Can we use the content from the same or we have to prepare a fresh Knowledgebase and portal?	No tool in use. Refer RFP for CPP requirement



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
356.	CPP-RFP-Vol 1, Section 13.8.14		What is the First call resolve rate of the Helpdesk ? We would also request for a brief understanding on the factors/Issue types that are not resolvable by Helpdesk.	IT helpdesk is to be setup and propose by SI.
357.	CPP-RFP-Vol 1, Section 13.8.14		Please confirm if all the process training material will be facilitated by the client and the training material will be available for Tech M Teams. Please specify the process training durations & how would the initial training for the program be imparted? - Knowledge Transfer or Train the Trainer approach. Will it be performed at TechM or the client Site ?	As per RFP & Corrigendum 1
358.	CPP-RFP-Vol 1, Section 13.8.14		Please list the separations in scope and services for the current Help Desks ?	No current helpdesk
359.	CPP-RFP-Vol 1, Section 13.8.14		Please elaborate current BCP/DR and Information Security plan for the Service Desk Operations and what is expected in the future state	Refer RFP
360.	CPP-RFP-Vol 1, Section 13.8.14		Is there a standardized and established Training Assessment and Quality Assurance Process in effect which is overseen by the CGDA? Please provide details	Refer RFP
361.	Annexure - B	The solution must have an automated backup/recovery process	Please share the required backup window within which the backup must be completed i.e. 8 hrs, 12 hrs etc	SI to propose
362.	Annexure - B	Business Continuity Planning & Disaster recovery	We believe HA would be required only for Production and Business Critical servers at DC while there is no HA requirement at DR. Kindly confirm	Refer RFP
363.	Annexure - B	Business Continuity Planning & Disaster recovery	What % of Production environment should be considered for DR?	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
364.	Annexure - B	Business Continuity Planning & Disaster recovery	Is High availability required in DR components?	Refer RFP
365.	Annexure - B		What is the SLA/ Uptime requirement for Hardware & for Solution?	Refer Annexure B&C of RFP Volume III
366.	Annexure - B	The solution must have an automated backup/recovery process	What will be the backup retention policies? Backup should be retained for how many years?	Refer to clarification provided on same query
367.	Annexure - B	Hot applications to be hosted on Flash/ SSD; Lower priority applications on Normal HDD (SAS, NLSAS).	Kindly list down the Criticality of all Applications as High, Medium & Low	SI to propose as per RFP
368.	Annexure - B	At CGDA HQs, out of 14 Servers, 5 servers of Blade Centre series (procured in year 2014) can be re-used.	Please share the configuration of the 5 servers which can be re-used	Not in scope of work
369.	13.8.5 O&M services for the IT infrastructure at the Data Centers, Pg.67	365x24x7 monitoring and management of the all the components in the DCs site	Does this also include existing Infra	Not in scope of work
370.	13.8.6 System Administration, Maintenance & Management Services, Pg. 68	Adoption of policies and procedure, compliances, guideline or international standard as defined by the DAD.	Is SI expected to rollout ITIL processes in line with their policies or they will provide the processes to be adhered	SI shall study existing process and propose processes
371.	13.8.6 System Administration, Maintenance & Management Services, Pg.68	Provide integration and user support on all supported servers, data storage systems	Please clarify further in regards to integration	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
372.	13.8.6 System Administration, Maintenance & Management Services, Pg.68	Troubleshoot problems with web services, mail services, applications software, desktop/server relationship issues and overall aspects of a server environment	Desktop / Server relationship issue at server end can be considered, while desktop support is not included	Desktop support is not included in SI's scope.
373.	13.8.14 Centralized IT helpdesk, Pg.74	Specific E-Mail account - for helpdesk services	Is this required to respond and receive mails for / to external users	Yes
374.	13.8.14 Centralized IT helpdesk, Pg.74	Portal – A web based functionality for service desk tool for registering the calls	Is this required to be published URL	SI shall propose
375.	2.2 Service Level Agreement (SLA), Pg.21	Service Level Agreement (SLA) shall be a separate Agreement	Kindly share the expected SLA to be complied by bidder	Refer RFP
376.	CPP RFP - Vol-I	Tulip	What is the function of Tulip system; It is specified office automation system..can we know automation of what business functions?	Not in scope
377.	Annex A	Jeevan Pramaan	Can we get more information on the digital services provided by Jeevan Pramaan and the interface required	Out of the context
378.	Annex A	Budgeting	Are there any Pension projection statistical modeling (actuarial etc.,) done by PCDA (P)?	No
379.	Annex A	8.8 Budgeting	"System should generate Estimated Budget for upcoming financial year based on cumulative data of current year and certain loading factors" - Are the loading factors are system derived or input from time to time?	Both
380.	Annex A	7.6 Data Analytics and Business Intelligence	Can we suggest big data analytics tools and use integrated with CPP?	No
381.	CPP-RFP-Vol 1 - 11.1.5		Expected data volume (legacy pensioners) need to migrate from existing to new in GB.	Refer to clarification



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				provided on same query
382.	CPP-RFP-Vol 1	Storage	What is expected Total growth and Organic growth Per month /Year in GB for Data base layer / Data Store	Refer to clarification provided on same query
383.	CPP-RFP-Vol 1	Database	Any Data retention policy in place if Yes please mention duration to use this for DB capacity calculation	Refer to similar query being answered in this document
384.	CPP-RFP-Vol 1		Wanted to re-use any of the current s/w such as for Database, Portal etc	No
385.	CPP-RFP-Vol 1	Database	What is the current existig MYSQL core model (0 to 4 or 5+ Cores model) to aling with current volume and to esimate future effective TCO model.	Current modules and associated Core model are very limited. This information shall not help for estimation
386.	Volume II	Vol. II Page 5	Earnest Money Deposit (EMD) Bidders shall submit, along with their Bids, EMD of Rs. 50 lakhs, in the form of a Account Payee Demand Draft OR Bank Guarantee (in the format specified in Annexure - 1.1) issued by any nationalized bank in favour of "The Controller General of Defence Accounts", payable at Delhi, and should be valid for 180 days from the due date of the tender / RFP.	We wish to inform you that we are registrered under NSIC under single point registration scheme and are exempted from the submission of Tender Fee & EMD.
				Accepted



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
387.	Vol. II Page 20 Para 1 . C	Pre-Qualification (PQ) Criteria The Consortium can be opted for Hardware/Network components, Supply, Data Center Setup, Commissioning and Operations only	Kindly allow Consortium for all BoM.	No change
388.	Vol.3 Annexure B,C,D / page 37	Server/VM Availability for Key Services - Quarterly average shall be at least 99.9% in a quarter	This translate into over 2 hours of downtime. Is 2 plus hours downtime acceptable during the pension disbursement day's prime business hours. Because there are proven technologies to provision 99.999% uptime.	No change
389.	Vol. 1 Annexure B / page 11	Application VMs to be clubbed together in resource pool (Cloud environment)	what is meant by cloud environment here. Is there requirement to provision Infrastructure as a service (IAAS)	No
390.	Vol. 1 Annexure B / page 13	Both zones (Internet & Intranet) shall be connected only for 5-10 minutes (or as required) during off peak period to interchange data once/ twice in a day. And during this period when data synchronisation is taking place, Internet connection need to be disconnected. So, during this period, services to external stakeholders shall not be available.	On one hand there is a requirement of 99.9% uptime and on another hand 5-10 minutes of downtime twice a day. Whereas there can be logical separation of networks instead of physical separation with all securities intact and no requirement of 5-10 minutes of downtime.	No change
391.	Vol. 1 Annexure B / page 16	DC Team of SI monitors resource utilization with the help of Monitoring tool. DC team of SI shall also provide monthly utilization report to respective Application management team of DAD. And based on this report,	No need to manually allocate resources. Analytics are included along with monitoring and resources can be provisioned as per dynamic requirements.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		resource re-allocation need to be carried out.		
392.	Vol. 1 Annexure B / page 21	In case of server hardware failure, Virtual Machines (VM) restart on the remaining servers in the Virtualization software cluster	This feature should be made available with zero downtime and zero data loss which in turn will further help for your requirement of 99.9% uptime	No change
393.	Vol. 1 Annexure B / page 89	Should have provision to add/increase virtual CPU, RAM & Disk to a machine without having to suspend/shutdown/restart the virtual machinerunning virtual	This feature should be made available with zero downtime and zero data loss which in turn will further help for your requirement of 99.9% uptime	No change
394.	Vol. 1 Annexure B / page 89	Gartner rating for virtualization	You have asked for gartner ratings for majority of hardware components. Virtualization is the layer which sits above the bare metal and manages the entire hardware stack and is the crucial layer which ensures your requirement of 99.9%. So it is very important that Gartner's leadership quadrant is required for virtualization.	No change
395.	Vol.3 / Annexure B,C,D / page 48	Any Security Incident like (Malware Attack/ Denial of Service Attack/ Data Theft/ Loss of data/ Intrusion or Defacement) will result in penalty of 1% of quarterly payment. Further you have asked that Uptime of Security Equipment (100% uptime for IDS/IPS, Antimalware) and penalty upto 25% of quarterly payment below 97% uptime.	Recent security incident suggests that Malwares were sitting in the Data Centre for months and then launch massive attacks that causes irrecoverable loses and may further cause loss of credibility for financial management systems. The six layers of security solutions will still not stop the spread of horizontal threats to each individual virtual machines (VM) neither your enterprise management solutions can monitor or analyze the pattern of VMs. What is required is a zero trust security model and micro	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			segmentation wherein solution should provide application isolation with stateful firewall for all and any inter VM / App communication. This is required at the VM and host level so that security can be applied in an automated fashion preventing security threats to spread horizontally.	
396.	Vol. 1 / Annexure B/ page 15, 16	2.1.2 Application Consolidation and 2.1.3 Virtualization	<p>Since Virtualization is the most crucial and important layer we request you to have elaborate virtualization features as below - The overall solution should optimize the license utilization of Enterprise applications and should support application vendor certified hard / soft partitioning / appropriate consolidation of workloads etc. • Virtualization software should support live Virtual Machine migration between different generations of CPUs in the same cluster and without the need for shared storage option.</p> <p>• Virtualization software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions. This option should be supported for upto 4 virtual CPU per virtual machine. • Virtualization software should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions without the need</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>for agents inside the virtual machines. • Virtualization software should provide secure boot for protection for both the hypervisor and guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components. • The virtualization software should provide Simple and cost-effective backup and recovery for virtual machines which should allow admins to back up virtual machine data to disk without the need of agents and this backup solution should have built-in variable length deduplication capability. • The virtualization software should provide in-built Replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 15 minutes. • Virtualization software should provide proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs. • Virtualization software should provide VM-level encryption protects unauthorized data access both at-rest and in-motion.</p> <p>• Hypervisor should have inbuilt Distributed Switch to centralize network provisioning, administration and monitoring using data center-</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			wide network aggregation, should provide Network QoS to define priority access to network resources. • The solution should be able to create a cluster out of multiple storage	
397.	Vol. 1 / Annexure B/ page 22, 23	2.3 Security Solutions	Since traditional security is not sufficient in virtualized environment it is requested to have the below security features - 1. Zero trust security architecture - It is no longer acceptable to utilize the traditional approach to data-center network security built around a very strong perimeter defense but virtually no protection inside the perimeter. This model offers very little protection against the most common and costly attacks occurring against organizations today, which include attack vectors originating within the perimeter. These attacks infiltrate your perimeter, learn your internal infrastructure, and laterally spread through your data center. The ideal solution to complete datacenter protection is to protect every traffic flow inside the data center with a firewall and only allow the flows required for applications to function. This is also known as the Zero Trust model. So, it makes sense to start providing security at kernel level of the hypervisor, since kernel-based virtual firewalls perform packet processing in the kernel of the hypervisor at native hardware speeds. Please specify to "Building a zero-trust security architecture where appropriate security controls are available for every workload/application	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			within the hypervisor to protect individual virtual machines with a firewall. Provide per virtual machine firewall." 2. Implement agentless host based IPS and antimalware architecture for implementation of host based ips and anti-malware solution - Agent based host IPS and anti-malware consume lot of cpu and memory resources and they are less efficient then an agentless architecture. Patching and update management is greatly simplified in an agentless architecture wherein if they are new updates/patches to be applied it is not required to path/update all the virtual machines running the anti-malware and IPS solution but only one VM each is patched/updated per host. 3. Current tools deployed and envisaged are not able to provide flow assesement and firewall rule suggestions to implement a zero trust security architecture - Please clarify if solution mandatorily should be able to get comprehensive flow assessment and analytics to provide firewall rules suggestion for implementing a zero trust architecture.	
398.	Vol. 1 / Annexure B/ page 17. 18	Enterprise Management System	Traditional tools do not have visibility into the virutal environment. If, there is any traffic which is switched locally in the virtual switch it does not even go to the physical switches, in that scenario traditional tools will have no visibility. With virtualization it is required to have complete visibility into the virutal layer as well. Customer	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			should also be aware of the traffic patterns within the data center, things like what are the port numbers, protocols different virtual machines are communicating so as to detect any anomaly in traffic patterns or any threats. So request team to consider platform which can provide complete visibility into the virtual layer as well as physical layer - i.e. amount of East-West traffic, North-South traffic, inter-vlan traffic, intra-vlan traffic, traffic going to Internet, for optimization of traffic flows within the data center.	
399.	Vol. 1 / Annexure B/ page 19-22	Business Continuity Planning & Disaster recovery	In the traditional scenario, customer relies on specific hardware devices for extension of layer 2 across data centers. Also, whenever the application/virtual machine moves from one data center to another, there is a requirement of redoing the IP address, creation of firewall and network policies again which is a major contributor in increasing the RTO. Request you to suggest to add to provide a solution which supports reduction in recovery time objective when the VM is moved from one datacenter to another datacenter , where it doesn't require to redo the IP address for VM , the default gateway router is stretched from one datacenter to another datacenter , also the firewall policy for VM is also stretched from one datacenter to another datacenter , so when VM moves all the firewall policies remains same . They should be	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			able to extend Layer 2 networks across DC & DR without relying on hardware specific solutions.	
400.	Clause No. 3.1 Preq Clause No. 4	The Bider (In case of consortium both the partners should have a possitive net worth for last three financial years.	We request you to amend the clause as the bidder must have +ve net worth as on 31.03.2017	No Change
401.			Request for Date Extension by 10 days.	Refer Corrigendum 1
402.	RFP Volume 2, Section 2.3 Earnest Money Deposit	Shall submit, along with their Bids, EMD of Rs. 50 lakhs, in the form of a Account Payee Demand Draft OR Bank Guarantee (in the format specified in Annexure - 1.1) issued by any nationalized bank in favour of "The Controller General of Defence Accounts", payable at Delhi, and should be valid for 180 days from the due date of the tender / RFP.	We suggest the Department to accept EMD issued by any "Scheduled Bank"	Refer Corrigendum 1
403.	RFP Volume 2, Section 3.1 Pre- Qualification (PQ) Criteria, Sr. No. 1, Point No. 2(b) Page 22	Both partners should be a company registered in India under the Companies Act, 2013 with a registered office and operations in India. The company should be operational in India for at least last five financial years as of 31st March 2017.	We understand that Limited Liability Partnership (LLP) is also eligible to bid under this clause as Limited Liability Partnership (LLP) act 2008 is an extension of the Companies act and is legally permissible under the Corporate Law. Hence, request you to kindly modify the clause as mentioned below – "Both partners should be a company registered in India	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			under the Companies Act, 2013 or Limited Liability Partnership (LLP) with a registered office and operations in India. The company should be operational in India for at least last five financial years as of 31st March 2017."	
404.	RFP Volume 2, Section 1.7.1 Pre-Qualification (PQ) Criteria, Sr. No. 1, Point No. 1(4)	A consortium of maximum two partners, with the lead partner being referred as a bidder, meeting the following	Considering the scope of work includes Application development, Data Centre Setup and scanning, We request the department to increase the number of consortium partners to three	No Change
405.	RFP Volume 2, Section 1.7.1 Pre-Qualification (PQ) Criteria, Sr. No. 1, Point No. 1(c)	The Consortium can be opted for Hardware/Network components, Supply, Data Center Setup, Commissioning and Operations only	We request the department to amend the clause so that any of the three consortium partners can provide services for application development. The clause may be amended to: The Consortium can be opted for Application Development, Hardware/ Network components, Supply, Data Center Setup, Commissioning and Operations	No Change
406.	RFP Volume 2, Section 1.7.1 Pre-Qualification (PQ) Criteria, Sr. No. 8 & 9	Should have Completed/on-going at least One Data Center Setup & Commissioning Project in India in last 5 years. And Should have Completed/on-going at least two scanning Projects in India in last 5 years.	Please confirm that these Pre Qualifying requirements are to be fulfilled by the lead bidder alongwith the consortium partner/s and sub-contractor/s.	Lead Bidder/Consortium Partner (for data center)
407.	RFP Volume 2, Section 1.7.1 Pre-Qualification (PQ) Criteria, Sr. No. 11	The prime bidder should have direct authorization from the Original Equipment Manufacturer (OEM) for selling and supporting the components	In case the consortium partner is responsible for Hardware/Network components, Supply, Data Center Setup, Commissioning and Operations part of the scope, then the direct authorization	Lead Bidder



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		offered. The authorization should be submitted for Hardware and Software components offered as a part of this project	from the OEM should be in the name of the consortium partner.	
408.	RFP Volume 2, Section 3.2.5.1 Technical Evaluation, Sr. No. 1	Annual turnover of Bidder/ Lead Bidder (in case of consortium) from System Integration/ IT System development and implementation in the last three financial years i.e. 2013-2014, 2014-2015, 2015-2016	Request to change the marking to give 10 marks for turnover above 200 Crore in place of 300 Crore required as of now.	No Change
409.	RFP Volume 2, Section 3.2.5.1 Technical Evaluation, Sr. No. 5	Data Center Commissioning & Operations Completed/On Going Data Center Setup and Commissioning Project of value more than 5 Crores/ Project in India for any of the following organization:	We understand these credentials could come from the consortium partner who is taking care of Hardware/Network components, Supply, Data Center Setup, Commissioning and Operations part of the scope. Kindly confirm.	Prime Bidder/Consortium Partner
410.	RFP Volume 2, Section 3.2.5.1 Technical Evaluation, Sr. No. 6	Similar Nature Project – Pension Project Completed/On Going One or more Pension Project (s) for Central/State Govt. /PSU in India of more than 1 Lac pensioners in last 5 years. On Going Project Project should have been successfully gone Live and in Operations Phase for last one year	We request department to modify the Clause as mentioned below: Similar Nature Project – Pension Project/ eGovernance Domain project Completed/On Going One or more Pension Project (s) for Central/State Govt. /PSU in India of more than 1 Lac pensioners/ value more than 10 Crores in last 5 years.	No change
411.	RFP Volume	Similar Nature Project - Others Completed/On Going Project(s) for	Similar Nature Project - Others Completed/On Going Project(s) for Central/State Govt. /PSU/	As per RFP & Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	2, Section 3.2.5.1 Technical Evaluation, Sr. No. 7	Central/State Govt. /PSU in India of more than 5 Crore in last 5 years for any of the followings: Payroll/Claim Reimbursements, Financial Accounting/Core Banking, Insurance , PF/ EPFO Dept. Application, Income Tax Dept. Application, Treasuries Dept. Application, Excise Dept. Application On Going Project Project should have been successfully gone Live and in Operations Phase for last one year	large Private Sector company in India of more than 5 Crore in last 5 years for any of the followings: Payroll/Claim Reimbursements, Financial Accounting/Core Banking, Insurance , PF/ EPFO Dept. Application, Income Tax Dept. Application, Treasuries Dept. Application, Excise Dept. Application	
412.	RFP Volume 2, Section 3.2.5.1 Technical Evaluation, Sr. No. 8	Scanning Projects Completed/On Going Project of minimum 50 lakhs pages in last 5 years Note: At least one project should be for Central/State Govt. /PSU.	We understand that these project credentials could be provided by the consortium/ subcontractor partner responsible for scanning and data digitization activities. Please confirm.	Prime Bidder/Consortium Partner/SubContractor
413.	11.1.3.5 Aadhaar Authentication	Comprehensive Pension Application should be Aadhaar Authentication enabled. System Integrator will have to collect the UIDAI Authentication events and type of authentication during system requirement study phase. Indicative high level requirements are as below:-	Aadhar number and demographic information are very critical data. As per the recent UIDAI mendate, no one can save demographic informaiton but can save aadhar number. However, Aadhar number cannot be saved as plain text. UIDAI has recommended to use HSM for encryption of Aadhar number. Please see the	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>1. The application shall have e-KYC form to communicate with UIDAI. The bidder should refer UIDAI website for e-KYC details. The Aadhaar e-KYC API provides a convenient mechanism for agencies to offer an electronic, paper-less KYC experience to Aadhaar holders eliminating insecure and costly paper process that exists today.</p> <p>2. The application shall be able to capture and detect best finger (as per BFD specifications recommended by UIDAI)</p> <p>3. Fusion Finger Authentication should be included which will result in higher accept rate of Biometric Authentication</p> <p>4. If the biometric capture quality is not good, then 3 attempts to be done and the best image to be sent for authentication.</p>	"RFP should mention protection of aadhar number with HSM as mendated by UIDAI"	
414.	11.1.3.6 Digital Signing	<p>Comprehensive Pension Package should provide Digital Signing/Verification and Encryption/Decryption mechanism wherever required in the functional process. The application will be able to support all CAs/Sub-CAs digital certificates and tokens available in the market. Comprehensive Pension Application should also support automatic</p>	<p>Digital signing is critical componant to achieve Data Integrity, Non-repudiation, Authenticity. However, digital signing can go wrong if not handled properly. Digital signature are edmissable evidence in Indian court of law. So a secure mechanism should be there to protect Private Key of digital signing. There are few point to consider:</p> <p>1 - Private key should never come in software in it's life time.</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		Document Signer functionality (DSC Issued by the Department, configured on the server). System generated documents like PPO, CORR PPO, etc. will be automatically digitally signed by the Document Signer. SI will procure Digital Certificates required for application development, testing and UAT purpose. However, Digital Certificates to the users to work on Production Server will be provided by the DAD.	2- Private key should be protected by FIPS 140-2 device. 3 - Huge number of digital signing cannot be achieved with tokens. Because token are very slow in nature and not recommended for server side signing Recommendation is to use HSM for digital signing.	
415.	12.3 Security >>4. Protect database and backups	a) Internal encryption of user ID and password, b) Column level encryption, c) Support of external encryption over SSL d) Database Masking e) Integrating Controls	There should be a dedicated Key Manager or encryption solution to protect data in database, file server, storage, virtual machine, tape drive etc. Key manager not only manage encryption key of database but also secure encryption keys of file server, storage, tape drive etc. Key manager should also be certified FIPS 140-2 module. This is the only best way to achieve encryption at application, database, fileserver, storage, KMIP, tape driver, virtual machine.	No change
416.	Volume II 3.2.5.1 Technical Evaluation Sr. No. 6 Page. No.	Similar Nature Project - Pension Project Completed/On Going One or more Pension Project (s) for Central/State Govt. /PSU in India of more than 1 Lac pensioners in last 5 years. On Going Project Project should have been successfully	Similar Nature Project - Pension Project Completed/On Going One or more Pension Project (s) for Central/State Govt. /PSU in India with cumulative number of pensioners are more than 15 thousand in last 5 years. On Going Project Project should have been successfully gone Live and in Operations Phase for last one year	No Change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Page 34 of 122	gone Live and in Operations Phase for last one year		
417.	Volume II 3.2.5.1 Technical Evaluation Sr. No. 7 Page. No. 34 of 122	Similar Nature Project - Others Completed/On Going Project(s) for Central/State Govt. /PSU in India of more than 5 Crore in last 5 years for any of the followings: Payroll/Claim Reimbursements, Financial Accounting/Core Banking, Insurance, PF/ EPFO Dept. Application, Income Tax Dept. Application, Treasuries Dept. Application, Excise Dept. Application On Going Project Project should have been successfully gone Live and in Operations Phase for last one year	Similar Nature Project - Others Completed/On Going Project(s) for Central/State Govt. /PSU in India of more than 5 Crore in last 5 years for any of the followings: Payroll/Claim Reimbursements/ Financial Accounting/Core Banking, Insurance, PF/ EPFO Dept. Application, Income Tax Dept. Application, Treasuries Dept. Application, Excise Dept. Application On Going Project Project should have been successfully gone Live and in Operations Phase for last one year	No change
418.	Volume 1 – Annexure A Page. No. 221 Point - 5	Analytical Focus Areas Example Use Cases 1. Percentage of Pension Disbursement Information – Date wise, Region wise, Rank wise, Age wise etc. 2. Last three months failed transaction and root cause analysis 3. Status Report on various revision implementation. 4. Analysis Report on number of pensioners w.r.t region, sex, age, services, RO/Units etc	Will the Business Intelligence Reports/ Dashboard reports/Generic Listing/Statutory Reports is required only for current data or for the Migrated data?	All



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
419.	General Queries		Can we have the Migrated data in the separate Purge Database ? It is advisable to maintain the Current Live Data only in the Main Live Database, old data can be maintained in the Purge database only.	No. Migrated data of Existing Pensioners would remain in the main database.
420.	General Queries		Work Flow Levels for the Masters and Transaction can be detailed ?	As per RFP
421.	General Queries		Data Centre maintenance Process and the access Privilege for the Data Centre can be detailed ?	Refer RFP
422.	Volume - Annexure B	2.1.1 Comprehensive Pension Software, DOLPHIN, Aashraya and other Applications are planned to be hosted on two Mini Data Center in such a way so that services are hosted in Active mode in one of the Mini Data Center and in Passive mode in another Mini Data Center. Thus available hardware resources at both the Mini Data Centers are used simultaneously. This methodology implements the latest trend in Disaster recovery equipment deployment, in which DR equipment is used to share the active load rather than being idle and waiting for Disaster to happen.	Our reading of this requirement is that CPP and DAD applications shall be deployed on their own dedicated nodes in both data centers so that there are no performance/ deployment/ management issues when only one of the two data center is operational. Please confirm that this understanding is correct.	Refer RFP
423.	Volume I	11.1.3.2 E-mail solution for system generated content. The SI has to procure, implement, commission and host an open source email solution for CPP Application.	Since the SI has to procure, implement, commission and host the email solution for CPP Application, there should be no insistence that it should be open source only. The choice of email solution (open source/ COTS) should be left to	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
				the SI, as long as it meets all the functional requirements of the project, including aspects like perpetual licensing, support for migration to any other email solution, etc. This is especially relevant since the solution requires separation of mails between Internet and Intranet zones, and periodic synchronisation of mail between the two zones, which is easy to implement using IBM Domino	
424.	Volume 1	11.1.4 Security – CPP Application	Tools for web application security	Pension system will be accessible over internet, which makes it target for web attacks like SQL Injection, CSS etc. To ensure that this module has been subjected to tests against such vulnerabilities before Go-Live, and before every release during O&M phase, we recommend that web application security testing solution be procured as part of solution.	Refer Corrigendum 1
425.	Volume 1	11.1.5.1 Indicative Migration methodology	11.1.5.1 Indicative Migration methodology	Do you require ETL tool to be proposed?	No
426.	Volume 1	11.1.5.1 Indicative Migration methodology	11.1.5.1 Indicative Migration methodology	What is the cut-off period for migration of historical transactional data of pensioners?	Shall be mutually decided by DAD and successful bidder, based on data quality with PDAs
427.	Volume 1	12.2.1 Mini Data Center-1	Indicative number of transactions Pension Sanction: 80,000/ Year	We understand that this figure includes all types of sanctions i.e. new, revisions, corrections etc. Is this understanding correct? If not, please provide a breakup of transactions per year.	Refer Corrigendum-1



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428.	Volume 1	12.2.1 Mini Data Center-1	Total pensioners for CPP 1st Year after Go-Live: 8-14 Lakh 2nd Year after Go-Live: Approximate 10-14 Lakh (*)	Till how far back does the historical data of pensioners need to be migrated into the new system?	Since 1996 (Sanction, Disbursement related data). However data older than 1996 also shall be provided by DAD to the SI.
429.	Volume I	13.8.3 O & M for the licensed software	13.8.3 O & M for the licensed software	We understand that conditions listed in this section is also applicable to all open source softwares, if any, supplied by the SI. Please confirm that this understanding is correct. Also, request for an understanding of how the same is proposed to be evaluated for open source software, to validate their compliance to this clause	Yes. All Open source software used must have OEM Enterprise (highest level) Support for Project duration.
430.	Annexure A	8.4 User administration for CPP	System should allow User Administrator to create users for comprehensive Pension Package using user administration console, based on the duly authorized request received (in offline mode) from internal / external departments.	a) Please specify the count of CPP users whose identity lifecycle and access authorization for CPP web modules shall have to be managed through IDAM solution. b) It is our understanding that IDAM solution is not required for pensioners and other users who would access the system over internet. Please confirm if this understanding is correct.	a) Refer to similar query being answered in this document b) Yes
431.	Annexure A	8.5 Services for Pensioner – Portal #3	System should provide functionality for updating information, which does not exist in database and uploading scanned copy of required documents	Documents uploaded by pensioners shall have to be transferred to CPP sytem when the air-gap is plugged. After this transfer is complete, we understand that these document will be deleted	Yes.



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			(functionality required for old Pensioners, whose complete data is not available with PSAs and PDAs).	from pensioner's system. Is this understanding correct? If these documents need to be retained, please specify what would be the count of such documents, and approximate size per document per pensioner. This shall be required for sizing .	
432.	Annexure A	8.8 Budgeting	General	a) How many users would be involved in budget planning? b) How many users will use techniques like regression analysis, statistical analysis for the puprose of budget planning? c) What is the duration of activities from start to finish for budget planning?	a) Refer Corrigendum-1 b) Refer Corrigendum-1 c) 2-3 months
433.	Annexure A	8.8 Budgeting #13	CPP Application should be integrated with existing New Compilation System application of DAD	Please provide functional and technical details of New Compilation System.	CPP has to generate an output at database level and provide it for Compilation system database consumption.
434.	Annexure A	8.8 Budgeting #13	CPP Application should be integrated with existing New Compilation System application of DAD	a) What are the requirements for integration with New Compilation System? B) What business data will be exchanged between the two system, and what will be the mechanism (web services, format file, real time / batch etc) in which this data transfer happens? C) what is the size of data that will be sent from New Compilation System.	CPP has to generate an output at database level and provide it for Compilation system database consumption.



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435.	Annexure A	8.10 Grievance Management System	Sizing related a) Please provide information on volume of grievances received every year in the current scenario. B) How many users will be the participant for Grievance redressal processes?	a) Grievances and queries: Appx. 2 Lakh/ Year b) Refer Corrigendum-1
436.	Annexure A	8.12 Legal Management	System should be able to migrate existing data in legacy Software Aurora.	SI to provide format for data migration to CPP system. DAD shall provide the data in specified format
437.	Annexure A	8.13 DAK Management	8.13 DAK Management Please provide details on volumetrics (number of inward and outward posts to be recorded, number of users etc) How many total users will use Dak Management module?	Refer Corrigendum-1
438.	Annexure A	8.14 Application Integration	Integration with SBI CMP Please provide details of interface through which this integration with SBI CMP has to happen.	SI need to study at requirement gathering stage.
439.	Annexure A	8.15 Mobile App	Mobile App a) How many pensioners are expected to access the system through smart mobile phones? B) How many CPP internal users expected to use the system through smart mobile phone?	Refer to similar query being answered in this document
440.	Annexure A	8.18 Analytics #4	Analytics module should provide one, single, integrated platform which delivers the following capabilities: a) How many users would use the ad-hoc reporting capability? B) How many users would be recipient of burst	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		a) Ad hoc queries b) Managed Reports c) Performance Dashboards d) Customized User Dashboards e) Alerts & Notifications f) Analytical Graphs & Charts g) Controlled Access to analytical data h) Analytical data Export to various formats like XLS, CSV & PDF/A etc.	reporting? C) How many users would use Dashboards? D) Will reports be accessed over mobile phones also? If yes, how many internal CPP users will need to be given this capability?	
441.	Annexure B	2.1.1 Comprehensive Pension Software, DOLPHIN, Aashraya and other Applications are planned to be hosted on two Mini Data Center in such a way so that services are hosted in Active mode in one of the Mini Data Center and in Passive mode in another Mini Data Center. Thus available hardware resources at both the Mini Data Centers are used simultaneously. This methodology implements the latest trend in Disaster recovery equipment deployment, in which DR equipment is used to share the active load rather than being idle and waiting for Disaster to happen.	Our reading of this requirement is that CPP and DAD applications shall be deployed on dedicated nodes in both data centers so that there are performance/deployment/management issues when only one of the two data centers is operational. Please confirm that this understanding is correct.	Refer RFP
442.	Annexure B	#6 6. Enterprise Management Software (EMS) tools to be procured to provide assured IT service delivery at the expected service levels, tools for the following:-	Does the scope of EMS proposed in this solution also cover monitoring of DAD's legacy applications which will be deployed in data center ?	Except Performance monitoring of Legacy Applications



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			If yes, please provide count of OS for the active instances for each of these application.	
443.	Annexure B	#2 2. Within each zone, separate MZ (militarized zone) and DMZ (de-militarized zone) are created for enhanced Security. This measure shall necessitate periodical data synchronization:- a) One way: Pensioner's data from Internal MZ to external MZC b) Two way: incoming requests from Service Centers, HOOs, Pensioners and response from DAD officials.	Do documents also need to be synchronized between the zones?	As per solution requirement
444.	Annexure B	2.1.5 NOC-SOC Integration (NSOC): It is planned to setup Network Operations Center (NOC) and Security Operations Center (SOC) for monitoring Services, Infrastructure & Security.	What are the locations of primary and secondary NSOC?	DAD office N Delhi/ Delhi Cantt
445.	Annexure B	2.4.1.2 Server Sizing (Hardware) – Comprehensive Pension Software -	Section 1.9 Services for Document digitisation The Application & Document have been given 8+8 cores of sizing for Digitization Service. We understand that this sizing is only indicative and bidders are free to propose as per their solution design. Is this correct?	Indicative
446.	Annexure B	2.4.1.2 Server Sizing (Hardware) – Comprehensive Pension Software -	Sizing for CGDA Pension Service (Sanction, revision) - Internal users , Pension Disbursement Services , Service Center, Grievance Management - Internal users , Service Center, We request you to kindly provide transactional statistics for these processes on basis of which bidders can propose sizing. We understand that this data would on the basis of AS-IS manual processes.	Sufficient information has been provided to arrive at Sizing including



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			Grievance Management - external users , Budget, Audit, Re-conciliation, Dashboard - Internal users , Budget, Audit, Re-conciliation, Dashboard - Internal users, Pensioner records - Master copy	indicative sizing. Please refer to RFP	
447.	Annexure A	2.4.1.1 Server Sizing (Hardware)	2.4.1.1 Server Sizing (Hardware)	We understand that the sizing provided is indicative only and the bidders are expected to work out the server requirements based on their solution. Please confirm if this understanding is correct.	Indicative
448.	Annexure B	3. Concurrency:	As per Industry standards, user concurrency for Enterprise level software applications averages 20-30%. For instance 20% concurrency means that 20 users have clicked on their software application screens simultaneously.	In general, user concurrency is measured in terms of the number of users concurrently using a resource (application) in a defined period of time (typically 5 to 10 min). These concurrent users could be thinking/ reading through page/ filling form/ awaiting response from backend etc. The servers/ applications need to maintain a valid session for these users during this period. Simultaneous users concurrency is applicable only to web front-end, where the response time to an user's keyboard interaction has to be less than 5-10 secs. For such users, QoS is typically defined in terms of percentile of simultaneous users, who should get a response back from the system within 7 secs (say, 70 percentile during peak hour). Backend activity generated by the user's interactions may be longer, as would be in case of search queries or report generation.	Refer to similar query being answered in this document



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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				We request for further clarification as under: a) maximum number of users, who could be logged into the portal in a defined period of 5-10 minutes, during the peak hour of the day b) Estimated number of users, who simultaneously interact with the web front end at any instant of time during the peak hour, and the percentile of users, who should get a response within, say, 7 secs.	
449.	Annexure B	3.2.2 Database & Mgmt. Server, Database security #12	RDBMS should support native, active-active clustering with objectives of scalability and high availability. It should provide single image database concurrently accessed by multiple database servers, without repartitioning or changes to the database objects or 3rd party transaction routing mechanisms	Please confirm that databases of Pensioner Portal system and back office CPP system are to be deployed in Active-Passive cluster and not Active-Active cluster.	Active-Passive. However database must support the Active-Active functionality
450.	Annexure B	3.2.2 Database & Mgmt. Server, Database security #15	RDBMS must built-in backup and recovery tool, which can support the online, incremental backup. The tool can facilitate the media recovery, partial recovery and full recovery.	By "...the tool can facilitate the media recovery", we understand that you imply recovery from a media containing the backup. Is this correct?	Refer RFP
451.	Annexure B	3.2.2 Database & Mgmt. Server, Database security #9	To manage the SLAs better, Database solution should allow changing priority to prioritize short running transactions over long running transactions within a single service class.	We understand that the end objective is to have a capability which enables short running transactions to be given higher priority over long running transactions for better SLA management. As long as the database being proposed can meet this objective, how it achieves it is internal to database product design and should not be of	Confirmed



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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				relevance for CGDA solution. Please confirm that this understanding is correct.	
452.	Annexure B	3.2.2 Database & Mgmt. Server, Database security #10	RDBMS should provide controls over who, when, where and how applications, data and databases should be accessed.	Controls like "When" and "How" are not handled within RDBMS, and require external solution like database activity monitor. Please confirm that database activity monitoring is mandatory for the solution as CPP shall be dealing with sensitive and private data.	Database activity monitoring is mandatory for the solution
453.	Annexure B	3.2.2 Database & Mgmt. Server, Database security #11	RDBMS should have the capability to balance the data files and i/o across the available disk for the database.	"Data Files" is one vendor specific term. However our understanding is that this is to be interpreted as a generic term, and by this term you imply that data should be distributed across all the available disks. Please confirm that this understanding is correct.	Refer Corrigendum 1
454.	Annexure B	3.2.2 Database & Mgmt. Server, Database security #16	RDBMS should have option for Automated/manual identification and tuning of high load SQL Statements. It provides details about dynamic tuning capability of the database depending on workload requirement, system resources etc.	By "...It provides details about dynamic tuning capability of the database depending on workload requirement, system resources etc. ", we understand that this is in context of SQL statement tuning. Is this correct?	Refer RFP
455.	Annexure B	3.2.2 Database & Mgmt. Server, Database security #25	RDBMS should provide functionality to restrict the access to database tables through the application only. It should restrict users or DBA or any privileged user accessing the operational information through SQL Language / Tools like Toad etc., using direct connection.	Restricting users or DBA or any privileged user accessing the operational information through SQL Language / Tools like Toad etc., using direct connection requires a database activity monitoring solution. Please confirm that database activity monitoring is mandatory for the solution as CPP shall be dealing with sensitive and private data.	Database activity monitoring is mandatory for the solution



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
456.	Annexure B	3.2.3 Web Server #5 Should Support for Web Distributed Authoring and Versioning and Web Folders	This is a content management solution feature. Hence we request that this feature be removed from this section, and provide functional use case on how this feature is going to be used so that appropriate solution can be proposed.	No change
457.	Annexure B	3.2.3 Web Server #7 Web Analytics related to web server parameters for web application	Depending on the analytics expected, external solution may be required to meet this requirement. Please provide details of what analytics and on what server parameters shall be required in CGDA solution.	Refer RFP
458.	Annexure B	3.2.4 Application Server #26 Automatic discovery and management of cluster nodes	Automatic discovery is essential and mandatory when the clusters are multiple and at a very large scale. In the case of CPP, manual way of discovery will not have any impact on operational maintenance and management as the scale of application server deployment is neither very large and nor very complex. Hence we request that this clause be relaxed as follows: "Discovery and management of cluster nodes should be supported."	Refer Corrigendum
459.	Annexure B	3.2.4 Application Server #48 Provide tools for transaction configuration and monitoring.	This feature is accomplished using Application Monitoring tools (as asked for in section on EMS - APM) and not as part of Application Server. Hence we request that this be removed from the feature list of section 3.2.4 Application Server	No change
460.	Annexure B	3.2.4 Application Server #55 Centralized installation of server patches and upgrades	This is a feature of patch management solution and not application server. Hence we request you to remove this specification from this section.	No change



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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
461.	Annexure B	3.2.4 Application Server #56	Should provide support for side-by-side/production redeployment. So newer versions of application be deployed side-by-side with older version in same JVM	By "...side-by-side/production redeployment..." we understand that this refers to deployment on to clusters. Is this understanding correct?	Refer RFP
462.	Annexure B	3.2.4 Application Server #93	Multiple Security Configurations	By multiple security configuration, we understand that you imply implementing security configuration using OS, LDAP, DB etc.. Please confirm that our understanding is correct.	Refer RFP
463.	Annexure B	3.2.5 Business Process Management Software	The OEM should fall in the Gartner's magic quadrant for Intelligent Business Process Management Suites as of August 2016	Leader's Quadrant has been specified for Database whereas no specific quadrant name has been mentioned for the Intelligent BPM Suites. Since BPM is also a critical component, rationale for omitting Leader's Quadrant in the clause is not clear. Our submission thus is that the Leader Quadrant criteria be uniformly applied for all those components where Gartner ranking has been asked for, and this clause also be updated to mention that IBPM product proposed should be from Leader's quadrant.	No change
464.	Annexure B	3.2.5 Business Process Management Software #22	BPM platform should conform to industry workflow standards like BPEL, BPMN2.0. It shall provide a web interface should not require any proprietary software to be installed on client machines.	By "...should not require any proprietary software to be installed on client machines..." our understanding is that this applies only to end users (of CPP) application, who should be able to use the BPEL and BPMN compliant workflows without having to install any proprietary client software on their machines. Please confirm that this understanding is correct.	Yes



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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
465.	Annexure B	Page 83 , Clause 3.3 - Document Management	General Query	<p>1) Our understanding is that DMS is not required for pensioner's portal system. Is this understanding correct?</p> <p>2) Documents which are to be stored in DMS shall be accessed only through processes of modules like Initiation, Sanction, Dak Mgmt, Disbursement etc and there are no other applications which will access those documents directly. Is that understanding correct?</p>	<p>Yes</p> <p>Yes.</p>
466.	Annexure B	Page 84 , Clause 3.3 - Document Management	Point 9 - Should be able to support the capture of digital records of at least the following formats: Emails and attachments	<p>As we understand that backlog scanning will be carried out at 3 different location. What would be Total No of users using the scanning application for Ongoing scanning.</p> <p>Also , Please share if email documents will be ingested using capture solution.</p>	Refer RFP
467.	Annexure B	3.3 Document Management System	The OEM should fall in the Gartner's magic quadrant for Enterprise Content Management System as of October 2016	<p>Leader's Quadrant has been specified for Database whereas no specific quadrant name has been mentioned for the ECM system. Since ECM is also a critical component, rationale for omitting Leader's Quadrant in the clause is not clear.</p> <p>Our submission thus is that the Leader Quadrant criteria be uniformly applied for all those components where Gartner ranking has been asked for, and this clause also be updated to mention that ECM product proposed should be from Leader's quadrant.</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
468.	Annexure B	3.5.1 # 15 Scalability – The APM should be highly scalable, real user monitoring should be capable of handling upto 150K concurrent mobile devices per probe.	Since mobile devices and data speed of pensioners will not be a CGDA controlled environment, monitoring those applications for performance in real time has no relevance. In addition, real user monitoring for such large concurrency will have an impact on sizing of management servers and bandwidth. Hence our submission is that CGDA re-assesses the rationale for this requirement and either removes this or make it optional.	Refer Corrigendum 1
469.	Annexure B	3.5.1 # 13 Should support J2EE, .NET, SAP, SOA or Siebel Applications	a) Within the clause it's been asked to support J2EE, .NET, SAP, SOA or Siebel. Do you have SAP, SIEBEL in your environment? Please confirm. b) Since this intent is also covered in # 1 on page 93, this clause is redundant. Hence we request that it be removed.	Refer Corrigendum 1
470.	Annexure B	3.5.3 # 3 The proposed Business Services Dashboard Solution must enable intelligent service modelling by importing IT components (like network devices, server resources, applications, transactions etc.) from the management tools that directly manage infrastructure and applications. It should provide a dynamic service model which is updated on a near real time basis as and when there is a change in topology or an event/alarm is raised.	With respect to the point "... It should provide a dynamic service model which is updated on a near real time basis as and when there is a change in topology ", our understanding is that dynamic updates are useful and required in case of very large data centers running complex application systems. For CGDA, our assessment is that the changes in topology once the system is stabilized will be infrequent and which can very easily be handled through manual updates to service models. Hence our submission is that this be relaxed to include manual updates to service models whenever topology is changed.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
471.	Annexure B	3.5.3 # 2	<p>Proposed Dashboard solution should have Out-of-the-Box connectors/ probes to integrate with multiple EMS solutions, including industry standard solutions from HP, IBM, CA, Microsoft etc., and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.</p>	<p>Our understanding is that the proposed solution should be future-ready for integrating with multiple EMS solutions should those get implemented at a later stage, and no licenses for such adapters/probes/connectors need to be proposed as part of this rfp. Please confirm if this understanding is correct.</p>	No Change
472.	Annexure B	3.5.3 # 9	<p>The system shall allow administrators to create new Event Correlation rules by simply selecting events in the browser and indicating which event is the cause and which are the symptoms. The system should automatically validate Configuration Items in the selected events against the Service Topology Dependency Database to ensure they are connected and hence such a correlation rule can be created.</p>	<p>As per our understanding intent is to use the related events function to identify and show events that are historically related and to deploy chosen correlation rules, which are derived from related events configurations. With this one can create a pattern based on a related events group. The pattern applies the events in the group, which are specific to a resource, to any resource.</p> <p>Is our understanding correct? Please confirm</p>	Refer RFP
473.	Annexure B	3.5.3 # 10	<p>Correlation rules must be based on configuration item (CI) types, not on components themselves, so that they can be automatically applied to each new CI as the Service Dependency Database dynamically discovers and captures the new CI and its interrelationships. In short, there</p>	<p>As per our understanding intent is to use the related events function to identify and show events that are historically related and to deploy chosen correlation rules, which are derived from related events configurations. With this one can create a pattern based on a related events group. The pattern applies the events in the group, which are specific to a resource, to any resource.</p>	Refer RFP



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		should not be any changes to the rules when topology changes.	Is our understanding correct? Please confirm	
474.	Annexure B	3.5.3 # 11 The Event Correlation Engine must be based on the discovered information and relationships present in a central Service Dependency Database that contains infrastructure elements from all IT Domains, namely network, storage, hosts, applications and business services. The Correlation Engine shall use detailed, comprehensive, and automatically updated discovery and relationship information to analyze alerts and events and ultimately determine the event that is most likely the cause of an incident.	As per our understanding intent is to use the related events function to identify and show events that are historically related and to deploy chosen correlation rules, which are derived from related events configurations. With this one can create a pattern based on a related events group. The pattern applies the events in the group, which are specific to a resource, to any resource. Is our understanding correct? Please confirm	Refer RFP
475.	Annexure B	3.5.3 # 20 Server reporting tool should be able to collect and collate specific information regarding the relationships between the IT elements and the business services.	Within the clause it's been asked to have capability to provide relationships between the IT elements and the business services. While this can be provided but the requirement should be evaluated more from the visualization aspects rather than it should be achieved by server reporting tool. Our submission is to please rephrase the clause as "Tool should be able to collect and collate specific information regarding the relationships between the IT elements and the business services."	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
476.	Annexure B	3.5.3 # 25 Tool should provide development environment where more Content/Reports can be created and data sources such as — Generic .csv files, and, — Databases supporting JDBC. Should also be included to pull data and create reports from such data.	Within the clause it's been asked to provide development environment. As a practice dev/ test environments are recommended for application development and testing. For EMS/ NMS dev/ test environments are not required. Our submission is to please remove this requirement.	Refer Corrigendum 1
477.	Annexure B	3.5.4 # 14 A variety of reports summarizing the data including: Home page summary, Calendar, Heat chart, Headline, Dashboard, Managed inventory report, Top ten, Most changed, Data explorer	Within the clause multiple reports have been asked. Our submission is that names/ terminology used for most of the reports asked are favoring a specific OEM/ vendor. Our submission is to please rephrase the clause as "Proposed solution should provide various reports out-of-the-box and should also provides the ability to create/ generate customized reports."	Refer Corrigendum 1
478.	Annexure B	3.5.5 # 8 The proposed Helpdesk tool should be AXELOS (official ITIL accreditation) certified on at least 11 ITIL v3 processes at the Gold Level. Official Gold-level endorsements are the most mature way to demonstrate that at least three IT organizations are using the vendor's product to implement the process in production environments. This ensures that the solution has out-of-the-box content for best practices frameworks such as ITIL.	Out of big four's (HP, IBM, CA and BMC) other than HP no one of listed/ certified by AXELOS by virtue of which this is favoring HP. Pink Elephant is a renowned provider for ITIL certification for helpdesk tool. Our submission is to either remove this clause or rephrase the clause as "The proposed Helpdesk tool should be AXELOS (official ITIL accreditation) certified/ Pink elephant certified on at least 11 ITIL processes".	Refer Corrigendum 1
479.	Annexure B	3.5.5 # 9 The solution should provide Smart ticketing where the user can take a	This clause is favoring one vendor. Our submission is to please rephrase the clause as	Refer Corrigendum 1



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			screenshot of the error message and sends it to the service desk. The user can type in a couple of text lines to describe the error in simple natural language. All of the details are completed automatically from the picture taken or the text description provided. The service desk agent then can pick up the ticket with the information already filled in (category, impact, and assignment).	"The solution should provide ticketing where the user can take a screenshot of the error message and can attach it to the service request. The user can type in a couple of text lines to describe the error in simple natural language. Rest of the details are picked by service desk agent from the picture/ screenshot attached or the text description provided. The service desk agent then can pick up the ticket to provide a resolution of the same."	
480.	Annexure B	3.5.5 # 13	The solution should offer Smart Search which enables you to perform advanced cross module search action within the helpdesk. It should locate records which are likely to be relevant to a search argument even when the argument does not exactly correspond to the desired information.	The clause is ambiguous. Our submission is to please rephrase the clause as "The solution should offer similar ticket search facility that should result only list service requests, incidents, and problems having the same Classification. Records should not be included in the results if they either are global records or history records."	Refer Corrigendum 1
481.	Annexure B	3.5.5 # 14	Should support end user chat where the end users can communicate with either a virtual agent or a Service Desk IT agent in real-time to quickly address the service requests and support requests as they arise.	This is favoring one vendor. Our submission is to please remove this clause.	Refer Corrigendum 1
482.	Annexure B	3.5.5 # 15	The solution should provide Smart emails where, when a user sends an email to service desk, the email is regarded as an inbound email to the system. Based on the inbound email,	This is favoring one vendor. Our submission is to please remove this clause.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			the Service desk can create or update a record as well as automatically categorizes and assigns the record, and then the virtual agent replies to the user with the suggested solutions. When the service desk sends an email to a user, the email is regarded as an outbound email from the system. In the outbound email, suggested solutions and action buttons are embedded for the user to perform any appropriate task by replying the email.		
483.	Annexure B	3.5.5 # 16	<p>The solution should provide personalized and role based dashboards for all key IT processes where more than 200 out of the box reports should be available covering all Service Manager modules.</p> <p>Rationales for mandating that "more than 200 out of the box reports should be available covering all Service Manager modules" is not clear. Some vendors may provide the same set of information through fewer reports and dashboards, and thus will have lesser number of reports to claim as available out of the box.</p> <p>Our submission, hence, is that either CGDA provides a list of reports mandatory for the solution, or remove the mandatory figure of 200 or more out of box reports.</p>	Refer Corrigendum 1	
484.	Annexure B	3.6.3 SIEM	General - Sizing related	Please provide sustained EPS count for which the solution is to be sized for.	SI shall do the sizing
485.	Annexure B	3.6.3 SIEM	General - Sizing related	Please provide what is the number of days for which logs and flows need to be kept online.	SI shall propose
486.	Annexure B	3.6.3 SIEM	General	We understand that the system to be monitored for security events will be deployed only at Mini	It may be noted that each Mini



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			Data Center 1 and 2, and log & flows will be collected only from these two sites and no other sites. Is this understanding correct?	DC has 2 separate zones (External - Internet facing, Internal - DAD WAN facing and these 2 Zones are physically separate and not connected to each other (. For Data transfer purpose, it shall be opened only for 5-10 minutes (Airgap) and during that duration, Internet Gateway need to be switched off. The Security solution need to be designed keeping above in mind.	
487.	Annexure B	3.6.3 SIEM	General	SIEM is to be proposed for Mini Data Center 1 as well as 2. Is this correct understanding?	Yes.
488.	Annexure B	3.6.3 SIEM	General	What is the minimum bandwidth that will be ensured between Mini Data Center 1 and 2?	SI shall propose the bandwidth



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				and DAD shall make it available
489.	Annexure B	3.6.6 #3 Visualizes server and logical application environments and dependencies and compliance state.	Application dependency visualization is not a patch management feature. Please remove this clause from this section.	Refer Corrigendum 1
490.	Annexure B	3.6.6 #12 The system should support automation of servers across multiple Mini Data Center, with overlapping IP addresses, create and manage policies in any location and apply them to the entire environment.	Please clarify what is meant by automation of servers so that appropriate solution can be proposed.	Once Patch is scheduled at a Server, it should apply Patches on required servers automatically
491.	Annexure B	3.6.6 #18 Open a remote terminal or get complete server history directly in the application visualization interface	This is not a patch Management feature. Please remove this clause from this section.	Refer Corrigendum 1
492.	Annexure B	3.6.6 #20 Scalability – a single instance should be capable of managing the entire lifecycle of servers for at least 3000 servers	Please clarify what comprises "entire lifecycle" of a server?	Refer RFP
493.	Annexure B	6.5.1 In Comprehensive Pension Package, the system will use combination of forecasting methods like Extrapolation of historical data and Regression Analysis, based on the relationship between independent variables (factors that have predictive power for expenditure source) and a dependent variable (expenditure source being predicted) to arrive at a budget estimate.	Please clarify if the requirements for budget estimation requires statistical tool to be proposed? If yes, please provide number of users who would use such tools to carry out these activities.	SI to propose methodology and tool (if required) keeping in mind that complexity level is Low since most of the inputs shall come from CPP with few variables such as Increase in DA, OROP Implementation,



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				Pay Commission implementation, etc. For Budget preparation and vetting, appx 20 users shall participate.
494.	Annexure B C D	3.5.2 Server/VM Availability for Key Services	The average availability of the Servers/ VM (at DC/DR level) for hosting: 1. CPP application at DC- 1 2. DAD Application at DC-2 3. Security tools at both Mini Data Center Quarterly average) shall be at least 99.9% in a quarter.	This SLA does not apply for EMS solution. Is this correct understanding? Refer Corrigendum 1
495.	Annexure C	2.1.1	Quality assessment of minimum 11.1 Lakh pdf files, which consists of pages in the range of 5-27 (average 20 pages/record)	We request that few samples of these pdfs be provided. It would help if one sample is that of pdf with worst quality. Can see sample at CGDA HQs
496.	Annexure C	2.2.3	2.2.3 Creation of Meta-data Scanned documents are required to be uploaded in the DMS with 8 to 10 meta-data fields averaging 15 characters length. Metadata fields will consist of primary and unique keys like PPO No., CORR PPO No., Service Number, Unit/ Department Name, Pensioner name, Binder number, etc. The System Integrator shall finalize	a) Are the meta-data fields such as PPO No., CORR PPO No., Service Number, Unit/ Department Name, Pensioner name, Binder number, etc. hand written or typed in the documents (scanned or otherwise). b) Please provide sample images to assess the effort required. c) Please confirm that all data in these forms will be in English and no other language. a) Typed b) Can see sample at CGDA HQs c) Only English



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		meta-data fields with DAD in the beginning of the project.		
497.	Annexure C	2.2.6 Loading already scanned images provided by DAD	<p>a) Please provide the size and count of these images which will have to be imported into DMS of CPP system.</p> <p>B) Are these over and above the PDFs mentioned in section 2.1.1?</p>	<p>a) Count of images provided in RFP.</p> <p>b) Same.</p>
498.	Annexure C	Scanning of existing records	<p>a) What is the minimum bandwidth from centers in Allahabad, Mumbai and Delhi and mini-data centers?</p> <p>B) Can the scanning solution be hosted centrally in mini data center and accessed from these 3 locations?</p>	<p>a) Bandwidth proposed by SI shall be provisioned by DAD</p> <p>b) Yes</p>
499.		General	Please provide count of users who will participate in the following modules of CPP: Initiation, Sanction, Disbursement, Grievance Management, Legal, Dak	Refer Corrigendum-1
500.		General	<p>A) How many users would be there from RO, HOO and HQs?</p> <p>B) How many users would be there from Sanctioning Authorities</p> <p>C) How many users would be there from Disbursement Agencies</p> <p>D) What is the year-on-year growth that can be taken for internal users (i.e. users of CPP modules on intranet)</p> <p>E) For each of the disbursement of agency, please</p>	Refer Corrigendum-1



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			provide approximate number of users who will be users of Disbursement modules	
501.		General	a) Will Service Centers (aka DPDOs) like Banks, Treasuries, Post Office, Embassies connect to CPP system over DAD WAN? B) How will those users be authenticated?	Refer RFP
502.		General	How many distinct eforms are to be designed?	Single e-Form based on configuration
503.		General	Please provide average duration it takes to complete activities for following modules: - Initiation process - Saction process - Disbursement process.	Refer RFP
504.		General	a) How many pensioners get added every year? B) Can this figure be assumed as constant for each year of the project tenure?	a) Refer Corrigendum-1 b) Yes
505.		General Query about IDAM	a) Is there a LDAP where profiles of all internal users of CPP system is maintained ? Or there is none and all profiles will have to be captured and maintained in new LDAP? B) If a new LDAP is to be implemented, what will be the master sources of user profile details, and how often would reconciliation need to be done with these sources. C) What will be approval cycle for user id provisioning?	a) No b) CPP Application shall maintain Master source c) SI to propose



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506.		General - Software for project lifecycle management	We suggest that a collaborative project management system be deployed for the duration of the project by the contracted SI. This system be used to capture and manage requirements, design documents, test plans, defect list etc. Such a system hosted in a Govt of India Cloud environment will be of great help to track, record and manage the project deliverables between various stakeholders, viz, CGDA, PMU and contracted SI	No change
507.		General - related to BPM sizing	Please provide number of processes per year for the following modules of CPP: - Initiation - Saction (new, revisions, corrections etc) - Disbursement - Grievance Management - Legal - Dak	Refer RFP
508.	3.5 EMS Software / 3.5.5 Service Desk /pg 104	7. Should support KCS (Knowledge Centered Support) best practices. Should provide out-of-the-box change category to manage KCS workflow.	Vendor/OEM Specific, please remove or rephrase it to: Should support Knowledge management best practices with out of the box approval workflow	Refer Corrigendum 1
509.	3.5 EMS Software / 3.5.5 Service Desk /pg 104	8. The proposed Helpdesk tool should be AXELOS (official ITIL accreditation) certified on at least 11 ITIL v3 processes at the Gold Level. Official Gold-level endorsements are the most mature way to demonstrate that at least three IT organizations are using the vendor's	Pink Verify is an independent body which certify solutions on ITIL processes certification, Please rephrase it to : The proposed Helpdesk tool should be certified on at least 11 ITIL 2011 processes on all the 15 ITIL processes that are the most mature way to	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		product to implement the process in production environments. This ensures that the solution has out-of-the-box content for best practices frameworks such as ITIL.	demonstrate that at least three IT organizations are using the vendor's product to implement the process in production environments. This ensures that the solution has out-of-the-box content for best practices frameworks such as ITIL.	
510.	3.5 EMS Software / 3.5.5 Service Desk /pg 104	9. The solution should provide Smart ticketing where the user can take a screenshot of the error message and sends it to the service desk. The user can type in a couple of text lines to describe the error in simple natural language. All of the details are completed automatically from the picture taken or the text description provided. The service desk agent then can pick up the ticket with the information already filled in (category, impact, and assignment).	Vendor/OEM Specific as it is not recommended to deploy the auto populate category feature to avoid complications. please remove or rephrase it to: The solution should provide Smart ticketing where the user can take a screenshot of the error message and attached it to the service desk ticket. The user can type in a couple of text lines to describe the error in simple natural language to raise tickets quickly with short description. Details like priority is set automatically based on the selected urgency and impact category. System must give option to search the available solution for the similar issue before creating the tickets. The service desk agent then can pick up the ticket with the information already filled in (category, impact, and assignment).	Refer Corrigendum 1
511.	3.5 EMS Software / 3.5.5 Service Desk /pg 105	11. Tool should help in Problem hunting to reduce time to problem isolation, displays impact of potential problems based on cluster size of related incidents, determine patterns in thousands of incidents for faster problem isolation, discover incident	Vendor Specific, its not a helpdesk/servicedesk functionality. Please remove it or rephrase it to: The proposed solution shall provide Problem Management module for recording problems, workarounds and solutions. Must be able to relate and link problems to specific incidents.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		trends based on analysis of unstructured data for proactive management, Problem Managers should get a clustered view of recurring themes hidden in the huge quantities of unstructured data. Tool should provide incident title and description text, including the option to filter and zoom into smaller sets of data as needed.	Knowledge Management should provide service desk personnel with speedy and accurate resolutions to their problems, either from a browser or directly from any Ticket screen. It should be capable of using the problem description automatically for knowledge-base searches/suggestions.	
512.	3.5 EMS Software / 3.5.5 Service Desk /pg 105	12. Tool Analytics should be completely configurable in terms of source data and results, enabling Process Managers and other IT Users to proactively identify trends that can be used to drive action. Multiple instances shall be allowed to be configured in different ways in different modules for different outcomes - for example one should be able to identify trends in one set of data and subsequently develop linkages with other data, or Analytics can run on top of reporting results to provide further insights from unstructured data.	Vendor Specific, not a Service desk feature. Please remove it.	Refer Corrigendum 1
513.	3.5 EMS Software / 3.5.5 Service Desk /pg 105	13. The solution should offer Smart Search which enables you to perform advanced cross module search action within the helpdesk. It should locate records which are likely to be relevant	Vendor Specific, its not a helpdesk/Knowledge Management functionality. Please remove it or rephrase it to: Solution should be capable of communicating	Refer Corrigendum 1



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		to a search argument even when the argument does not exactly correspond to the desired information.	with multiple sources like corporate SharePoint portal, Service Desk discussion forums, internet search for knowledge search	
514.	3.5 EMS Software / 3.5.5 Service Desk /pg 105	14. Should support end user chat where the end users can communicate with either a virtual agent or a Service Desk IT agent in real-time to quickly address the service requests and support requests as they arise.	Vendor Specific, not a Service desk feature. Please remove it or rephrase it to: The proposed solution shall provide agent-less remote administration tools (chat, software/hardware inventory, file transfer, registry and file-system editing, screenshot capture, remote control and reboot/reconnect) to the analyst for faster resolution of desktop related incidents.	Refer Corrigendum 1
515.	3.5 EMS Software / 3.5.5 Service Desk /pg 105	15.The solution should provide Smart emails where, when a user sends an email to service desk, the email is regarded as an inbound email to the system. Based on the inbound email, the Service desk can create or update a record as well as automatically categorizes and assigns the record, and then the virtual agent replies to the user with the suggested solutions. When the service desk sends an email to a user, the email is regarded as an outbound email from the system. In the outbound email, suggested solutions and action buttons are embedded for the user to perform any appropriate task by replying the email.	Vendor Specific, not a Service desk feature. Please remove it.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
516.	3.5 EMS Software / 3.5.5 Service Desk /pg 133	6. Enables rapid troubleshooting and patch configurable compliance management by comparing servers to reference servers, industry best practices, or user-defined scripts. Provides comprehensive compliance dashboard with consolidated servers and cross-tier compliance views.	Vendor Specific, . Please remove it or rephrase it to: Enables rapid troubleshooting and patch management reporting to verify which are the clients/servers have specific patch level installed/updated as per OEM best practices.	Refer Corrigendum 1
517.	3.5 EMS Software / 3.5.5 Service Desk /pg 134	10. Provides dynamic, real-time, and historical reports into hardware, software, patches, and operations activities in complex, heterogeneous Mini Data Centers. Includes out-of-the-box compliance reports and at-a-glance compliance status with actionable links to servers, policies, and other objects. Exports reports to HTML and comma-separated values (CSV) formats.	Vendor Specific, Real time/dynamiz reporting on patch management is not an advisable feature as it doesn't give correct. Please rephrase it to: Provides reporting into hardware, software, patches, and operations activities in complex, heterogeneous Mini Data Centers. Includes compliance reports and at-a-glance compliance status with actionable links to servers, policies, and other objects. Exports reports to HTML and comma-separated values (CSV) formats.	Refer Corrigendum 1
518.	3.5 EMS Software / 3.5.5 Service Desk /pg 134	13. The audit trails should be stored centrally and should be digitally signed to prevent tampering.	Vendor Specific, Please rephrase it to: The audit trails should be stored centrally and should be securely accessed to prevent tampering.	Refer Corrigendum 1
519.	3.5 EMS Software / 3.5.5 Service Desk /pg 134	15. Will support audit and remediation against industry best practice content such as CIS, MSFT.	Vendor Specific, not a Patch Management feature. Please remove it.	Refer Corrigendum 1
520.	RFP Volume I - Annexure B	1. Directory service solution (includes directory proxy, distribution and virtualization capabilities,	Kindly confirm if you are looking for a User Store/Corporate Store which contains Users and their Administrative roles? And Where changes	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Section 3.6.9 IDAM Solution, page 148	synchronization with Microsoft Active Directory, and Web-based access to directory data)	are initiated withing the IDAM solution and these changes are then synchronized with the managed endpoints such as Microsoft Active Directory?	
521.	RPF Voulme I - Annexure B Section 3.6.9 IDAM Solution, page 148	5. Solution should provide a comprehensive Web-based administration framework for the service	Kindly confirm if you are looking for unified web-based interface which delivers comprehensive and consistent user experience across both identity management and access governance processes? Also, are you looking the Applications Launchpad which gives the user links to access other web applications/URLs?	Refer RFP
522.	RPF Voulme I - Annexure B Section 3.6.9 IDAM Solution, page 150	24. System should ensure that the Access Control Policy (i.e. the access rights that are granted based on job needs) is reviewed on a regular basis, preferably using automated tools. Any system or user accounts that are not needed shall be deleted after review and authorization.	Kindly confirm if you are looking for the solution which provides a set of sophisticated analysis and audit tools that can be used to analyze user access data to find potentially inappropriate, inconsistent, or excessive access privileges?	Refer RFP
523.	RPF Voulme I - Annexure B Section 3.6.9 IDAM Solution, page 148	Generic	How many Business/Internal Users and Consumers/External Users will be using IDAM and SSO solution?	Refer Corrigendum-1
524.	3.5.2 Server Monitoring, Page 95	Should provide simplified service / process monitoring and have the capability for distributed management functions and based on time zones have the capability of follow the sun model	Kindly confirm if the solution needs to be deployed in different timezones or consider removing vendor specific terminology "based on time zones have the capability of follow the sun model"	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
525.	3.5.3 Dashboard & Reporting, Page 99	The proposed Service Operations Management Dashboard must provide built in a manager of manager/MoM-class event management system for correlating cross-domain events, creating alerts based on correlated events and enforcing standardized escalation and automated action policies. The tool should support stream-based event correlation which uses rules and filters to identify commonly occurring events or combinations of events or need a new replacement event to be generated	The specification is vendor specific terminology and will restrict other OEM to participate, Kindly rephrase the requirement as " The proposed Service Operations Management Dashboard must provide built in a manager of manager/MoM-class event management system for correlating cross-domain events, creating alerts based on correlated events and enforcing standardized escalation and automated action policies. The tool should support event correlation which uses rules and filters to identify commonly occurring events or combinations of events or need a new replacement event to be generated.	Refer Corrigendum 1
526.	3.5.3 Dashboard & Reporting, Page 100	The system should support concepts of Accelerator Packs. These accelerator packs should provide preconfigured correlation rules, tools, and KPIs for specific managed domains such as J2EE, Database, and System Infrastructure.	The requirement asked contains vendor specific terminology used which will benefit only one OEM, request you to kindly rephrase it as " The system should provide agents with option to configure or use default parameters for monitoring of IT Infrastructure like Database, J2EE and System Infrastructure"	Refer Corrigendum 1
527.	3.5.3 Dashboard & Reporting, Page 101	The system shall allow administrators to create new Event Correlation rules by simply selecting events in the browser and indicating which event is the cause and which are the symptoms. The system should automatically validate Configuration Items in the selected events against the Service Topology Dependency Database to	The requirement asked contains vendor specific terminology used which will benefit only one OEM, request you to kindly consider removing it as correlation you have asked for the same requirements in other sections.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		ensure they are connected and hence such a correlation rule can be created.		
528.	3.5.4 Network Monitoring, Page 104	A variety of reports summarizing the data including: Home page summary, Calendar, Heat chart, Headline, Dashboard, Managed inventory report, Top ten, Most changed, Data explorer	The requirement asked contains vendor specific terminology and will benefit only one OEM Kindly rephrase it as "A variety of reports summarizing the data including: Home page summary, Calendar, Heat chart, Headline, Dashboard, Managed inventory report, Top ten, Capacity planning reports, Trend Analysis and solution to design customized reports"	Refer Corrigendum 1
529.	RPF Voulme I - Annexure B Section 3.6.9 IDAM Solution, page 148	1. Directory service solution (includes directory proxy, distribution and virtualization capabilities, synchronization with Microsoft Active Directory, and Web-based access to directory data)	Kindly confirm if you are looking for a User Store/Corporate Store which contains Users and their Administrative roles? And Where changes are initiated withing the IDAM solution and these changes are then synchronized with the managed endpoints such as Microsoft Active Directory?	Refer RFP
530.	RPF Voulme I - Annexure B Section 3.6.9 IDAM Solution, page 148	5. Solution should provide a comprehensive Web-based administration framework for the service	Kindly confirm if you are looking for unified web-based interface which delivers comprehensive and consistent user experience across both identity management and access governance processes? Also, are you looking the Applications Launchpad which gives the user links to access other web applications/URLs?	Refer RFP
531.	RPF Voulme I - Annexure B Section 3.6.9 IDAM Solution, page 150	24. System should ensure that the Access Control Policy (i.e. the access rights that are granted based on job needs) is reviewed on a regular basis, preferably using automated tools. Any system or user accounts that are not	Kindly confirm if you are looking for the solution which provides a set of sophisticated analysis and audit tools that can be used to analyze user access data to find potentially inappropriate, inconsistent, or excessive access privileges?	Refer RFP



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		needed shall be deleted after review and authorization.		
532.	RPF Voulme I - Annexure B Section 3.6.9 IDAM Solution, page 148	Generic	How many Business/Intenal Users and Consumers/External Users will be using IDAM and SSO solution?	Refer Corrigendum-1
533.	3.5.1 Application Performance Management, Page 94, Point 15	Scalability – The APM should be highly scalable, real user monitoring should be capable of handling upto 150K concurrent mobile devices per probe.	Kindly confirm if the solution needs to monitor the performance of mobile applications and analytics. Is the solution going to be deployed on the mobile devices too?	No Refer RFP
534.	3.5.1 Application Performance Management, Page 94, Point 13	Should support J2EE, .NET, SAP, SOA or Siebel Applications	Request you to please remove packaged applications like SAP and Siebel as they have their own performance monitoring solutions embedded within the product. Hence, offering another monitoring product will be redundant.	Refer Corrigendum 1
535.	3.5.1 Application Performance Management, Page 94, Point 16	Data, reports and views from the synthetic monitoring solution should be able to be incorporated into common dashboard views along with real user monitoring and infrastructure monitoring.	The requirement asked contains vendor specific terminology used which will benefit only one OEM, request you to kindly consider removing it.	Refer Corrigendum 1
536.	Volume 1 – Annexure – B/3.3.1 Anti-Virus, Antispyware/113	Solution must prevent clients from downloading full definition packages.	Most of the time there is not way to force endpoints to update definitions and endpoints can access other network resources. With this feature, endpoints will only access anti-virus server and download the definitions. Once definitions are downloaded, endpoint can access network resources and protect it from an attack. It is requested to add following requirements "Solution should be able to quarantine endpoint	No change



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			if the endpoint is not compliant to the compliance (like checking of the missing OS patches, outdated anti-virus definitions, less disk space, etc.) check based on policy to meet NIC requirements. Endpoint agent should continue to run and to try to remediate. The frequency of the check and remediation settings should be configurable in the policy. Once the client is remediated and passes the policy check, the client should move out of the quarantine location automatically to access the network resources."	
537.	Volume 1 – Annexure – B/3.3.1 Patch management/136	15. Will support audit and remediation against industry best practice content such as CIS, MSFT.	We understand from the specification that Patch Management must enable smarter patch management by using its Zero-Day patch capability to automatically monitor and download, and apply patches based on pre-defined criteria based on the best practices. Is our understanding correct?	No change
538.	Volume 1 – Annexure – B/3.3.1 Patch management/136	13.The audit trails should be stored centrally and should be digitally signed to prevent tampering.	Not all vendors support digitally signing to prevent tampering. Therefore it is requested to rephrase the specifications to read as "The audit trails should be stored centrally and should have mechanism to prevent tampering."	No change
539.	Volume 1 – Annexure – B/3.3.1 HIPS/133	2. Protection from all classes of attacks, including port scans, buffer overflows, Trojan horses, and e-mail worms.	We suggest to have that the HIPS should prevent installing of malware in the first place rather than preventing.	No change
540.	Volume 1 – Annexure – B/3.3.1 HIPS/133	General	All malware always tries to acquire administrative controls and spread across the servers. Therefore, it is imperative for a solution to de-escalate user rights by policy. Thus a	No change



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			user/malware with “admin” rights may be downgraded to “user”, with fewer rights. We suggest it to have it as a part of HIPS specifications.	
541.	Volume 1 – Annexure – B/3.3.1 HIPS/133	General	We suggest that HIPS must be independent on signatures for protecting server from malware or internal user threat. We recommend to make it part of the specification.	No change
542.	Volume 1 – Annexure – B/3.3.1 HIPS/133	General	We recommend to include that Server Security solution should secure unpatched applications and systems running on legacy and End-of-life platforms. This will protect servers for missing patches and internal threats like privilege escalation.	No change.
543.	Volume 1 – Annexure – B/3.3.1 HIPS/133	General	Server Security solution should have application sandboxing and process access control to take action if the permission requested are greater than those allowed thus preventing against a new class of threats. This is recommended because malicious code injects itself into server process thus making process a malware.	No change
544.	Volume I/13.1.1 Audit scope/50	1. Security Audit: The System Integrator, will be required to submit Security Audit Certificate to ensure that all the components of Comprehensive Pension Package (Applications and Infrastructure) are in compliance with the latest Government of India IT Security Policies.	Security audit is ensure that risk to IT infrastructure is minimized. To ensure that the risk remains low, security policies are created based on the different standards/frameworks like ISO207001, PCI-DSS etc. to meet organizations goals. To ensure that these polices and assessment of the polices is update there needs to be an automated solution to a) deliver core assessment technologies to enable	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>security and compliance programs, as well as support IT operations in the data center</p> <p>b) automate the management of deviations from technical standards and make it possible to remediate misconfigurations.</p> <p>c) provide DAD with prepackaged technical standards that granularly define best practices for securing servers and databases and trends compliance to these standards.</p> <p>d) provide detailed remediation instructions to correct deviations and integrates with existing change control ticketing systems to ensure that changes are made only after appropriate authorization and with proper oversight.</p>	
545.	Volume I/13.8.13 Periodic reporting/73	b) Corrective Action report in response to the any audit findings/ other concerns as identified by DAD	It is difficult to manually measure the implementation of the corrective action during an audit finding. It is therefore suggested to collect evidence of compliance to control objectives through integration with procedural and technical assessments, thus enabling analysis and reporting on compliance efforts and implementation of IT audit findings. This will provide DAD a continuous automated assessment that will deliver a unified view of security controls and vulnerabilities.	No change
546.	Volume I/13.1.4 Pre Go-Live of each phase/52	The SI will carry out an Information security audit on IT infrastructure in line with ISO-27001 guidelines by STQC or STQC/CERTIN empaneled agency and submit the audit report to DAD. SI	Audit is an on going activity and needs to be carried out quarterly or half yearly basis or as per DAD requirement so that the risks are noted and corrective action is proactively taken. We suggest that this needs must be automated to	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		will also close all observations of such an audit. This audit will be required to be carried out both pre Phase I and Phase II go-live.	ensure that organization is aware of the compliance to security policies defined by the DAD. We suggest that solution should provide auditors with a single interface to evaluate IT compliance posture and assist DAD with defining and mapping policies to best practices, frameworks, and regulations, and identifies overlaps in control objectives to reduce duplicate assessment efforts. These standards/frame work must be based on best practices like ISO2700x, PCI-DSS etc. It will also help demonstrating due care toward achieving IT policy compliance and provide auditors with a single interface to evaluate IT compliance posture	
547.	Volume I/13.5 Documentation of the Project/59	i) DAD expects the SI to document the operations and management processes as per the ISO 20000-1 standard.	Documentation is an important part of any audit and to keep it updated has always been manual and difficult task and most of the time it is updated before audit. This creates a false sense of being compliant. It is therefore requested to include a solution that should meet regulatory obligations for policy documentation, implementation of policy awareness program, and policy compliance assessment activities in a single solution	No change. However SI is free to propose it as part of Solution requirement.
548.	Volume 1 – Annexure – B/3.6.10 Mail Security on SMTP Gateway/152	General	One of most commonly used mechanism to gain unauthorized access to the internal systems is using phishing mail. These phishing mails are specially crafted so that most information security aware person/user fall into the trap. To ensure that users are made aware and recognize	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>these type of mails, it is must to make them aware by conducting phishing assessments. This will provide DAD trends in behavior of user and provide a human firewall to these phish attacks thereby protect critical assists. We suggest to include these as a part of Mail Security :</p> <p>a) Messaging Gateway Security must use heuristics technology to scan for threats for which no known definitions exist and it should allow to configure the heuristic levels.</p> <p>b) Messaging Gateway Security must provide templates for assessing the awareness level of its employees on the phishing mails. It should enable organization to establish a baseline when it comes to building an effective phishing readiness program.</p> <p>c) Solution should encourage positive behavior and track change over time with repeat simulated spear phishing assessments. Repeated assessments over time must provide trends in behavior, and allowing organization to take the first steps in educating employees appropriately.</p> <p>d) Solution must put restriction on sender's ability to consume system and network resources by correlating directly with the sender's reputation for spamming</p> <p>e) Messaging Gateway Security must dynamically manage connection load based on the local reputation to allow legitimate mail flow and prevent from denial-of-service attacks.</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			f) Messaging Gateway Security must allow assigning MTA TLS certificate to a Scanner so that scanner may send or accept TLS-encrypted messages for scanning of inbound or outbound mail or for authentication.	
549.	Volume 1 – Annexure – B/3.6.3 SIEM/118	General	<p>SIEM provides the reactive analysis of the logs and does not provide real time analysis of an incident. We suggest that DAD should have solution</p> <p>a) to look into Layer-2 to Layer-7 analytics and provide a variety of analytics capabilities such as complete session reconstruction & preview with customizable levels of session fidelity; data visualization; exploration of root-cause; timeline analysis of suspect sessions; artifact reconstruction & extraction; IP geo-location; and trend analysis. Relevant information pertaining to extraction, retrieval and, observation of compromise indicators should be made available in respective investigative views.</p> <p>b) integrate with security information & event management tools to enable analyst pivot directly from any alert or log and obtain full session detail and evidence of the full source and scope of the event – before, during and after the breach.</p> <p>c) provide the capability to instantiate “any to any” relationships between all metadata (applications, filenames, etc.) and enable assessment of full context of all activity</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<p>surrounding a given set of search criteria.</p> <p>d) to reconstruct artifacts in chronological order, such as Archives, PDF, Word, Excel, Java-Scripts, Images, Flash, and many more, making it easy to track the file exploit distribution and file-type/MIME-type activity over time.</p> <p>e) provide an ability to generate reports that are based on attribute views with extensive sorting and filtering abilities. The analyst should be able to schedule report generation and be able to download reports in PDF or other formats.</p> <p>f) should support network anomaly detection that performs statistical analysis on captured data and alerts on anomalous behavior. It should support pivot from the alert to an investigation view, where details around anomaly are available for analysts review.</p> <p>g) should support replay functionality so that the acquired traffic is forwarded to one or more replay interfaces with the intent to identify risks leveraging other network-based security tools/technologies.</p> <p>h) should provide near instantaneous access to the captured data and should enable analyst to query the system using protocols, applications, transaction attributes. The solution should facilitate use of atomic, computed and, behavioral indicators into investigations.</p> <p>i) should provide a Web-Services API, allowing capture data to be described and retrieved</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			though a simple web-request. This allows for the easy integration into other software platforms, such as an IDS/IPS, Firewall and SIEM. The solution should also support integration with external analysis tools that leverage ICAP protocol.	
550.	Volume 1 – Annexure – B/3.6.10 Mail Security on SMTP Gateway/152	General	Some of the Mail Security solution providers use free antivirus to provide virus scanning functionality. We suggest to have antivirus for scanning of the mails must be from the same vendor.	No change
551.	CPP-RFP-Vol-I_signed, Page-80 / 14.2	Scope of Work	<p>We understand that you are looking for backlog digitization activity; please provide some more information on this:</p> <p>i. Documents for scanning are in loose sheets or hard bind book state?</p> <p>ii. What are the scanning parameters of pension records such as mode of scanning in color/grayscale/BW, scanning DPI in resolution and image format TIFF/PDF etc.</p> <p>iii. It is assumed that metadata entry will be done in English language only. Please confirm.</p> <p>iv. Are you looking for OCR enablement functionality. If so, please elaborate the requirement</p>	Refer RFP
552.	CPP-RFP-Vol-I_signed, Page-27 / 10.2	Metadata entry (8-10 fields) of 11 Lakh already scanned records (average 20 Pages/ record) and uploading to DMS	<p>i. Please specify details of already scanned records such as image format TIFF/PDF etc., scanned mode Color/BW and scanning DPI.</p> <p>ii. Is there any existing system used to store these</p>	Please refer Annexure C of RFP Volume I. Already scanned files are currently



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			documents; if so, please provide more information on existing system.	stored in File System.
553.	CPP-RFP-Vol-I_signed, Page-101 / 19.6	BoM - Data entry	i. As per our understanding it is a separate scope and it is not metadata entry of 7 crore and 11 lakh records as part of backlog digitization. Please confirm. ii. Do we need to perform metadata entry from scanned images or from physical documents?	Refer Corrigendum for further details.
554.	General- Enterprise Workflow Management		i. Please let us know the total number of users along with their concurrency ratio who will be working on business process on the business process management platform and document management system. ii. In total, how many workflows will be there? What is the complexity of the workflows? iii. How many systems/ applications needs to be integrated with BPM? How many integration touch points will be there?	1. Users Refer Corrigendum-1 2. SI to estimate the workflows from the provided ToBe processes 3. Integration: Refer RFP I 4. YoY Growth: Addition Pensioners 85,000/ Year - 2% go out of system due to Death
555.	Page No. 271 CPP-RPF Volume I - Annexure A- signed/Functional Requirements	Legal Case Management- System should be able to migrate existing data in legacy Software Aurora.	i. Kindly provide the volume of existing data to be migrated. ii. Is there any document content residing in the existing system 'Aurora' iii. What is the format of the existing data?	i. 21,000 court cases (approx) ii. No iii. Data is available in Database



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
556.	General- Enterprise Document Management		i. How many systems/applications needs to be integrated with DMS? How many integration touch points will be there? ii. In ongoing activities, how many documents will be uploaded/added into DMS on a daily/monthly/yearly basis?	i. CPP Application ii. Documents of 100,000 Pensioners/ Year (85000 New Pensioners + Change for 15000 Pensioners)
557.	CPP-RFP-Vol-I_signed, Pg no.54	SI shall make adequate provision for circulating pre-training material to all the participants at least seven (7) days before the conduction of the training. The pre-training material may be circulated in electronic form and hard copy form to DAD.	Kindly confirm who will take care of distribution of Training Material in soft copy/Hardcopy to final trainee?	SI need to submit the material to DAD and DAD shall distribute to the participants.
558.	CPP-RFP-Vol-I_signed, Pg no.54	Training on System Administration to DAD System administrators	Details of batch size, Training Duration and no. of batches to be conducted is not available, please provide the same?	Refer Corrigendum-1
559.	CPP-RFP-Vol-I_signed, Pg no.54	Developing the training content - SI shall ensure that the training content is relevant to the target trainees depending upon the role played by them	Kindly clarify types of Training material needed. i.e. Class room, Presentation deck, Web based etc.	SI to decide
560.	CPP-RFP-Vol-I_signed, Pg no.54	Senior management training	Details of batch size, Training Duration and no. of batches to be conducted is not available, please provide the same?	Refer Corrigendum-1
561.	CPP-RFP-Vol-I_signed, Pg no.54	End user training	Details of batch size, Training Duration and no. of batches to be conducted is not available, please provide the same?	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
562.	CPP-RFP-Vol-I_signed, Pg no.54	Annual training	Details of batch size, Training Duration and no. of batches to be conducted is not available, please provide the same?	Refer Corrigendum-1
563.	CPP-RFP-Vol-II_signed, Pg no. 74/1.7.4	Supporting Documents Bidder need to submit anyone or more of the following documents. These supporting document(s) should clearly specify the scope of project, value of the project and project status with month & year of go-live/completion. 1. Client letter 2. Work order/contract copy 3. Completion/go-live certificate 4. Client email The above document(s) should be duly certified by authorized signatory.	Please allow us to submit the letter signed by authorized signatory or Company Secretary or Chartered Accountant with project details for projects which are under Non-Disclosure/Confidentiality Agreement and can not be shared.	Refer Corrigendum 1
564.	CPP-RFP-Vol-I_signed, page 224 of 301	Features - 1. Integrated Workflow based pension processing and 2. Integrated Grievance Management System	We understand these two applications only are to be implemented on the BPM. Please confirm our understanding.	SI need to propose
565.	CPP-RFP-Vol-I_signed, page 224 of 301	Features - 1. Integrated Workflow based pension processing and 2. Integrated Grievance Management System	Please advise if there is any preference for open-source or qualification criteria for OEM for BPM product. Should the product to support must be compliant to BPMN standards?	Refer Corrigendum 1
566.	CPP-RFP-Vol-I_signed, page 224 of 301	Workflows	1. What are the total number of workflows/ processes to be factored for and their complexity (based on number of steps/forms/rules)?	As per functional requirements provided in the RFP. Detailed process need to be studied in



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				Requirement gathering phase.
567.	CPP-RFP-Vol-I_signed, page 224 of 301	7. Dashboards and KPI	Please state the number of reports to be developed, Out-of-the box and customized?	Refer indicative FRS provided in the RFP annexure and further details can be collected at the time of requirement gathering.
568.	CPP-RFP-Vol-I_signed, page 224 of 301	10. Integration with Document Management System	What are the other systems' integration needs to be factored in scope apart from DMS?	Migration of any other system with DMS is not in scope.
569.	CPP-RFP-Vol-I_signed, page 224 of 301	10. Integration with Document Management System	Please state the total number of services to be factored for integration with DMS & other systems (if applicable)?	Refer RFP
570.	CPP-RFP-Vol-I_signed, page 224 of 301	Workflows	We understand that all the workflows in scope are document centric, meaning triggered upon receiving a form of request / grievance. Please validate our understanding.	SI need to propose
571.	CPP-RFP-Vol-I_signed, 297 of 300	12.1 Business Rules Customization	Please state the number of business rule table that needs to be implemented in BRMS (Business Rules Management Systems)	Refer Section 3 of Annexure A of RFP Volume I
572.	CPP-RPF Volume I - Annexure A-signed.pdf 5.2 To-Be List of Services	5.2 To-Be List of Services	Can we summarize the scope of mobile app as mentioned below: - Services limited to Pensioners (G2C) for Post Retirement Services - Services limited to Units/Departments for Claim	a) Yes b) No c) No



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Page No. 143 + Page No. 217, 246		Status Tracking only - Services limited to RO/HQs (G2G) for Claim Status Tracking only (similar to Pensioner Portal) Please confirm/suggest.	
573.	CPP-RPF Volume I - Annexure A-signed.pdf 7.4 Mobile Apps Page No. 217	Initially, the mobile application can be developed on Android and iOS operating system, which covers approx. 60% of the market. After that based on the requirement and demand, it can be extended on other operating systems.	Which is the preferred way of mobile app development >> "Developed Once - Use for multiple platform" approach (i.e. Hybrid/Cross Platform Mobile App with all the required native features) or >>"Developed separately for each platform" (i.e. Native Mobile App) approach ? Please suggest.	As per RFP
574.	CPP-RPF Volume I - Annexure A-signed.pdf 8.15 MobileApp Page No. 275	The application should be portable with iOS , Android and Windows	As mentioned in section 7.4 Mobile Apps of this document (CPP-RPF Volume I - Annexure A-signed.pdf), can we consider that the mobile app is required to be developed on Android and iOS platform only.	As per RFP
575.	CPP-RPF Volume I - Annexure A-signed.pdf 8.15 MobileApp Page No. 277	The system shall ensure security of data in case of loss or theft of the tablet either by way encrypting the application data or some other secured means. The system shall ensure that unauthorized users shall not have access to data	Are you looking for enterprise class Mobile App Development Platform (MADP) or an open source based platform to develop and manage the mobile app? Please guide.	SI need to decide
576.	CPP-RPF Volume I - Annexure A-	Multilingual Support - Hindi (For Labels in report)/English	Assuming this is applicable to mobile app as well. Please confirm.	No



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	signed.pdf 12 Non Functional Requirements Page No. 297			
577.	NA	NA	Please provide the volumetric data / number of users for mobile app with concurrency.	Refer Corrigendum-1
578.	NA	NA	Developer licenses are required from Google and Apple for the hosting of mobile app in respective app stores. Who will provide the same? Can we make use of existing licenses available if any?	SI need to take care of all the development tools. Yes.
579.	Vol 1 - Page 28	3. Recommendations for Business Process Reengineering for the CPP applications/ services	Our understanding is that a BPR activity is already carried out and the functional scope & processes describe in this RFP and its annexures are based on the report of the same. As art of the Requirement Analysis phase the selected bidder will only need to gather & analyze the details of the same. If there is any requirements which comes out, which are outside the scope defined in the RFP, the same will be considered via change management process - Please confirm.	Yes
580.	Vol 1, Page 30 9.2 Existing IT Systems	Defense Pension Software Applications: The following In-house Applications related to Pension process are being used by DAD.	Please also provide the migration requirements against each of these systems, if any data is expected to be migrated from these systems. Please provide the number of tables/ records & overall DB size for each of the source systems. Also provide clarification on historical data migration & cut-over data migration expectations.	List of applications for data migration is provided in Section 11.1.5 Data migration of RFP Volume I.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
581.	Vol 1 Page 23	Other DAD Applications: DAD also uses following applications for non-Pension work areas. <Table>	Please clarify whether the proposed system is expected to have any automated integration with these systems? If yes, please provide the data exchange details? Are there any data to be extracted/ uploaded from these systems?	Refer RFP
582.	Vol 1 Page 23	Other DAD Applications: DAD also uses following applications for non-Pension work areas. <Table>	Please clarify whether There is any scope for SI with respect to these systems? If yes, please define.	SI is not responsible for DAD Legacy applications.
583.	Vol 1 pg 24	Tulip PMS	The description for this existing system seems to be an exact replica of the previous one. Please re-check and correct. Please explain the different components/ functions of the systems. Are these systems to be considered as a single system?	Not in SI Scope
584.	General	< Integration requirements>	If there are any existing/ external systems to which automated interfaces to be provided, please provide the details - at least source system target system, data to be exchanged, batch/ real-time	CPP Application shall be integrated with two external systems: 1. CPGRAM (Refer Section 8.10 of Annexure A of RFP Volume I) 2. SBI CMP (Refer 8.14 Application Integration of Annexure A of RFP Volume I)



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
585.	Vol 1 , page 45	Based on the current data, the envisaged number of transactions in the CPP solution is as follows:	Though the number of pensioners etc. are defined in Annexure to volume 1, looks like a clear definition of sizing parameters in terms of users & concurrent users seems to be missing. Please clearly define the type of internal users who will be given access to the system, their total count expected (considering growth) and concurrent users expected to access the system. Similarly, please provide the same details for external users.	Refer Corrigendum-1
586.	Vol 1 page 30 11.1.2 Mini DC, DR for CPP	More details about Mini DATA CENTER-1 are covered in section on Project B.	Guess this actually refers to Annexure B, rather than project B, Please confirm,	Read "Section 12" in place of "Project B"
587.	Vol 1 page 34	c) The System should allow Digital Signature based authentications, OTP based authentication, etc.	Please remove open ended clauses such as etc., not limited to and including when defining scope. Please remove these clauses or add a statement overriding the same.	These are the indicative requirements. However, SI should provide inline adequate security options.
588.	Vol 1, 13.8.2, Pg 62	13.8.2 Application Software Maintenance and support services	Please clarify the application support window for which resources are to be placed.?	For the entire contract period
589.	Vol 1, 13.8.2, Pg 62	13.8.2 Application Software Maintenance and support services	Please clarify the location at which support personnel to be placed? Is Onsite -Offshore model allowed? Does the Onsite support will be done from a centralized location? (IF not please provide the list / number)	New Delhi from a Central onsite location, support shall be provided.
590.	Vol 1, 13.8.2, Pg 62	13.8.2 Application Software Maintenance and support services	Please provide the existing ticket volumes & count of support personnel for various levels (L1. L2. L3) - along with definition of the same. Please	Since CPP Application does not exist, its



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			provide the ticket dump for last 6 months, if possible.	helpdesk does not exist, hence existing Ticket volume is not applicable.
591.	13.9 Change request	1. Any configuration, performance tuning, mitigation of any observation during annual/ periodical audits, changes required to accommodate patches, upgrades etc. which are required for the operation of the project shall not qualify as change request.	Please consider solution adaptation along with the required testing and migration for major upgrades, which may include architectural/ structural changes via change request. Please confirm. This is because such change may not be possible to be estimated right now and included. Such inclusion ay also cause unnecessary cost to be added.	No change
592.	Vol 3 - Annexure B C D, page 40 - 3.5.5	3.5.5 CPP Application availability on Internet	How the availability of application over internet will be measured? This will depend on many factors, which are not in control of SI, especially the internet connectivity ay the client which s used for testing. Request to drop this and measure within DC / point of connectivity to internet from DC. In effect could be redundant to earlier SLA).	SLAs are defined at DC level and not at end users level using Internet
593.	Vol 3 - Annexure B C D, page 42 - 3.5.7	The application response time at DC location should not exceed 3 Sec	This also depends on the page size and per user bandwidth. Please define or allow SI to define as part of assumptions/ deviations Also please raise this to 5 seconds.	SLAs are defined at DC level and not at end users level using Internet
594.	Vol 1, annexure B, page 164	should have 2x * Gbps for FC	Please clarify speed	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
595.	Vol 1, annexure B, page 165	Integrated G200eh video controller	please clarify use case of this particular video controller	Refer Corrigendum 1
596.	Vol 1, annexure B, page166	OS Support	please specify versions of OS to be supported	As per RFP
597.	Vol 1, annexure B, page164	DO NOT REMOVE caution indicator	Please relax this to encourage broader participation and choice of OEMs	Refer Corrigendum 1
598.	Vol 1, annexure B, page169	Same enclosure should support Intel Xeon, AMD Opteron and EPIC processors based blades	Please specify use of AMD & EPIC processors	Refer Corrigendum 1
599.	Vol 1, annexure B,Page 160	Integrated Matrix G200 video standard 1280 x 1024 (32 bpp) 1920 x 1200 (16 bpp)	please specify use case of G200	Refer Corrigendum 1
600.	Vol 1, annexure B,Page 158	16 DIMM SLOTS & 128 Gb DIMM	Please relax this to upto 24 DIMm slots & 64 Gb Modules to have more choices	Refer Corrigendum 1
601.	Vol 1, annexure B,Page 25	At CGDA HQs, out of 14 Servers, 5 servers of Blade Centre series (procured in year 2014) can be re-used	Please mention model number of these servers	Not in scope of work
602.	Vol 1, annexure B,Page 24	2.4.1.3 Server Sizing (Hardware) – Other Applications	Some of the applications are projected with 0 VM and 0 server. Please clarify	There is no implication on scope of work. 0 VM means that, this process has dedicated compute.0 Server means no additional server is required.
603.		General	Are there any MIS reports currently being used. Please provide details of modules for which these reports are developed. How are these reports	Refer RFP ToBe part



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			being generated currently? Any existing reports needs to be migrated to new BI system ?	
604.	CPP-RFP-Vol-I_signed->11.1.5.2 Key data migration (legacy Pensioners) requirements	Format unstructured data in other systems	Is there any kind of reporting expected on unstructured data. If yes, please elaborate.	No
605.	CPP-RFP-Vol-I_signed->13.8.3 O & M for the licensed software	SI must perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements.	Please provide the number of users to be provisioned for analytics and business intelligence tools users. What is the Expected % User Growth rate YoY?	Refer clarification provided earlier
606.		General	Please let us know the Number of Reports and Dashboards expected with complexity level (I.e. Simple, Medium & Complex) ?	Refer RFP
607.	CPP-RPF Volume I - Annexure A-signed-> MIS & Dashboards	System should be able to link all complaints lodged by Pensioner to his record and history must be visible to all concerned.	How many years of data considered for reporting	Data retention policy for Grievance Management System shall be finalized at the time of requirement gathering phase.
608.	CPP-RPF Volume I - Annexure A-signed-> 3.5.3 Dashboard & Reporting	Tool should be able to deliver comprehensive, long-term, and customizable cross-domain reporting	Is self-service and ad-hoc reporting capabilities required in the BI system?	Yes



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
609.		General	Are there any real time reporting expected in the system? Which modules need real time reporting	CPP - Sanction, Disbursement, Grievances
610.		General	It is not understood if mobile reporting is required? Who are the various stake holders, who will use mobile app for reports and dashboards?	No mobile reporting is required for DAD users. However Pensioners need to see pre-generated Monthly Pension slip on Mobile App.
611.		General	It is not clear if pixel perfect reporting is required? Are any of the reports published or scheduled to users?	Pension entitlement for a month (Pension slip) shall be scheduled to be generated during off Peak hours. KPIs shall be scheduled to be generated during off Peak hours.
612.	11.1 Comprehensive Pension Package page: 29	DAD has envisaged to develop and implement Comprehensive Pension Package	Please provide detail scope in terms of what built required for ETL or data warehouse as the RFP states to create a "Comprehensive Pension Package". Please detail the scope.	As per CPP Solution design by SI



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
613.	11.1 Comprehensive Pension Package page: 29	DAD has envisaged to develop and implement Comprehensive Pension Package	Our understanding of the scope is that to build a data warehouse for pension data and reports and dashboard will use this data warehouse for generated all required reports. Please confirm	As per RFP
614.	11.1 Comprehensive Pension Package page: 29	DAD has envisaged to develop and implement Comprehensive Pension Package	If yes to build a data warehouse, Please provide the following source details, e.g. 1. List/Number/Types of databases, 2. List/Number of physical tables 3. List of source Files for integration, 4. One time/daily load Volumetric and data growth 5. Batch processing latency etc.	As per RFP
615.	11.1 Comprehensive Pension Package page: 29	DAD has envisaged to develop and implement Comprehensive Pension Package	Please provide the existing data warehouse format (data model structure) in the current landscape if any	Not available
616.	11.1 Comprehensive Pension Package page: 29	DAD has envisaged to develop and implement Comprehensive Pension Package	Is there any existing Data warehouse or database stack exist that can be leveraged?	No
617.	11.1.5.1 Indicative Migration methodology page: 37	Architecture diagram	Are PSA and PDA the only source data feeds to be considered for Extraction , please confirm and list if there are any additional source feeds	As per RFP
618.	11.1 Comprehensive Pension Package page: 29	DAD has envisaged to develop and implement Comprehensive Pension Package	What is the expectation on the granularity of data for DWH? Please provide the levels of data that needs to be created for DWH or can we assume 5 levels of data? Please confirm	As per RFP
619.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	d) Limited Data Cleansing and Transformation:	Please provide more details on the number of source systems with the table counts and volume for extraction	List of applications for data migration is provided in Section 11.1.5



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				Data migration of RFP Volume I.
620.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	d) Limited Data Cleansing and Transformation:	How many tables to be considered as volume to be handled as part of ETL source systems?	Refer RFP
621.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	d) Limited Data Cleansing and Transformation:	Is there a requirement on history retention and audit requirements.	Refer RFP
622.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	d) Limited Data Cleansing and Transformation:	Any data model available for the current implementation	Information shall be collected at the time of requirement gathering.
623.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	d) Limited Data Cleansing and Transformation:	Please share the detailed architecture of ETL tables and definitions for data extraction	Refer RFP
624.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	What is the volume of data that needs data quality process?	Data of 24.5 Lakh Pensioners. However responsibility of data cleansing is of DAD.
625.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	Records from how many and what source systems need to go through the data quality processes? (Number of attributes)	Data shall be handed over to SI in prescribed format as per



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				CPP Solution design.
626.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	Any specific process needed to assess the authenticity of records after the DQ process is run?	Based on the rules defined in CPP Application and new structure, data provided by DAD shall be assessed qualitatively. For details please refer RFP.
627.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	Please indicate, Volume of records - What is the % of record increments per week/month for which data quality to be applied?	As per migration plan.
628.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	Apart from the listed standardization as per tool out of box services, any other specific data standardization rules required or is that as per industry best practices for data cleansing?	Refer RFP
629.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	For name or address standardization, Indian address verification and standardization will be considered with Indian names and libraries.	SI shall propose.
630.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	Is data quality (cleansing and de-duplication check) going to be a onetime data cleansing effort, or are we required to do this periodically?	At the time of data migration.
631.	11.1.5.2 Key data migration (legacy	Identify data cleansing needs and expectations	Is there a requirement for a real-time/near real-time or post facto data cleansing?	No



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Pensioners) requirements page: 39			
632.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	Please indicate type of data enrichment sources that should be used, whether any other third-party tool to be used.	No third party tool is needed. However SI is free to propose.
633.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	Are there serious data gaps in today's scenario that need to be plugged as part of quality?	Refer RFP
634.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	IS data profiling needs to be done for all the source system that are identified for data warehouse or is it for specific source system?	As per RFP
635.	11.1.5.2 Key data migration (legacy Pensioners) requirements page: 39	Identify data cleansing needs and expectations	Please provide the Key Data Elements for which the data profiling to be done (with each source table)	Refer RFP
636.	13.8.15 Dashboard and reporting page: 78	module for the Information System - MIS – is proposed to be built	Are the MIS reports can be generated as part of transaction system or do we need any real time system?	Refer RFP
637.	11.1.5 Data migration page: 36	Data Migration	Are there any requirement for application migration? Please provide more details	No
638.	11.1.5 Data migration page: 36	Data Migration	What is the expected data volume of in initial history load from existing application source systems?	Refer to similar query being answered in this document.
639.	11.1.5 Data migration page: 36	Data Migration	SI assume that all the source system applications will be able to provide the historical data in	Yes



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			readable format to be loaded into the staging platform.	
640.	11.1.5 Data migration page: 36	Data Migration	If previous assumption is incorrect then: a) Is there any data extraction utility available to pull the data into flat files from application sources b) Approximate number of tables / source system from which data need to be extracted c) Technology used in the platform for the source system applications	DAD shall be responsible to extract data from Legacy applications and to provide SI in the format given by the SI.
641.	11.1.5 Data migration page: 36	Data Migration	Please provide source systems details with years of history data for extraction from each sources. Please provide individual history count/volume of data per each source systems for migration	DAD shall be responsible to extract data from Legacy applications and to provide SI in the format given by the SI.
642.	11.1.5 Data migration page: 36	Data Migration	What is the customer expectation on the OEM tool for ETL/DQ/data migration? Proprietary or Open source?	Refer RFP
643.	Voluem I - 11.1.5 Data migration page: 36	Data Migration	Are the history data completedly structured one or are there any migration of data for unstructured and semi structured data?	Refer RFP
644.	11.1.5 Data migration page: 36	Data Migration	After data migration, which are the old source systems that needs to be decommissioned? Please list them so that extraction (ETL process) from those systems can be excluded	Not relevant
645.	11.1.3.2 E-mail solution for system	The solution provides the user a means of backing up data on local disk	Are the data backup to be done for the data store or data warehouse? Please confirm	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	generated content page: 32			
646.	11.1.3.2 E-mail solution for system generated content page: 32	The solution provides the user a means of backing up data on local disk	If yes for the above, what it is the time period to do backing up data and when to perform?	Refer RFP
647.	General	Data governance	Are there any requirement on data governance?	Refer RFP
648.	General	Data governance	Also specify whether a repository/portal exists which holds Data governance policy and data standards i.e. is Business glossary defined.	No
649.	General	Data governance	Currently is there any proactive monitoring mechanism for data exceptions?	No
650.	General	Data governance	What mechanisms are deployed for monitoring compliance to data policies and rules with related to business glossary too?	No mechanism is currently in place.
651.	General	Data retention	Is there any data retention policy for Data warehouse kindly provide the details?	Pensioners data remains in main database. However 2% of Pensioners/ Year, whose Pension case is closed due to death of beneficiary can be offloaded using a cost effective methodology
652.	General	Real time data - CDC	Is there any requirement for real time data processing with ODS to be built? Please confirm	As part of Solution design



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
653.	General	Data marts build	Are there any requirements for building the data marts? If so Please provide the number of data marts to be created with the specific subject areas for each department.	No
654.	General	Master data management	Are there any requirement on master data management?	No
655.	General	Metadata management	Is Metadata management implementation part of scope? Please confirm.	No
656.	1	Based on the current data, the envisaged number of transactions in the CPP solution is as follows	Could you please provide projected volume of structured and unstructured data that needs to be managed?	Refer to clarification provided earlier
657.	2	Tool should help in Problem hunting to reduce time to problem isolation, displays impact of potential problems based on cluster size of related incidents, determine patterns in thousands of incidents for faster problem isolation, discover incident trends based on analysis of unstructured data for proactive management, Problem Managers should get a clustered view of recurring themes hidden in the huge quantities of unstructured data.	Our understanding is here unstructured data refers to call logs and emails. Please provide any statistics related to number of such transactions/distinct formats along with any sample examples. Also please mention if any other type of unstructured data that needs to be processed.	As per RFP
658.	CPP-RFP-VOL1 / Section 11.1.3.2 / Page 31	In case, during the project period, DAD takes a decision to migrate to any other email solution, the SI shall provide support for migration of existing boxes to new solution at no additional cost.	Pls confirm following points 1. What will be the reasons for migrating to new software? Email Solution will be accepted by department during selection. 2. Who will take the cost of new Email solution decided by DAD?	Reasons are not known as on date. It may arise due to Policy change on part of Gol.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				New eMail Solution shall not be part of SI's scope of work
659.	CPP-RFP-VOL1 / Section 11.1.5 Data migration / Page 36	Create Data Import Format (1. How many different formats are expected to be created and migrated. What are the expected number of records for each format.	As per the proposed solution. Refer RFP
660.	CPP-RFP-VOL1 / Section 13.9 Change request / Page 78	The functional requirements given in Annexure A to Vol I are indicative only and not exhaustive in any manner and/or kind and/or form. The bidder by responding is deemed to have understood and agreed that the requirements are subject to change at sole discretion of DAD and will be finalized during Software Requirement Specification till Go-live. Failure to comply with may invite forfeiture of 'Performance Bank Guarantee' and any other terms and conditions of RFP.	1. Requirements at SRS phase shouldn't bring in any new software component which is not there in proposed stack. 2. If there is too much deviation in requirements then effort baseline might need to be done.	As per RFP Scope
661.	CPP-RFP-VOL1 / Section 13.9 Change request / Page 78	After SRS Sign off, any changes till go-live & operations phase, (e.g. new functionalities, improvement in execution time, performance tuning, etc.) and which were not there in base line will not qualify as change request. The bidder will implement such changes in the solution required at no additional cost to DAD. However such	1. The 10% capping should be for complete development phase. Any schedule impact need to be mutually agreed. 2. During Operation phase, the 10 % change capping should be defined for one year.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		changes deemed necessary post sign-off of documents (SRS, design document) will be capped at 10% of the man month effort of CPP application.		
662.	CPP-RFP-VOL1 / Section 10.1 Project A / Page 27	a) Development & Implementation of Comprehensive Pension Package b) Setting up and implementation of 2 Mini Data Centers at Delhi & Bengaluru	1) Migration of Non Pension related applications to new infrastructure is out of scope. Pls clarify	Yes
663.	CPP-RFP-VOL1 / Section 10.3 Support Phase / Page 26	a) Maintenance of Comprehensive Pension Package b) Operation & Maintenance of two Mini Mini Data Centers	Non Pension applications are out of scope from Support phase?	Yes
664.	Other DAD Applications: Page 23		Please provide OS details for all Non Pension applications.	Linux
665.	11.1.3.1 Development and testing of CPP application vol -1 page 29	The bandwidth which shall be provisioned by DAD	Hope SI has to only provide the sizing of bandwidth and does not have to quote for bandwidth from ISP in the bid. Pls clarify	SI has to only provide the sizing of bandwidth and does not have to quote for bandwidth from ISP in the bid.
666.	11.1.3.3 SMS solution for system generated content page 32 vol-1	The SI will integrate the relevant modules, functions, etc. of CPP with Mobile Service Delivery Gateway (MSDG) of Government of India for SMS gateway functionalities	Hope application integration is the only scope with MSDG of govt of india and the monthly recurring SMS costs(on actuals) will be paid by customer. Pls confirm	For Integration scope - Refer RFP Yes
667.	Vol 3, 14.3 SLA Reporting System Audit pg-75	The EMS deployed for the project, based on SLAs, shall be configured by the selected Bidder to calculate the payment to be paid by the department	EMS tools will provide the key performance parameter on which SLA is dependent. Penalty calculation should be outside the EMS tools. Please change the clause as requested.	Penalty calculation may or may not be generated by the



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		after deducting the necessary penalties.		EMS tool, however, it must be a system generated report.
668.		General Query	Separate EMS tools is required for DC1 & DC2. Both EMS instance is expected to monitor the devices at their respected locations? Or is it expected to have primary instance of EMS at DC1 and secondary instance at DC2, both will monitor devices of DC1 & DC2? Please clarify.	Refer to similar query being answered in this document.
669.		General Query	Is it expected to have HA & DR instance of EMS tools?	Refer BoM for details
670.	Vol 1 15 Project Timelines Pg.- 80	DC 1 System S/w Tools Installation & Configuration	As per project plan, EMS tools needs to be installed and configured within 3 months which is very short time for EMS tools implementation. Timelines for EMS tools should be at least 8 months as EMS reporting would come into picture when all the DC infra is up and running. Please consider this request and do the needful.	No change
671.	10.2 Project B, Vol 1	I. 2 lakh Binders (each consisting of appx. 350 Pages) at three locations shall be targeted for the scanning and creating document repository by uploading scanned documents to DMS with meta data entry of 8-10 fields	What is state of paper, loose, hard Bind ? We understand document Identification for digitization activity will be done by DAD team ?	Refer Annexure C of RFP Volume I. DAD shall provide the binders for scanning as per the process defined in



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				Annexure C of RFP Volume I.
672.	10.2 Project B, Vol 1	I. 2 lakh Binders (each consisting of appx. 350 Pages) at three locations shall be targeted for the scanning and creating document repository by uploading scanned documents to DMS with meta data entry of 8-10 fields	Is documents are printed or hand written? How many approximate characters are there in each page	Mixed
673.	10.2 Project B, Vol 1	I. 2 lakh Binders (each consisting of appx. 350 Pages) at three locations shall be targeted for the scanning and creating document repository by uploading scanned documents to DMS with meta data entry of 8-10 fields	Please share a sample page for reference	Can be collected from CGDA HQs
674.	10.2 Project B, Vol 1	I. 2 lakh Binders (each consisting of appx. 350 Pages) at three locations shall be targeted for the scanning and creating document repository by uploading scanned documents to DMS with meta data entry of 8-10 fields	Is there any requirement of Zone Mapping, OCR, ICR?	As per RFP
675.	10.2 Project B, Vol 1	2 lakh Binders (each consisting of appx. 350 Pages)	Total quantity is considered to be 7 cr pages and in case of any increase in page volume, per unit rate will be considered for additional volume on pro-rata basis.	Extra pages shall be paid as per the scanning rate quoted by the SI in commercial bid.
676.	10.2 Project B, Vol 1	The records to be scanned for DAD are of A4 Size (90% of the records). The other records vary from sizes A4, A3 and Legal.	Please suggest if other records will be only A3 and Legal size or will also consider A4 document (since A4 is already given to be 90%)	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
677.	17.2, Vol 1	Roles and Responsibilities of DAD	Roles and Responsibilities should also include - "Data discovery and data movement (in & out from any DAD location) will be owned by DAD. During Data discovery, volume identifications and validation phase, record Attendent will provide the required inputs on the volume of document to be digitized. DAD Team/ Record Attendant must confirm the Pages which has to be scanned and Identify and Finalized the Fields which has to be Data Entered at least 2 weeks prior to scheduled start date.	As per RFP
678.	17.2, Vol 1	Roles and Responsibilities of DAD	Roles and Responsibilities should also include - Sign off date for volumne digitized - DAD will review the document scanned within one week from submission of it and sign off will be provided. Maximum duration will be 15 days, post which it will be considered deemed sign off	Refer Corrigendum 1
679.	19.6, Vol 1	19.6 BoM - Data entry	Please suggest if DAD will provide Desktop / Laptops required for data entry ? At how many locations work has to be executed?	SI to provide for Desktop for data entry. Refer Corrigendum 1
680.	19.6, Vol 1	19.6 BoM - Data entry - 4,50,000 Quantity	Please suggest if these are number of pages (4500000) or these are number of Fields ?	Number of Pensioners
681.	19.6, Vol 1	19.6 BoM - Data entry	In which language documents are available and in which language Data Entry has to be done?	English
682.	10.2 Project B, Vol 1	The records to be scanned for DAD are of A4 Size (90% of the records). The other records vary from sizes A4, A3 and Legal.	It's assumed that Customer/Dept. will confirm the Pages and Meta fields which needs to be Digitized	List of meta data fields shall be finalized in consultation with



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				DAD before starting of scanning activity.
683.	10.2 Project B, Vol 1	The records to be scanned for DAD are of A4 Size (90% of the records). The other records vary from sizes A4, A3 and Legal.	We assume 8-10 Fields Meta data are per Page and not Per Binders?	8-10 fields per pensioner.
684.	10.2 Project B, Vol 1	The records to be scanned for DAD are of A4 Size (90% of the records). The other records vary from sizes A4, A3 and Legal.	Please suggest if Fields are per (unique) Field wise or per column wise? And what will be the Length and Type of each Meta field. Should we assume maximum 25 Alphnumeric charaters per Field ?	Sample may inspected at the CGDA (HQ). Average 20 Alphanumeric characters per Field.
685.	Vol1, Page 101	BoM - 19.5 & 19.6	We understand both the BoM details - 19.5 and 19.6 are independent and efforts for both the quantity to be considered. Please confirm.	Yes
686.	13.3, Vol 1	Onsite Handholding at various locations	Please suggest the number of locations where onsite handholding is to be provided and duration of the same	Refer Corrigendum 1
687.	13.8.14 Centralized IT helpdesk, Vol 1	Two phone numbers, seating arrangement and electricity will be provided by DAD free of cost to SI.	We understand these phone numbers will be provided with STD facility for outgoing calls as same will be required for vendor coordination & user updations	Yes
688.	7.2, Annex A to Vol 1	National Contact Center	Please suggest if National Contact Center is part of this RFP scope or not ?	Functional scope of CPP Application as provided in the RFP.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
689.	3.5, Annexure B Vol 1	EMS, Dashboard Reporting, ITSM, Asset Management	Sepecification for EMS, Dashboard reporting, ticketing solution is mentioned in 3 different document seperatly - Please suggest which one should be considered ?	These are 3 different components
690.	3.6.4, Annexure B to Vol 1	Data Loss Prevention (DLP) for Endpoints	Is end point support (desktop/ Laptops of users) part of scope for this RFP. If yes, please share the location wise user count/ device count ?	No
691.	2, Page 7, Annexure C to Vol 1	DAD will provide all these scanned records (approx. 11 Lacs) to the System Integrator in File System.	Please suggest where should we put the commercials for the additional activities such as meta-data entry, QC check and image uploading activity only ?	Refer Annexure 1.8.5 of RFP Volume II.
692.	2.2.1, Page 8, Annexure C to Vol 1	100 are printed on both sides. So an average of 350 pages are required to be scanned/ binder.	Are these document to be printer or scanned ?	Scanned
693.	Page 49, Annex B C & D to Vol 3	R1: Queries regarding issues which have the greatest business impact wherein the user is not able to perform his/her regular work.	Single user impact should not be considered as R1 incident. All calls will fall under this category which can create SLA breaches. We request you to modify this to multiple users (count more then 10 users) for R1 impact.	Impact on business process shall prevail.
694.	Page 50, Annex B C & D to Vol 3	R1: Resolution 4 hours	Since Helpdesk support is to be provided only during PBH, we understand 4 hours calculation will be done only during the PBH window. Please confirm ?	Yes
695.	Page 51, Annex B C & D to Vol 3	Penalty : 1. For Each R1 = 5 X Per hour Penalty (The Penalty per hour is INR 1000) 2. For Each R2 = 3 X Per hour Penalty (The Penalty per hour is INR 1000) 3. For Each R3 = 1 X Per hour Penalty (The Penalty per hour is INR 1000)	Penalty is very high for every hour. We request you to please modify this to maximum: 1. For Each R1 = 4 X Per hour Penalty (The Penalty per hour is INR 500) 2. For Each R2 = 2 X Per hour Penalty (The Penalty per hour is INR 500)	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			3. For Each R3 = 1 X Per hour Penalty (The Penalty per hour is INR 250)	
696.	Page 52, Annex B C & D to Vol 3	The System Integrator shall provide tools / mechanisms to measure the same.	Considering a complete BMS/ additional tool for UPS monitoring will be expensive solution. We request same can be considered as per the ticket logged by the helpdesk agent under UPS category issue.	Refer Corrigendum-1
697.	Vol.1, Page 49, Clause 13.1.1 Audit scope	7. The audits will be carried out by either Project Management Unit or a third party agency (e.g. STQC, OEMs) engaged by DAD. System Integrator shall provide support to such audits and comply with the suggestions as may be given by such a third party auditor.	<u>Following to be Added:</u> Such third party external agency shall not be a competitor of SI. All audits shall be conducted with the prior consent of the SI which shall be obtained not less than 15 days prior to the scheduled date of audit	Competitor condition shall be taken into account.
698.	Vol.1, Page 50, Clause 13.1.4 Pre Go-Live of each phase	DAD may carryout annual security audit on the solution at their own cost. The SI will need to close any observations of such audits at no additional cost to DAD.	<u>Following to be Added:</u> Such third party external agency shall not be a competitor of SI. All audits shall be conducted with the prior consent of the SI which shall be obtained not less than 15 days prior to the scheduled date of audit	As above
699.	Vol.1, Page 61, Clause 13.8.2 Application Software Maintenance and support services	o) For performing of any functional changes to system that are deviating from the signed-off Functional Requirements/System Requirements, a separate Change Proposal Form shall be prepared by SI and the changes in the software shall be implemented accordingly at no additional cost to DAD. The time period for	o) For performing of any functional changes to system that are deviating from the signed-off Functional Requirements/System Requirements, a separate Change Proposal Form shall be prepared by SI and the changes in the software shall be implemented accordingly at no additional cost to DAD. The time period <u>and cost</u> for implementation of change shall be mutually decided between SI and DAD.	As per RFP & Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>implementation of change shall be mutually decided between SI and DAD.</p> <p>p) It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the DAD processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD.</p> <p>q) Any changes/upgrades to the software performed during the operations & maintenance phase shall be subjected to the integrated testing by the SI to ensure</p>	<p>p) It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the DAD processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD.</p> <p>q) Any changes/upgrades <u>updates</u> to the software performed during the operations & maintenance phase shall be subjected to the integrated testing by the SI to ensure</p>	
700.	Vol.1, Page 62, Clause 13.8.3 O & M for the licensed software	c) Updates/Upgrades/New releases/New versions: The SI shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SI must provide free upgrades, updates & patches of the software and tools to DAD as and when released by OEM/SI. The SI will implement from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required after	c) Updates/ Upgrades /New releases/ New versions : The SI shall provide from time to time the Updates/ Upgrades /New releases/ New versions of the software and operating systems as required. The SI must provide free upgrades, updates & patches of the software and tools to DAD as and when released by OEM/SI. The SI will implement from time to time the Updates/ Upgrades /New releases/ New versions of the software and operating systems as required after necessary approvals from DAD about the same	As per RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		necessary approvals from DAD about the same		
701.	Vol.1, Page 63, Clause 13.8.4 Warranty support for the IT hardware	g) Mean Time Between Failures (MTBF): If during agreement period, If any equipment supplied by SI fails for more than 3 times in a quarter OR for a total of more than 8 business hours in a quarter, it shall be replaced by equivalent or higher-level new equipment by the SI at no cost to DAD. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost must be refunded to DAD. For	g) Mean Time Between Failures (MTBF): If during agreement period, If any equipment supplied by SI fails for more than 3 times in a quarter OR for a total of more than 8 business hours in a quarter, it shall be replaced by equivalent or higher-level new equipment by the SI at no cost to DAD. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost must be refunded to DAD. For	No change
702.	Vol.1, Page 64, Clause 13.8.4 Warranty support for the IT hardware	j) In case any hard disk drive of any server, SAN, or client machine is replaced during warranty / AMC the unserviceable HDD will be property of DAD and will not be returned to SI. In case of faulty storage media, the malfunctioning storage media will not be handed over to SI, this is applicable to all removable media. o) Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher	j) In case any hard disk drive of any server, SAN, or client machine is replaced during warranty / AMC the unserviceable HDD will be property of DAD and will not be returned to SI. In case of faulty storage media, the malfunctioning storage media will not be handed over to SI, this is applicable to all removable media. o) Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions updates and patches to ensure that the system is properly updated.	As per RFP



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		versions and patches to ensure that the system is properly updated.		
703.	Vol.1, Page 76, Clause 13.9 Change Request	<p>1. Any configuration, performance tuning, mitigation of any observation during annual/ periodical audits, changes required to accommodate patches, upgrades etc. which are required for the operation of the project shall not qualify as change request.</p> <p>2. The functional requirements given in Annexure A to Vol I are indicative only and not exhaustive in any manner and/or kind and/or form. The bidder by responding is deemed to have understood and agreed that the requirements are subject to change at sole discretion of DAD and will be finalized during Software Requirement Specification till Go-live. Failure to comply with may invite forfeiture of 'Performance Bank Guarantee' and any other terms and conditions of RFP.</p> <p>3. After SRS Sign off, any changes till go-live & operations phase, (e.g. new functionalities, improvement in execution time, performance tuning, etc.) and which were not there in base line will not qualify as change request. The bidder will implement such</p>	<p>1. Any configuration, performance tuning, mitigation of any observation during annual/ periodical audits, changes required to accommodate patches, upgrades etc. which are required for the operation of the project shall not qualify as change request.</p> <p>2. The functional requirements given in Annexure A to Vol I are indicative only and not exhaustive in any manner and/or kind and/or form. The bidder by responding is deemed to have understood and agreed that the requirements are subject to change at sole discretion of DAD and will be finalized during Software Requirement Specification till Go-live. Failure to comply with may invite forfeiture of 'Performance Bank Guarantee' and any other terms and conditions of RFP.</p> <p>3. After SRS Sign off, any changes till go-live & operations phase, (e.g. new functionalities, improvement in execution time, performance tuning, etc.) and which were not there in base line will not qualify as change request. The bidder will implement such changes in the solution required at no additional cost to DAD. However such changes deemed necessary post sign-off of documents (SRS, design document) will be capped at 10% of the man month effort of CPP application.</p>	No Change



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		changes in the solution required at no additional cost to DAD. However such changes deemed necessary post sign-off of documents (SRS, design document) will be capped at 10% of the man month effort of CPP application.		
704.	Vol.2, Page 5, Clause 2.1 General Instructions	3. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.	3. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.	No change
705.	Vol.2, Page 6, Clause 2.3 Earnest Money Deposit (EMD)	The EMD may be forfeited: a) If a bidder withdraws its bid during the period of bid validity. b) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.	The EMD may be forfeited: a) If a bidder withdraws its bid during the period of bid validity. b) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP <u>the Proposal</u> .	No change
706.	Vol.2, Page 13, Clause 2.17 Bid Opening Session	CGDA may seek inputs from their professional, external experts, external consultants in the Technical and Commercial evaluation process.	<u>Following to be Added:</u> Such external experts/consultants shall not be a competitor of SI and the confidentiality clause shall become applicable for such external parties.	Refer to similar query being answered in this document.
707.	Vol.2, Page 14, Clause 2.18 Evaluation Process	Initial Bid scrutiny will be held by the Tender Evaluation Committee and incomplete details as given below will	Initial Bid scrutiny will be held by the Tender Evaluation Committee and incomplete details as given below will be treated as non-responsive, if	No change



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		be treated as non-responsive, if Proposals : d) With incomplete information, subjective, conditional offers and partial offers submitted	Proposals : d) With incomplete information, subjective, conditional offers and partial offers submitted	
708.	Vol.2, Page 15, Clause 2.18 Evaluation Process	CGDA may seek inputs from their professional, external experts in the technical and commercial evaluation process.	<u>Following to be Added:</u> Such external experts shall not be a competitor of SI and the confidentiality clause shall become applicable for such external parties.	Refer to similar query being answered in this document.
709.	Vol.2, Page 16, Clause 2.21 Acknowledgement of understanding of terms	By submitting a proposal in response to this RFP, the bidder shall be deemed to acknowledge that he is in agreement with the terms and conditions of the RFP and the procedures adopted for bidding & evaluation of the responses of the bidders	By submitting a proposal in response to this RFP, the bidder shall be deemed to acknowledge that he is in agreement with the terms and conditions of the RFP and the procedures adopted for bidding & evaluation of the responses of the bidders, <u>subject to the deviations proposed on any of the above.</u>	No change
710.	Vol.2, Page 17, Clause 2.23 Disqualification	2. Non-compliance to the conditions of the bidding process f) The bidder qualifies their bid with their own conditions or assumptions 4. Inability to respond in accordance with the bidding guidelines b) The successful bidder fails to deposit the Performance Bank Guarantee in 15 days (as per the section 4.4) or fails to enter into an contract within 30 days of the date of issue of letter of intent or within such extended period, as may be specified by CGDA.	2. Non-compliance to the conditions of the bidding process f) The bidder qualifies their bid with their own conditions or assumptions 4. Inability to respond in accordance with the bidding guidelines b) The successful bidder fails to deposit the Performance Bank Guarantee in 15 days (as per the section 4.4) <u>from the date of signing the contract</u> or fails to enter into an contract within 30 days of the date of issue of letter of intent or within such extended period, as may be specified by CGDA.	No change



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711.	Vol.2, Page 19, Clause 2.26 Rights to the Content of the Proposal	All proposals and accompanying documentation of the Technical proposal will become the property of CGDA and will not be returned after opening of the Technical proposals. The commercial proposals that are not opened will be returned to the bidders. CGDA is not restricted in its rights to use or disclose any or all of the information contained in the proposal to experts/ consultants engaged in the evaluation of bid responses and can do so without compensation to the bidders. CGDA shall not be bound by any language used by the bidder in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.	All proposals and accompanying documentation of the Technical proposal will become the property of CGDA and shall remain to be the property of the Bidder but will not be returned after opening of the Technical proposals. The commercial proposals that are not opened will be returned to the bidders. CGDA is not restricted in its rights to use or disclose any or all of the information contained in the proposal to experts/ consultants engaged in the evaluation of bid responses and can do so without compensation to the bidders. CGDA shall not be bound by any language used by the bidder in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.	No change
712.	Vol.2, Page 20, Clause 2.27 Repeat Order	CGDA reserves the right to increase or decrease the quantity upto 50% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule.	<u>To be added :</u> In case of increase in quantity of the deliverables, the delivery schedule for the same shall be mutually agreed and adjusted. A prior written consent from the SI shall be taken to decrease the quantity of the deliverables.	Refer Corrigendum 1
713.	Vol.2, Page 26, Clause 3.2.1 Technical Proposal Guidelines	13. While the bidder has the freedom in making any assumptions about the processes and functions of CGDA while interpreting the details given in this RFP, such assumptions cannot be the	13. While the bidder has the freedom in making any assumptions about the processes and functions of CGDA while interpreting the details given in this RFP, such assumptions cannot be the basis for any bargaining or different	No change



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		<p>basis for any bargaining or different interpretation during the execution of the project. CGDA interpretation shall be final and binding on all the bidders. The assumptions made by the bidder shall not have any impact on the commercial bid submitted.</p> <p>14. CGDA retains the right of the final say in the interpretation of the scope of the Project in terms of the interpretation of the functions and processes of CGDA, as listed in this RFP.</p>	<p>interpretation during the execution of the project. CGDA interpretation shall be final and binding on all the bidders. The assumptions made by the bidder shall not have any impact on the commercial bid submitted.</p> <p>14. CGDA retains the right of the final say in the interpretation of the scope of the Project in terms of the interpretation of the functions and processes of CGDA, as listed in this RFP.</p>	
714.	Vol.2, Page 39, Clause 3.3.1 Commercial Proposal Guidelines	<p>6. Commercial for all components including optional components should be valid and firm for the entire duration of the project.</p> <p>9. CGDA reserves the right to procure the components/services listed in this RFP in whole or in part. The payment by CGDA to the SI shall be made only against the actual services availed by CGDA.</p> <p>10. In case CGDA wish to procure any additional quantity/services (hardware/software/manpower) for this project, the unit rate provided by the bidder shall be taken into account upto 3 years from date of contract.</p>	<p>6. Commercial for all components including optional components should be valid and firm for the entire duration of the project <u>for the quoted BOQ. Commercial for all components including optional components should be valid and firm for one year from the date of signing of the contract for any additional quantities over and above the quoted BOQ.</u></p> <p>9. CGDA reserves the right to procure the components/services listed in this RFP in whole or in part <u>as per Repeat Order clause in Vol.2.</u> The payment by CGDA to the SI shall be made only against the actual services availed by CGDA.</p> <p>10. In case CGDA wish to procure any additional quantity/services (hardware/software/manpower) for this project,</p>	<p>6. Refer Corrigendum 1</p> <p>9. As per repeat order</p> <p>10. Refer Corrigendum 1</p>



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			the unit rate provided by the bidder shall be taken into account upto 3 years <u>1 year</u> from date of <u>signing of the contract</u> .	
715.	Vol.2, Page 47, Clause 4.5 Performance Guarantee	The CGDA will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the bid value.	The CGDA will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award <u>date of signing of the contract</u> , for a value equivalent to 10% of the total cost of the bid value.	No change
716.	Vol.2, Page 48, Clause 4.6 Purchaser's Responsibilities	1. Whenever the supply of services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.	1. Whenever the supply of services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner. <u>Any approvals/acceptance if not rejected within 15 days from the date of request shall be deemed to be approved/accepted.</u>	No change
717.	Vol.2, Page 48, Clause 4.7 Failure to Agree with the Terms and Conditions of the RFP	Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event CGDA may award the contract to the next best value bidder or call for new proposals from the interested bidders.	Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP. <u>subject to deviations proposed</u> shall constitute sufficient grounds for the annulment of the award, in which event CGDA may award the contract to the next best value bidder or call for new proposals from the interested bidders.	No change



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718.	Vol.2, Page 57, Clause 1.4 Bid Covering Letter	3. We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the last date of submission of bids/proposal. 9. We do hereby confirm to deliver and upgrade to the latest versions of the software, as applicable & available during the entire project duration at no additional cost	3. We agree for unconditional acceptance of all the terms and conditions set out in the RFP document <u>subject to deviations proposed</u> and also agree to abide by this tender response for a period of SIX MONTHS from the last date of submission of bids/proposal. 9. We do hereby confirm to deliver and upgrade <u>update to the latest versions</u> of the software, as applicable & available during the entire project duration at no additional cost	No change
719.	Vol.2, Page 98, Clause 1.8.1 Commercial Bid Covering Letter	2. We agree for unconditional acceptance of all the terms and conditions in the RFP and also agree to abide by this bid response for a period of 180 Days from the date fixed for opening the Commercial proposal.	2. We agree for unconditional acceptance of all the terms and conditions in the RFP <u>subject to deviations proposed</u> and also agree to abide by this bid response for a period of 180 Days from the date fixed for opening the Commercial proposal.	Refer Corrigendum 1
720.	Vol.3, Page 18, Clause 1.5 Priority of documents documents shall be relied upon and interpreted in the following descending order of priority: a) This Agreement along with the SLA agreement, NDA agreement, Articles, Schedules and Annexures; b) Request for Proposal and Addendum / Corrigendum to the Request for Proposal (if any). c) The Proposal of the System Integrator; documents shall be relied upon and interpreted in the following descending order of priority: a) This Agreement along with the SLA agreement, NDA agreement, Articles, Schedules and Annexures; b) The Proposal of the System Integrator. c) Request for Proposal and Addendum / Corrigendum to the Request for Proposal (if any).	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
721.	Vol.3, Page 26, Clause 4.2 Invoicing and Settlement	d) The Service Provider 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 authorized or incurred, whichever is later.	<p>d) The Service Provider shall waive any charge for a Service that is not invoiced within six <u>twelve</u> months after the end of the month in which the change relating to such Service is authorized or incurred, whichever is later.</p> <p>New point to be added : h) <u>All invoices shall be deemed to be accepted unless disputed within 7 days from the date of receipt of invoice. All invoices raised shall be payable within 15 days from the date of invoice. If Customer fails to pay the fees and other payments within the stipulated time, it shall be liable to pay interest at 1.5% per month on such amount of fees and payments that have become due.</u></p>	No change
722.	Vol.3, Page 27, Clause 4.3 Taxes	3. If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by the DAD for providing the services i.e. service tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the IA in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SI under this Agreement shall be increased or decreased accordingly by	3. If, after the date of this Agreement <u>submission of commercial proposal</u> , there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by the DAD for providing the services i.e. service tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the IA in <u>delivering the goods and</u> performing the Services, then the remuneration and reimbursable expense otherwise payable to the SI under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments	Taxes & duties shall be paid by DAD on actual basis.



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		correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified	shall be made to the ceiling amounts specified	
723.	Vol.3, Page 28, Clause 4.4 Liquidated Damages This penalty shall be equal to 1% per week of the corresponding payment milestone value of the delayed milestone (as defined in Schedule VI: Payment Schedule). This penalty is subject to the maximum of 10% of the value of corresponding payment milestone value of the delayed milestone. This penalty shall be equal to 1% 0.5% per week of the corresponding payment milestone value of the delayed milestone (as defined in Schedule VI: Payment Schedule). This penalty is subject to the maximum of 10% 5% of the value of corresponding payment milestone value of the delayed milestone.	No change
724.	Vol.3, Page 29, Clause 4.5.2 Premature Termination Post Commencement of Operations	The DAD shall pay to the SP a termination payment equal to the market price of the Assets. The term market price as stated hereinabove means the market value of the Assets on as is where basis is prevailing on the date of issue of notice of termination, which is defined as cost of purchase of all Project Assets less depreciation if any, till date of termination, less payment already made for the deliverables. The DAD may also deduct from the amount paid by it the costs associated with replacing the incumbent SP with the Replacement SP. This payment shall be made after	The DAD shall pay to the SP a termination payment equal to the market price of the Assets <u>Commercials quoted by the SI</u> . The term market price as stated hereinabove means the market value of the Assets on as is where basis is prevailing on the date of issue of notice of termination, which is defined as cost of purchase of all Project Assets less depreciation if any, till date of termination, less payment already made for the deliverables. The DAD may also deduct from the amount paid by it the costs associated with replacing the incumbent SP with the Replacement SP. This payment shall be made after deduction of any dues recoverable by DAD as on the termination date.	No change



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		deduction of any dues recoverable by DAD as on the termination date.		
725.	Vol.3, Page 29, Clause 4.5.3 Expiry of this Agreement DAD will not pay any costs of Service Provider's conduct of business. There will be no payments to SP to compensate for loss business. DAD will not pay any costs of Service Provider's conduct of business. There will be no payments to SP to compensate for loss business.	No change
726.	Vol.3, Page 30, Clause 4.5.4 Termination of this Agreement	In the event of termination for any reason whatsoever the bidder shall be paid for all the goods delivered/services rendered and accepted by DAD till the effective date of termination.	In the event of termination for any reason whatsoever the bidder shall be paid for all the goods delivered/services rendered and accepted by DAD till the effective date of termination.	No change
727.	Vol.3, Page 57, Clause 9.6 Risks	Until transfer in accordance with the Contract, during the Project, the Project Assets shall remain at the sole risk of SP except for any loss or damage caused to or suffered by SP due to any direct default on the part of the DAD under this Contract.	Until transfer in accordance with the Contract, during the Project On delivery of Project Assets to DAD, the Project Assets shall remain at the sole risk of SP DAD except for any loss or damage caused to or suffered by SP DAD due to any direct default on the part of the DAD SP under this Contract.	No change
728.	Vol.3, Page 91, Clause 17.2 Limitation of Liability	1. SI's aggregate liability for actual damages shall be capped at 100% of the value of the Agreement.	1. SI's aggregate liability for actual damages shall be capped at 100% of the value of the Agreement to total payments received by SI from DAD under this contract.	No change
729.	Vol.3, Page 119, Clause 24.2.1 Payments during Development & Implementation Phase	As per RFP	Payment Terms for Products and Services to be delinked. * For Products on pro-rata basis : 90% on delivery and 10% on installtion * For One time costs like installation/implementation : Milestone basis such that cashflow is inline with the efforts	No change



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			incurred. * For Sustenance/Support: Quarterly basis	
730.	Vol 1 Definitions and Abbreviations (2(16)/10)	"Updates" means but is not limited to a minor change, Modification, Customization made to the Software by SI or OEM so as to incorporate 'bug fixes', or improve the existing technology, features or functionality.	Bidder requests modification: - "Updates" means but is not limited to a minor change, Modification, Customization made to the Software by SI or OEM so as to incorporate 'bug fixes', or improve the existing technology, features or functionality.	No change
731.	Application Software Maintenance and support services (13.8.2/62) (Vol 1)	The SI shall be required to provide operational & maintenance services for Solution including, but not limited to, production monitoring, troubleshooting & addressing the functionality, availability & performance issues, implementing any system change requests, addressing the incidents/problems raised by the users (via IT Helpdesk) for problems/bugs in the application etc. The SI shall keep the application software in good working order; meeting the requirements defined by the DAD from time to time based on functional, administrative or legislative priorities, perform any changes and upgrades to applications as requested by the DAD.	Bidder requests modification: - The SI shall be required to provide operational & maintenance services for Solution including, but not limited to, <u>consisting of</u> production monitoring, troubleshooting & addressing the functionality, availability & performance issues, implementing any system change requests, addressing the incidents/problems raised by the users (via IT Helpdesk) for problems/bugs in the application etc. The SI shall keep the application software in good working order; meeting the requirements defined by the DAD from time to time based on functional, administrative or legislative priorities, perform any changes and upgrades to applications as requested by the DAD.	No change



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732.	Application Software Maintenance and support services (13.8.2/63) (Vol 1)	It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the DAD processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD.	Bidder requests modification: - It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the DAD processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD.	Refer Corrigendum 1
733.	Warranty for IT Hardware (13.8.4/65)	d) SI shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.	Bidder requests deletion of the clause.	Shall be interpreted inline with SLAs defined in RFP.
734.	Warranty for IT Hardware (13.8.4/66)	l) SI shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for malware/malicious software, if any, and must maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM. PM envisages all activities require to be undertaken for good upkeep of hardware.	Bidder requests modification: - SI shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for malware/malicious software, if any, and must maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM. PM envisages all activities require to be undertaken for good upkeep of hardware.	No Change
735.	Antivirus Solution Management (13.8.12/72)	b) Guarding the systems against virus, malware, spyware and spam infections using the latest Anti-virus suites which include anti-malware, anti-spyware and anti-spam solution for each Server	Bidder requests modification: - b) Guarding the systems against virus, malware, spyware and spam infections using the latest Anti-virus suites which include anti-malware,	No change



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		<p>Antivirus version and its upgrades. The Anti-virus suite and updates will have to be provided by the SI at regular intervals as and when the new signatures are released by the OEM (centralized updates for all connected client machines). The cost of the software suite shall also be mentioned in the commercial bid. The SI for the purpose of support on new upgrades & patches shall have a back to back arrangement with the OEM from whom the software suite is purchased. The copy of the same shall be submitted to DAD.</p> <p>c) The SI shall have the back to back agreement with 24/7 premier support with antivirus OEM, which shall ensure that any critical issues w.r.t. virus/antivirus are addressed within the 24 hrs.</p> <p>d) The copy of such agreement shall be provided by the SI to the DAD. Such agreement shall be valid throughout the agreement period.</p>	<p>anti-spyware and anti-spam solution for each Server Antivirus version and its upgrades. The Anti-virus suite and updates will have to be provided by the SI at regular intervals as and when the new signatures are released by the OEM (centralized updates for all connected client machines). The cost of the software suite shall also be mentioned in the commercial bid. The SI for the purpose of support on new upgrades & patches shall have a back to back arrangement with the OEM from whom the software suite is purchased. The copy of the same shall be submitted to DAD.</p> <p>c) The SI shall have the back to back agreement with 24/7 premier support with antivirus OEM, which shall ensure that any critical issues w.r.t. virus/antivirus are addressed within the 24 hrs.</p> <p>d) The copy of such agreement shall be provided by the SI to the DAD. Such agreement shall be valid throughout the agreement period.</p>	
736.	Change Request (13.9/78)	<p>1. Any configuration, performance tuning, mitigation of any observation during annual/ periodical audits, changes required to accommodate patches, upgrades etc. which are</p>	<p>Bidder requests modification: -</p> <p>1. Any configuration, performance tuning, mitigation of any observation during annual/ periodical audits, changes required to</p>	No change



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		<p>required for the operation of the project shall not qualify as change request.</p> <p>2. The functional requirements given in Annexure A to Vol I are indicative only and not exhaustive in any manner and/or kind and/or form. The bidder by responding is deemed to have understood and agreed that the requirements are subject to change at sole discretion of DAD and will be finalized during Software Requirement Specification till Go-live. Failure to comply with may invite forfeiture of 'Performance Bank Guarantee' and any other terms and conditions of RFP.</p> <p>3. After SRS Sign off, any changes till go-live & operations phase, (e.g. new functionalities, improvement in execution time, performance tuning, etc.) and which were not there in base line will not qualify as change request. The bidder will implement such changes in the solution required at no additional cost to DAD. However such changes deemed necessary post sign-off of documents (SRS, design document) will be capped at 10% of the man month effort of CPP application.</p>	<p>accommodate patches, upgrades etc. which are required for the operation of the project shall not qualify as change request.</p> <p>2. The functional requirements given in Annexure A to Vol I are indicative only and not exhaustive in any manner and/or kind and/or form. The bidder by responding is deemed to have understood and agreed that the requirements are subject to change <u>on mutual agreement of both parties at sole discretion of DAD</u> and will be finalized during Software Requirement Specification till Go-live. Failure to comply with may invite forfeiture of 'Performance Bank Guarantee' and any other terms and conditions of RFP.</p> <p>3. After SRS Sign off, any changes till go-live & operations phase, (e.g. new functionalities, improvement in execution time, performance tuning, etc.) and which were not there in base line will not qualify as change request. The bidder will implement such changes in the solution required at no additional cost to DAD. However such changes deemed necessary post sign-off of documents (SRS, design document) will be capped at 10% of the man month effort of CPP application.</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
737.	Vol 2 General Instructions (2.1(3)/7)	The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.	Bidder requests modification: - The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.	No change
738.	Vol 2 Earnest Money Deposit (2.3/8)	The bid security of all unsuccessful bidders will be returned by CGDA at the earliest either after expiry of the final bid validity or within 30 day after award of the contract to the successful bidder. The EMD may be forfeited: a) If a bidder withdraws its bid during the period of bid validity. b) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.	Bidder requests modification: - The bid security of all unsuccessful bidders will be returned by CGDA at the earliest either after expiry of the final bid validity or within 30 day after award of the contract to the successful bidder. The EMD may be forfeited: a) If a bidder withdraws its bid during the period of bid validity. b) In case of a successful bidder, if the bidder fails to sign the contract <u>on mutually agreed terms and conditions</u> in accordance with this RFP.	No change
739.	Vol 2 Late Bids (2.14/14)	CGDA reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.	Bidder requests modification: - CGDA reserves the right to modify and amend any of the above-stipulated condition/criterion <u>till the last date of submission of the bid</u>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			depending upon project priorities vis-à-vis urgent commitments.	
740.	Vol 2 Evaluation Process (2.18/16)	<p>Initial Bid scrutiny will be held by the Tender Evaluation Committee and incomplete details as given below will be treated as non-responsive, if Proposals :</p> <p>a) Are not submitted in as specified in the RFP document</p> <p>b) Received without the Letter of Authorization (Power of Attorney)</p> <p>c) Are found with suppression of details</p> <p>d) With incomplete information, subjective, conditional offers and partial offers submitted</p> <p>e) Submitted without the documents requested in the checklist</p> <p>f) Have non-compliance of any of the clauses stipulated in the RFP</p> <p>g) With lesser validity period</p> <p>CGDA will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.</p>	<p>Bidder requests modification: -</p> <p>Initial Bid scrutiny will be held by the Tender Evaluation Committee and incomplete details as given below will be treated as non-responsive, if Proposals :</p> <p>a) Are not submitted in as specified in the RFP document</p> <p>b) Received without the Letter of Authorization (Power of Attorney)</p> <p>c) Are found with <u>intentional</u> suppression of details</p> <p>d) With incomplete information, subjective, conditional offers and partial offers submitted</p> <p>e) Submitted without the documents requested in the checklist</p> <p>f) Have non-compliance of any of the clauses stipulated in the RFP</p> <p>g) With lesser validity period</p> <p>CGDA will prepare a list of responsive bidders, who comply with <u>materially with all</u> the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
741.	Vol 2 Acknowledgement of understanding of terms (2.21/18)	By submitting a proposal in response to this RFP, the bidder shall be deemed to acknowledge that he is in agreement with the terms and conditions of the RFP and the procedures adopted for bidding & evaluation of the responses of the bidders	Bidder requests modification: - By submitting a proposal in response to this RFP, the bidder shall be deemed to acknowledge that he is in agreement with the terms and conditions of the RFP <u>except those for which deviations have been submitted by the bidder</u> and the procedures adopted for bidding & evaluation of the responses of the bidders	No change
742.	Vol 2 Disqualification(2.23/19)	2. Non-compliance to the conditions of the bidding process f) The bidder qualifies their bid with their own conditions or assumptions 4. Inability to respond in accordance with the bidding guidelines a) The successful bidder, invited to sign the agreement qualifies the letter of acceptance of the agreement with its own conditions. b) The successful bidder fails to deposit the Performance Bank Guarantee in 15 days (as per the section 4.4) or fails to enter into an contract within 30 days of the date of issue of letter of intent or within such extended period, as may be specified by CGDA. 6. Consequences of disqualification	Bidder requests modification: - 2. Non-compliance to the conditions of the bidding process f) The bidder qualifies their bid with their own conditions or assumptions 4. Inability to respond in accordance with the bidding guidelines a) The successful bidder, invited to sign the agreement qualifies the letter of acceptance of the agreement with its own conditions <u>despite deviations submitted by the bidder being adequately considered by CGDA.</u> b) The successful bidder fails to deposit the Performance Bank Guarantee in 15 days <u>after signing the contract</u> (as per the section 4.4) or fails to enter into an contract <u>on mutually agreed terms and conditions</u> within 30 days of the date of issue of letter of intent or within such extended period, as may be specified by CGDA.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>a) If a bid or a proposal is disqualified, the bidder will not be eligible to participate in the bidding process initiated by this RFP.</p> <p>c) If the disqualification is for the reasons of fraudulent or corrupt practice, CGDA has the right to initiate actions to blacklist the bidder as per the provisions of the relevant acts/rules</p>	<p>6. Consequences of disqualification</p> <p>a) If a bid or a proposal is disqualified, the bidder will not be eligible to participate in the bidding process initiated by this RFP.</p> <p>c) If the disqualification is for the reasons of fraudulent or corrupt practice <u>with a court of competent jurisdiction determining that the bidder has indulged in a corrupt or fraudulent activity</u>, CGDA has the right to initiate actions to blacklist the bidder as per the provisions of the relevant acts/rules</p>	
743.	Vol 2 Right to the Content of the Proposal (2.26/21)	<p>All proposals and accompanying documentation of the Technical proposal will become the property of CGDA and will not be returned after opening of the Technical proposals. The commercial proposals that are not opened will be returned to the bidders. CGDA is not restricted in its rights to use or disclose any or all of the information contained in the proposal to experts/ consultants engaged in the evaluation of bid responses and can do so without compensation to the bidders. CGDA shall not be bound by any language used by the bidder in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.</p>	<p>Bidder requests modification: -</p> <p>All proposals and accompanying documentation of the Technical proposal will become the property of CGDA and will not be returned after opening of the Technical proposals. The commercial proposals that are not opened will be returned to the bidders. CGDA is not restricted in its rights to use or disclose any or all of the information contained in the proposal to experts/ consultants engaged in the evaluation of bid responses and can do so without compensation to the bidders. CGDA shall not be bound by any language used by the bidder in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
744.	Vol 2 Confidentiality (3.4/46)	The bidder shall keep the information related to this bid as confidential. The bidder shall note that the information will be used only for the purposes of this bid and shall not be disclosed to any third party for any reason whatsoever. The bidder and its personnel shall not either during the term or after the expiration of this contract, disclose any proprietary or confidential information relating to the project, services, this contract or CGDA business operation without the prior consent of CGDA.	Bidder requests modification: - The bidder shall keep the information related to this bid as confidential. The bidder shall note that the information will be used only for the purposes of this bid and shall not be disclosed to any third party for any reason whatsoever. The bidder and its personnel shall not either during the term or <u>and upto two (2) years</u> after the expiration of this contract, disclose any proprietary or confidential information relating to the project, services, this contract or CGDA business operation without the prior consent of CGDA.	No change
745.	Vol 2 Fraud and Corrupt Practices (3.5(1)/46)	The Bidders/Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Department shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process.	Bidder requests modification: - The Bidders/Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Department shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if <u>a court of competent jurisdiction</u> it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
746.	Vol 2 Fraud and Corrupt Practices (3.5(2)/46)	Without prejudice to the rights of the Department under Clause above and the rights and remedies which the Department may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution.....	Bidder requests modification: - Without prejudice to the rights of the Department under Clause above and the rights and remedies which the Department may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by <u>a court of competent jurisdiction</u> the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution....	No change
747.	Vol 2 Notification of Award (4.2/48)	The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, CGDA will notify each unsuccessful bidder and return their EMD.	Bidder requests modification: - The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, CGDA will notify each unsuccessful bidder and return their EMD.	No change
748.	Vol 2 Signing of Contract (4.3/48)	c) Notwithstanding any delay in signing of agreement, upon acceptance of letter of intent the bidder shall commence work on the project. e) CGDA does not commit to buy all the items in the quoted price for which pricing has been sought. Out of the various priced items of the Commercial proposal, CGDA will have the option	Bidder requests modification: - c) Notwithstanding any delay in signing of agreement, upon acceptance of letter of intent the bidder shall commence work on the project. e) CGDA does not commit to buy all the items in the quoted price for which pricing has been sought. Out of the various priced items of the Commercial proposal, CGDA will have the option	No change



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		<p>and the right to buy any combination of services or items. The priced items which CGDA intends to buy will be included in the commercial agreement with the successful bidder.</p> <p>f) During the period of the agreement, CGDA could buy any of those items which are not included in the agreement and which are part of the quoted price of the bidder. CGDA will have the right to buy those services at the same rate for which the bidder was selected as the successful bidder. The Price quote for all the services indicated in the quote will be valid for the complete period of agreement</p>	<p><i>and the right to buy any combination of services or items. The priced items which CGDA intends to buy will be included in the commercial agreement with the successful bidder.</i></p> <p><i>f) During the period of the agreement, CGDA could buy any of those items which are not included in the agreement and which are part of the quoted price of the bidder. CGDA will have the right to buy those services at the same rate for which the bidder was selected as the successful bidder. The Price quote for all the services indicated in the quote will be valid for the complete period of agreement</i></p>	
749.	Vol 2 Integrity Pact (4.4/49)	<p>The Integrity Pact Bank Guarantee (IPBG) shall be valid up to and including 45 days after the validity of commercial offer. However, bidders will be required to extend the Integrity Pact Bank Guarantee, as and when required by the buyer. In the case of the successful bidder, validity of the Integrity Pact Bank Guarantee will be extended up to the satisfactory completion of the contract. Integrity Pact Bank Guarantee shall be returned promptly in case of unsuccessful bidders.</p>	<p>Bidder requests modification: - The Integrity Pact Bank Guarantee (IPBG) shall be valid up to and including 45 days after the validity of commercial offer. However, bidders will be required to extend the Integrity Pact Bank Guarantee, as and when required by the buyer. In the case of the successful bidder, validity of the Integrity Pact Bank Guarantee will be extended up to the satisfactory completion of the contract. Integrity Pact Bank Guarantee shall be returned <u>within seven (7) days of the declaration of the</u> promptly in case of unsuccessful bidders.</p>	No change



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750.	Vol 2 Performance Guarantee (4.5/49)	<p>The CGDA will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the bid value.</p> <p>The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period.</p>	<p>Bidder requests modification: -</p> <p>The CGDA will require the selected bidder to provide a Performance Bank Guarantee, within 15 days <u>from the signing of the contract</u> Notification of award, for a value equivalent to 10% of the total cost of the bid value.</p> <p>The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period.</p>	No change
751.	Vol 2 Failure to agree with the terms and conditions of the RFP (4.7/50)	<p>Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event CGDA may award the contract to the next best value bidder or call for new proposals from the interested bidders.</p>	<p>Bidder requests modification: -</p> <p><u>Except for the provisions for which deviations have been submitted by the bidder,</u> Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event CGDA may award the contract to the next best value bidder or call for new proposals from the interested bidders.</p>	No change



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752.	Vol 2 Bespoke Development (4.9.2/51)	Subject to the provisions of next two Clauses, the IPR rights for any bespoke development done during the implementation of the Project will lie with CGDA. Source code along with all the documentation during all the project phases shall be handed over periodically/on demand to CGDA.	-	N/A
753.	Vol 2 Infringement of Intellectual Property Rights (4.9.5 (1),52)	SI confirms that there shall be no infringement of any patent or intellectual & industrial property rights as per the applicable laws of relevant jurisdictions, having requisite competence, in respect of the Assets or any part thereof, supplied under this Agreement. SI shall indemnify the CGDA against all cost/claims/legal claims/liabilities arising from third party claim at any time on account of the infringement or unauthorised use of patent or intellectual & industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, SI shall be responsible for the completion of the development and uninterrupted use of such Asset or any part thereof by the CGDA and persons authorised by the CGDA, irrespective of the fact of claims	Bidder requests modification: - SI confirms that there shall be no infringement of any patent or intellectual & industrial property rights as per the applicable laws of relevant jurisdictions, having requisite competence, in respect of the Assets or any part thereof, supplied under this Agreement. SI shall indemnify the CGDA against all cost/claims/legal claims/liabilities arising from third party claim at any time on account of the infringement or unauthorised use of patent or intellectual & industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, SI shall be responsible for the completion of the development and uninterrupted use of such Asset or any part thereof by the CGDA and persons authorised by the CGDA, irrespective of the fact of claims of infringement of any or all the rights mentioned above.	No change



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		of infringement of any or all the rights mentioned above.		
754.	Vol 2 Bid Covering Letter (1.4,59)	<p>3. We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the last date of submission of bids/proposal.</p> <p>4. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to CGDA is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.</p> <p>5. Subject to us being the successful bidder, until a formal agreement is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding agreement between us.</p> <p>6. We, the bidder, would like to confirm that the proposed solution components (hardware/software,etc.):</p>	<p>Bidder requests modification: -</p> <p>3. <u>Except for the terms and conditions for which deviations have been submitted by us forming an integral part of our proposal, We agree for unconditional acceptance of all the other terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the last date of submission of bids/proposal.</u></p> <p>4. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to CGDA is true, accurate, verifiable and complete <u>to the best of our knowledge and belief</u>. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.</p> <p>5. Subject to us being the successful bidder, until a formal agreement is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding agreement between us.</p> <p>6. We, the bidder, would like to confirm that the proposed solution components (hardware/software,etc.):</p>	No change



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		<p>a) Comply to the requirements of this RFP and</p> <p>b) Have been sized to meet the requirements of this RFP</p> <p>c) If during the implementation of the CPP solution at CGDA, it is found that any of the proposed solution components (software/hardware,etc.) are inadequate to meet the specifications/requirements of this RFP, the required components in terms of scale or coverage will be supplied without any financial burden to CGDA.</p> <p>9. We do hereby confirm to deliver and upgrade to the latest versions of the software, as applicable & available during the entire project duration at no additional cost</p> <p>10. We do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions. We shall indemnify CGDA against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial</p>	<p>a) Comply to the <u>mutually agreed</u> requirements of this RFP and</p> <p>b) Have been sized to meet the requirements of this RFP</p> <p>c) <i>If during the implementation of the CPP solution at CGDA, it is found that any of the proposed solution components (software/hardware,etc.) are inadequate to meet the specifications/requirements of this RFP, the required components in terms of scale or coverage will be supplied without any financial burden to CGDA.</i></p> <p>9. <i>We do hereby confirm to deliver and upgrade to the latest versions of the software, as applicable & available during the entire project duration at no additional cost</i></p> <p>10. We do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions. We shall indemnify CGDA against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use.</p> <p>12. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing</p>	



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		property rights of any such parties, whether such claims arise in respect of manufacture or use. 12. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.	process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.	
755.	Vol 2 Undertaking on Patent Rights (1.7.9.2/79)	1. I/We as Service Provider (SP) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence. 2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment's, systems or any part thereof to be supplied by us. We shall indemnify CGDA against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the	Bidder requests modification: - 1. I/We as Service Provider (SP) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence. 2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment's, systems or any part thereof to be supplied by us. We shall indemnify CGDA against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property	No change



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		<p>infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, we shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to CGDA and persons authorized by CGDA, irrespective of the fact of claims of infringement of any or all the rights mentioned above.</p> <p>3. If it is found that it does infringe on patent rights, I/We absolve CGDA of any legal action.</p>	<p>rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, we shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to CGDA and persons authorized by CGDA, irrespective of the fact of claims of infringement of any or all the rights mentioned above.</p> <p>3. If it is found that it does infringe on patent rights, I/We absolve CGDA of any legal action.</p>	
756.	Vol 2 Underraking on No Conflict of Interest (1.7.9.3/80)	<p>1. I/We as Service Provider (SP) do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the SP or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with CGDA.</p> <p>2. I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SP to complete the requirements as given in the RFP. We</p>	<p>Bidder requests modification: -</p> <p>1. <i>I/We as Service Provider (SP) do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the SP or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with CGDA.</i></p> <p>2. I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SP to complete the requirements as given in the RFP. We undertake</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		undertake and agree to indemnify and hold CGDA harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) by CGDA and/or its representatives, if any such conflict arises later.	and agree to indemnify and hold CGDA harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) by CGDA and/or its representatives, if any such conflict arises later.	
757.	Vol 2 Undertaking on Work Environment and Personnel (1.7.9.10/87)	We acknowledge that CGDA has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of CGDA that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.	Bidder requests modification: - We acknowledge that CGDA has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of CGDA that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.	No change
758.	Vol 2 Undertaking on Changes to the Contract Clauses (1.7.9.11/89)	1. I/We as Service Provider do hereby acknowledge that we understand that the request for changes to contract clauses and any other terms and conditions in the RFP, submitted in our proposal as per the RFP are just suggestions for change. 2. We understand that it is neither	Bidder requests modification: - 1. I/We as Service Provider do hereby acknowledge that we understand that the request for changes to contract clauses and any other terms and conditions in the RFP, submitted in our proposal as per the RFP are just suggestions for change.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		guaranteed that these requests for changes will be accepted in the final contract nor this process will be construed as any commitment from CGDA to consider those suggestions.	2. We understand that it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process will be construed as any commitment from CGDA to consider those suggestions.	
759.	Vol 2 Undertaking on Personnel (1.7.9.12/90)	We acknowledge that CGDA has the right to seek the replacement of any member of the project team being deployed by us, based on the assessment of CGDA that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.	Bidder requests modification: - We acknowledge that CGDA has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of CGDA that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.	No change
760.	Vol 2 Pre Contract Integrity Pact (1.10/116) - Section 7 : Previous Transgression	The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process.	Bidder requests modification: - The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process.	No change
761.	Vol 2 Pre Contract Integrity Pact	c) In the case of successful bidder a clause would also be incorporated in	Bidder requests modification: -	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	(1.10/117) - Section 8 : Integrity Pact Bank Guarantee	the Article pertaining to Performance-cum-Warranty Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the Buyer to forfeit the same without assigning any reason for imposing sanction for violation of this pact. d) The provisions regarding Sanctions for Violation in Integrity Pact include forfeiture of Performance-cum-Warranty Bond in case of a decision by the Buyer to forfeit the same without assigning any reason for imposing sanction for violation of Integrity Pact.	c) In the case of successful bidder a clause would also be incorporated in the Article pertaining to Performance-cum-Warranty Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the Buyer to forfeit the same without assigning any reason for imposing sanction for violation of this pact. d) The provisions regarding Sanctions for Violation in Integrity Pact include forfeiture of Performance-cum-Warranty Bond in case of a decision by the Buyer to forfeit the same without assigning any reason for imposing sanction for violation of Integrity Pact.	
762.	Vol 2 Pre Contract Integrity Pact (1.10/117) - Section 10 : Sanctions for Violations	ii. The IPBG / Performance-cum-warranty Bond shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore. iv. To recover all sums already paid by the Buyer, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing Base Rate of SBI, and in case of a Bidder from a country other than India with interest thereon at 2% higher than the LIBOR. If any	Bidder requests modification: - ii. The IPBG / Performance-cum-warranty Bond shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore. iv. To recover all sums already paid by the Buyer, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing Base Rate of SBI, and in case of a Bidder from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the Bidder from the Buyer in connection with any	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>outstanding payment is due to the Bidder from the Buyer in connection with any other contract for any other defence stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.</p> <p>v. To encash the advance bank guarantee and Performance-cum-Warranty Bond if furnished by the Bidder, in order to recover the payments, already made by the Buyer, along with interest.</p> <p>vi. To cancel all or any other Contracts with the Bidder.</p> <p>vii. To debar the Bidder from entering into any bid from the Government for India for a minimum period of five years, which may be further extended at the discretion of the Buyer.</p> <p>ix. If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the Buyer, or alternatively, if any close relative of an officer of the Buyer has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filling the tender. Any failure to disclose the interest involved</p>	<p>other contract for any other defence stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.</p> <p>v. To encash the advance bank guarantee and Performance-cum-Warranty Bond if furnished by the Bidder, in order to recover the payments, already made by the Buyer, along with interest.</p> <p>vi. To cancel all or any other Contracts with the Bidder.</p> <p>vii. To debar the Bidder from entering into any bid from the Government for India for a <u>maximum minimum period of twelve (12) months five years, which may be further extended at the discretion of the Buyer.</u></p> <p>ix. If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the Buyer, or alternatively, if any close relative of an officer of the Buyer has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filling the tender. Any failure to disclose the interest involved shall entitle the Buyer to rescind the contract without payment of any compensation to the Bidder.</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		shall entitle the Buyer to rescind the contract without payment of any compensation to the Bidder.		
763.	Vol 2 Pre Contract Integrity Pact (1.10/119) - Section 11 : Fall Clause	As per RFP	Bidder requests deletion of the entire clause.	No change
764.	Vol 3 Priority of Documents (1.5/20)	<p>This Agreement, including its Articles, Schedules and Annexures represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of this Agreement it should be necessary for the Parties to refer to documents forming part of the bidding process leading to this Agreement, then such documents shall be relied upon and interpreted in the following descending order of priority:</p> <p>a) This Agreement along with the SLA agreement, NDA agreement, Articles, Schedules and Annexures;</p> <p>b) Request for Proposal and Addendum / Corrigendum to the Request for Proposal (if any).</p> <p>c) The Proposal of the System Integrator;</p>	<p>Bidder requests modification: -</p> <p>This Agreement, including its Articles, Schedules and Annexures represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of this Agreement it should be necessary for the Parties to refer to documents forming part of the bidding process leading to this Agreement, then such documents shall be relied upon and interpreted in the following descending order of priority:</p> <p>a) This Agreement along with the SLA agreement, NDA agreement, Articles, Schedules and Annexures;</p> <p>b) <u>The Proposal of the System Integrator;</u></p> <p>bc) Request for Proposal and Addendum / Corrigendum to the Request for Proposal (if any).</p> <p>c) The Proposal of the System Integrator;</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
765.	Vol 3 Term and Duration of the Agreement (2.5/23)	This Agreement shall come into effect on _____ (hereinafter the 'Effective Date') and shall be valid for a period of FIVE years after CPP Application Rollout.	-	N/a
766.	Vol 3 Agreement Documents (2.7/25)	In the event of any ambiguity or conflict between the Agreement Documents listed above, the order of precedence shall be the above chronological order in which the Agreement Documents are listed, provided the Terms of this Agreement and Schedules attached thereof take precedence over all other documents as listed above. In case of conflict between RFP document, as amended, and proposal of SI, the provisions mentioned in the RFP document, its annexures, addenda and pre-bid clarifications issued for the RFP shall prevail.	Bidder requests modification: - In the event of any ambiguity or conflict between the Agreement Documents listed above, the order of precedence shall be as specified in <u>Clause 1.5 of this Agreement</u> the above chronological order in which the Agreement Documents are listed , provided the Terms of this Agreement and Schedules attached thereof take precedence over all other documents as listed above. In case of conflict between RFP document, as amended, and proposal of SI, the provisions mentioned in the RFP document, its annexures, addenda and pre-bid clarifications issued for the RFP shall prevail.	No change
767.	Vol 3 Extension of the Agreement (2.8/25)	This Agreement may be extended by DAD in its sole and absolute discretion for a further term of up to two years, in blocks of one year each, by giving to the SI written notice of at least three months prior to the expiration date of the Initial Term. In no case, the extension of term beyond two years shall be given by DAD.	Bidder requests modification: - This Agreement may be extended by DAD in its sole and absolute discretion for a further term of up to two years, in blocks of one year each, by giving to the SI written notice of at least three months prior to the expiration date of the Initial Term. In no case, the extension of term beyond two years shall be given by DAD. <u>However, it</u>	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			<u>stands clarified that any extension shall be on terms and conditions mutually agreeable to both parties.</u>	
768.	Vol 3 Interpretation of the Scope of Work (3.2/26)	1. DAD retains the right of the final say in the interpretation of the scope of the Project. The possible variations to the processes from the way they are specified in the scope of work should not be considered as deviations or extensions to the original process specifications. 2. Sign-off on the deliverables by DAD does not necessarily indicate the complete approval of the deliverables. Any gap that is found in a deliverable with respect to the above, even after the sign-off, will have to be addressed by the SI without any additional cost to DAD.	Bidder requests modification: - 1. DAD retains the right of the final say in the interpretation of the scope of the Project. The possible variations to the processes from the way they are specified in the scope of work should not be considered as deviations or extensions to the original process specifications. 2. Sign-off on the deliverables by DAD does not necessarily indicate the complete approval of the deliverables. Any gap that is found in a deliverable with respect to the above, even after the sign-off, will have to be addressed by the SI without any additional cost to DAD.	No change
769.	Vol 3 Article 5: Representations and Warranties (18/35)	SI warrants that it will provide full support in terms of operations and maintenance services during the Transition Period and such support shall continue till the Replacement SI solely takes charge of the Project. SI further warrants and undertakes that it will be responsible for the continuity of the Services throughout the Term of this Agreement and during the Transition Period.	Bidder requests modification: - SI warrants that it will provide full support in terms of operations and maintenance services during the Transition Period and such support shall continue till the Replacement SI solely takes charge of the Project. SI further warrants and undertakes that it will be responsible for the continuity of the Services throughout the Term of this Agreement and during the Transition Period.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
770.	Vol 3 Article 5: Representations and Warranties (21-23/36)	updates/Upgrades/New releases/New versions: The SI shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SI must provide free upgrades, updates & patches of the software and t	These are contractual clauses and do not come under the ambit of warranties.	No change
771.	Vol 3 Article 5: Representations and Warranties (24/36)	SI warrants that the Project Assets supplied under this Agreement conform to technical specifications and functional requirement specifications prescribed in RFP and shall perform according to the said technical specifications.	Bidder requests modification: - SI warrants that the Project Assets supplied under this Agreement conform to technical specifications and functional requirement specifications prescribed in RFP and shall perform according to the said technical specifications.	No change
772.	Vol 3 Article 5: Representations and Warranties (24/36)	c) SI warrants that the Project Assets supplied under this Agreement shall be of the highest grade and quality and consistent with the established and accepted standards. The Project Assets shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in Project Assets, unless provided otherwise in the Agreement shall also be made available. d) SI warrants that the Project Assets shall be free from all encumbrances and defects / faults arising from design, material, manufacture or workmanship or from any act or omission of SI that	Bidder requests modification: - c) <i>SI warrants that the Project Assets supplied under this Agreement shall be of the highest grade and quality and consistent with the established and accepted standards. The Project Assets shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in Project Assets, unless provided otherwise in the Agreement shall also be made available.</i> d) SI warrants that the Project Assets shall be free from all encumbrances and defects / faults arising from design, material, manufacture or workmanship or from any act or omission of SI that may present a snag/fault, under normal use	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>may present a snag/fault, under normal use of the same.</p> <p>e) SI warrants during the Agreement duration period, the Project Assets and/or services supplied under this Agreement and each component used in the software thereof shall be free from all types of defects / failures.</p> <p>f) In case complete delivery of the Project Assets are delayed beyond the period stipulated in this Agreement, then SI undertakes that the annual maintenance period for such Project Assets shall be extended to that extent.</p> <p>g) SI hereby warrants that necessary service back up during the annual maintenance shall be provided and it will ensure that the performance, availability, and other metrics for application is as per Service Levels described in Service Level Agreement.</p> <p>Viruses, Malware and/or Disabling Devices: SI hereby warrants that it will use industry best practices to identify, screen, prevent and not introduce malware/viruses and/or disabling devices (that is, counter, time lock, worms or Trojan horses) into the environment.</p> <p>Non-Infringement: System Integrator</p>	<p>of the same.</p> <p>e) SI warrants during the Agreement duration period, the Project Assets and/or services supplied under this Agreement and each component used in the software thereof shall be free from all types of defects / failures.</p> <p>f) In case complete delivery of the Project Assets are delayed beyond the period stipulated in this Agreement, then SI undertakes that the annual maintenance period for such Project Assets shall be extended to that extent.</p> <p>g) SI hereby warrants that necessary service back up during the annual maintenance shall be provided and it will ensure that the performance, availability, and other metrics for application is as per Service Levels described in Service Level Agreement</p> <p>l) Viruses, Malware and/or Disabling Devices: SI hereby warrants that it will use standard industry best practices to identify, screen, prevent and not introduce malware/viruses and/or disabling devices (that is, counter, time lock, worms or Trojan horses) into the environment.</p> <p>Non-Infringement: System Integrator warrants that it will perform its responsibilities under the Agreement in a manner that does not infringe any patent, copyright, trademark, trade secret, or other proprietary rights of DAD or any third party.</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		warrants that it will perform its responsibilities under the Agreement in a manner that does not infringe any patent, copyright, trademark, trade secret, or other proprietary rights of DAD or any third party.		
773.	Vol 3 Article 5: Representations and Warranties (24/38)	n) System Integrator warrants that it will use commercially reasonable efforts to ensure that no forms of harmful surreptitious code or other contaminants, including commands, instructions, devices, techniques, bugs, or web bugs, or other Malware are introduced into any computer system, database, software, equipment, web site, or processes used to provide the Services. If a Malware program is found to have been introduced into any environment/system described above, the System Integrator promptly shall notify DAD in writing of the introduction and shall take all necessary steps in reducing the effects of the Malware program, and if the Malware program causes an interruption of the Services, a loss of operational efficiency or loss of data, SI shall mitigate and restore such losses. q) SI hereby warrants that it will fulfil its entire obligations listed in all the	Bidder requests modification: - n) System Integrator warrants that it will use commercially reasonable efforts to ensure that no forms of harmful surreptitious code or other contaminants, including commands, instructions, devices, techniques, bugs, or web bugs, or other Malware are introduced into any computer system, database, software, equipment, web site, or processes used to provide the Services. If a Malware program is found to have been introduced into any environment/system described above, the System Integrator promptly shall notify DAD in writing of the introduction and shall take all necessary steps in reducing the effects of the Malware program, and if the Malware program causes an interruption of the Services, a loss of operational efficiency or loss of data, SI shall mitigate and restore such losses. e) SI hereby warrants that it will fulfil its entire obligations listed in all the volumes of RFP and the Agreement in pursuant to the Project.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		volumes of RFP and the Agreement in pursuant to the Project.		
774.	Vol 3 Article 5: Representations and Warranties (25/40)	The Project, including all the system(s) and other Services provided, shall be free from any defect or deficiency in the material, design, engineering, and performance/workmanship that prevent the Project and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the Project and/or any of its system(s) as per the performance guarantee / warranty period defined in the Schedule. If during the warranty period any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the System Integrator , the System Integrator shall promptly, in consultation and agreement with DAD, and at the System Integrator 's sole cost repair, replace, or otherwise make good (as the System Integrator shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the Project caused by such default, defect or deficiency. If the Project or any of its System cannot be	<p>Bidder requests modification: -</p> <p>The Project, including all the system(s) and other Services provided, shall be free from any defect or deficiency in the material, design, engineering, and performance/workmanship that prevent the Project and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the Project and/or any of its system(s) as per the performance guarantee / warranty period defined in the Schedule. If during the warranty period any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the System Integrator , the System Integrator shall promptly, in consultation and agreement with DAD, and at the System Integrator 's sole cost repair, replace, or otherwise make good (as the System Integrator shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the Project caused by such default, defect or deficiency. If the Project or any of its System cannot be used by reason of such default, defect or deficiency and/or making good of such default, defect or deficiency, the warranty period for the Project shall be extended by a period equal to the</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		used by reason of such default, defect or deficiency and/or making good of such default, defect or deficiency, the warranty period for the Project shall be extended by a period equal to the period during which the Project or any of its system could not be used by the DAD because of such defect and/or making good of such default, defect or deficiency.	period during which the Project or any of its system could not be used by the DAD because of such defect and/or making good of such default, defect or deficiency.	
775.	Vol 3 Performance Bank Guarantee (5.3/42)	In case any claims or any other contract obligations are outstanding, the Service Provider will extend the Performance Bank Guarantee as asked by the DAD till such time the Service Provider settles all claims and completes all contract obligations	Bidder requests modification: - In case any claims or any other contract obligations are outstanding, the Service Provider will extend the Performance Bank Guarantee as asked by the DAD till such time the Service Provider settles all claims and completes all contract obligations	No change
776.	Vol 3 Insurance Cover (5.5/43)	As per RFP	Wipro provides a Company wide insurance cover and not any transaction specific insurance.	As per RFP
777.	Vol 3 Compliance with Laws (6.2(2)/44)	Compliance with all applicable laws: SI agrees and undertakes to observe, adhere to, abide by, comply with and notify DAD about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them pursuant to the Project and shall indemnify, keep indemnified, hold harmless, defend and	Bidder requests modification: - Compliance with all applicable laws: SI agrees and undertakes to observe, adhere to, abide by, comply with and notify DAD about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them pursuant to the Project and shall indemnify, keep indemnified, hold harmless,	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		protect the DAD and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there-from.	defend and protect the DAD and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there-from.	
778.	Vol 3 Compliance with Laws (6.2(3)/44)	Compliance in obtaining approvals/permissions/licenses: SI has already obtained all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this Agreement or for the conduct of its own business under any applicable Law, Government regulation/guidelines and shall keep the same valid and in force during the term of this Agreement and shall also promptly obtain all such future approvals and consents from various departments as may be required in future under any amendments in law or notifications issued by the Government, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully	Bidder requests modification: - Compliance in obtaining approvals/permissions/licenses: SI has already obtained all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this Agreement or for the conduct of its own business under any applicable Law, Government regulation/guidelines and shall keep the same valid and in force during the term of this Agreement and shall also promptly obtain all such future approvals and consents from various departments as may be required in future under any amendments in law or notifications issued by the Government, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the DAD and its employees/ officers/ staff/ personnel/ representatives/agents	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		compensate the DAD and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there-from.	from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there-from.	
779.	Vol 3 Force Majeure - Avoidance of Doubt (7.3/50)	For the avoidance of doubt, it is expressly clarified that the failure on the part of the Service Provider under this Agreement to implement any disaster contingency planning and back-up and other data safeguards against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of Services, Service Provider will be solely responsible to complete the risk assessment and ensure implementation of adequate security	Bidder requests modification: - For the avoidance of doubt, it is expressly clarified that the failure on the part of the Service Provider under this Agreement to implement any disaster contingency planning and back-up and other data safeguards against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any <u>gross</u> negligence in performance of Services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of Services, Service Provider will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any breach	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		hygiene, best practices, processes and technology to prevent any breach of security and any resulting liability therefrom (wherever applicable).	of security and any resulting liability therefrom (wherever applicable).	
780.	Vol 3 Allocation of Costs arising out of Force Majeure (7.5/51)	<p>Upon occurrence of a Force Majeure Event after the Effective Date, the costs incurred and attributable to such event and directly relating to the Project ('Force Majeure Costs') shall be allocated and paid as follows:</p> <p>a) Upon occurrence of a Non-Political Event, the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof.</p> <p>b) Upon occurrence of an Other Event of Force Majeure, all Force Majeure Costs attributable to such Other Event, and not exceeding the insurance cover for such other event, shall be borne by the System Integrator/Implementing Partner.</p>	<p>Bidder requests modification: -</p> <p>Upon occurrence of a Force Majeure Event after the Effective Date, the costs incurred and attributable to such event and directly relating to the Project ('Force Majeure Costs') shall be allocated and paid as follows:</p> <p>a) Upon occurrence of a Non-Political Event, the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof.</p> <p>b) Upon occurrence of an Other Event of Force Majeure, all Force Majeure Costs attributable to such Other Event, and not exceeding the insurance cover for such other event, shall be borne by the System Integrator/Implementing Partner.</p> <p><u>It stands clarified that DAD shall not be excused from meeting its timely payment obligations during the subsistence of Force Majeure. In case Force Majeure continues for more than sixty (60) days, either Party shall have the right to terminate the Agreement.</u></p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
781.	Vol 3 Obligations during Termination Period (9.4/58)	During Termination Period, Service Provider shall, subject to where applicable to the provisions of this Article, continue to perform its obligations under this Contract including and not limited to co-operation and co-ordination with Replacement SP of this Contract, failing which the Service Provider shall compensate DAD for any loss or damage occasioned or suffered on account of the underlying failure/breach. Even on termination of this Agreement, Service Provider will be responsible for the continuity of the services to the Stakeholders during the Transition Period	Bidder requests modification: - During Termination Period, Service Provider shall, subject to where applicable to the provisions of this Article, continue to perform its obligations under this Contract including and not limited to co-operation and co-ordination with Replacement SP of this Contract, failing which the Service Provider shall compensate DAD for any loss or damage occasioned or suffered on account of the underlying failure/breach. Even on termination of this Agreement, Service Provider will be responsible for the continuity of the services to the Stakeholders during the Transition Period	No change
782.	Vol 3 SI obligations during termination period (9.5/59)	1. Transfer of assets: In case of termination, DAD shall provide a list of the Project Assets, third party contracts, and licenses to the Third Party Software used by the Service Provider in pursuant to the Project, which it intends to obtain from the Service Provider. Service Provider shall transfer all such assets, third party contracts, Third Party Software etc. mentioned in the list to the DAD at the prices quoted by it in the Bill of Materials in its Proposal, on the	Bidder requests modifications: - 1. Transfer of assets: In case of termination, DAD shall provide a list of the Project Assets, third party contracts, and licenses to the Third Party Software used by the Service Provider in pursuant to the Project, which it intends to obtain from the Service Provider. Service Provider shall transfer all such assets, third party contracts, Third Party Software etc. mentioned in the list to the DAD at the prices quoted by it in the Bill of Materials in its Proposal, on the specifications stated by the DAD more elaborately detailed in RFP and	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>specifications stated by the DAD more elaborately detailed in RFP and accepted by the DAD. In case certain payments are pending for the assets, third party contracts, Third Party Software, etc. to be transferred in favour of the DAD, then the Service Provider will make all the required payments prior and pursuant to such transfer. All the ownership rights, etc. on the application, infrastructure, and all the assets will always remain vested with DAD. DAD may also require SP to transfer any of the SP Assets at prices mutually agreed between the Parties. The warranties, etc. or any other Project Asset purchased by SP pursuant to the Project shall be transferred to the DAD.</p> <p>2. DAD Supplied Equipment and facilities: SP shall handover the peaceful possession of all the equipment and facilities supplied by the DAD including and not limited to DAD Supplied Equipment and to the Project Sites, pursuant to the Project. DAD shall be entitled to claim the damages in case of damage to any of the above mentioned equipment, facilities and sites etc. by the SP.</p>	<p>accepted by the DAD. In case certain payments are pending for the assets, third party contracts, Third Party Software, etc. to be transferred in favour of the DAD, then the Service Provider will make all the required payments prior and pursuant to such transfer. All the ownership rights, etc. on the application, infrastructure, and all the assets will always remain vested with DAD. DAD may also require SP to transfer any of the SP Assets at prices mutually agreed between the Parties. The warranties, etc. or any other Project Asset purchased by SP pursuant to the Project shall be transferred to the DAD.</p> <p>2. DAD Supplied Equipment and facilities: SP shall handover the peaceful possession of all the equipment and facilities supplied by the DAD including and not limited to DAD Supplied Equipment and to the Project Sites, pursuant to the Project. DAD shall be entitled to claim the damages in case of damage to any of the above mentioned equipment, facilities and sites, <u>only if such damage is solely and directly to the gross negligence of the bidder etc.</u> by the SP.</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
783.	Vol 3 DAD Supplied Assets (12.4(6)/64)	If SI is found to be using the supplied assets for any other activity other than, directly or indirectly, related to the Project, the DAD has the rights to terminate the Agreement forthwith, in addition to initiate appropriate proceedings and claim relief (including damages) against SI for the misuse of the supplied assets.	Bidder requests modification: - If SI is found to be using the supplied assets for any other activity other than, directly or indirectly, related to the Project, the DAD has the rights to terminate the Agreement forthwith, in addition to initiate appropriate proceedings and claim relief (including damages) against SI for the misuse of the supplied assets.	No change
784.	Vol 3 Third Party Contracts (12.5/65)	3. The agreements with the OEMs for supply of goods and service including but not limited to hardware, Network components, COTS solution applications & other software applications, service contracts for warranty support and technical support, specialized services for audit/testing etc. will be assigned to DAD and will indicate DAD as “End Users” as per the Agreement. 4. SI will share these contracts and licenses in entirety with DAD. 5. The DAD will have the right to overrule any restrictive clauses or clauses limiting the ownership of these contracts. 6. In the event of termination of the Agreement, SI shall transfer/assign or cause to be transferred/assigned to the DAD such third party contracts which	Bidder requests modification: - <i>3. The agreements with the OEMs for supply of goods and service including but not limited to hardware, Network components, COTS solution applications & other software applications, service contracts for warranty support and technical support, specialized services for audit/testing etc. will be assigned to DAD and will indicate DAD as “End Users” as per the Agreement.</i> 4. SI will share these contracts and licenses in entirety with DAD. 5. The DAD will have the right to overrule any restrictive clauses or clauses limiting the ownership of these contracts. 6. In the event of termination of the Agreement, SI shall transfer/assign or cause to be transferred/assigned to the DAD such third party contracts which are valid and subsisting and which the DAD has chosen to take over at its sole	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		are valid and subsisting and which the DAD has chosen to take over at its sole discretion as per Schedule III: Exit Management hereof.	discretion as per Schedule III: Exit Management hereof.	
785.	Vol 3 Required Consents (12.8.2/68)	<p>The Service Provider will be responsible for obtaining all consents required to implement any transfer of Assets or to secure any rights of use of or access to any Assets required by the Service Provider in providing the Services, including Equipment, Software, or Third-Party Contracts ("Required Consents").</p> <p>The Service Provider will be responsible for the financial costs of and any liability resulting from its failure in obtaining Required Consents (e.g., for any transfer or upgrade fees). DAD will cooperate with the Service Provider in obtaining Required Consents.</p>	<p>Bidder requests modification: -</p> <p>The Service Provider will be responsible for obtaining all consents required to implement any transfer of Assets or to secure any rights of use of or access to any Assets required by the Service Provider in providing the Services, including Equipment, Software, or Third-Party Contracts ("Required Consents").</p> <p>The Service Provider will be responsible for the financial costs of and any liability resulting from its failure in obtaining Required Consents (e.g., for any transfer or upgrade fees). DAD will cooperate with the Service Provider in obtaining Required Consents.</p>	No change
786.	Vol 3 Refresh and Standardization (12.8.5/69)	<p>The Service Provider shall be responsible for Refresh of technology under its control as necessary to meet Service Levels under the Agreement and as specified in the scope of work. DAD will have the flexibility to waive Refresh of assets under its control subject to an assessment of any impact on the applicable Service Levels, if any. DAD's approval will be required for</p>	<p>Bidder requests modification: -</p> <p>The Service Provider shall be responsible for Refresh of technology under its control as necessary to meet Service Levels under the Agreement and as specified in the scope of work. DAD will have the flexibility to waive Refresh of assets under its control subject to an assessment of any impact on the applicable Service Levels, if any. DAD's approval will be required for changes</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		changes that may involve risk to the business. If the Service Provider's proposed solution involves the use of Service Provider Facilities or services to be shared with other Service Provider customers, the Service Provider will describe in detail the Service Provider's suggested standards and the process for regulating Change to the environment and accommodating DAD's specific needs.	that may involve risk to the business. <i>If the Service Provider's proposed solution involves the use of Service Provider Facilities or services to be shared with other Service Provider customers, the Service Provider will describe in detail the Service Provider's suggested standards and the process for regulating Change to the environment and accommodating DAD's specific needs-</i>	
787.	Vol 3 Infringement of Intellectual Property Rights (13.5 (1)/71)	SI confirms that there shall be no infringement of any patent or intellectual & industrial property rights as per the applicable laws of relevant jurisdictions, having requisite competence, in respect of the Assets or any part thereof, supplied under this Agreement. SI shall indemnify the CGDA against all cost/claims/legal claims/liabilities arising from third party claim at any time on account of the infringement or unauthorised use of patent or intellectual & industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, SI shall be responsible for the completion of the	Bidder requests modification: - SI confirms that there shall be no infringement of any patent or intellectual & industrial property rights as per the applicable laws of relevant jurisdictions, having requisite competence, in respect of the Assets or any part thereof, supplied under this Agreement. SI shall indemnify the CGDA against all cost/claims/legal claims/liabilities arising from third party claim at any time on account of the infringement or unauthorised use of patent or intellectual & industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, SI shall be responsible for the completion of the development and uninterrupted use of such Asset or any part	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		development and uninterrupted use of such Asset or any part thereof by the CGDA and persons authorised by the CGDA, irrespective of the fact of claims of infringement of any or all the rights mentioned above.	thereof by the CGDA and persons authorised by the CGDA, irrespective of the fact of claims of infringement of any or all the rights mentioned above.	
788.	Vol 3 Supervision and Management (15.1/76)	<p>5. The System Integrator shall use its best efforts to ensure that sufficient System Integrator personnel are assigned to perform the Services and those personnel have appropriate qualifications to perform the Services.</p> <p>6. DAD or its nominated agencies shall have the right to seek the removal or replacement of any System Integrator personnel or its subcontractor (in case of gross misconduct, under performance, misbehaviour, moral turpitude or any other reasons detrimental to the interest of the DAD) performing work under this Agreement. In the event that DAD or its nominated agencies requests that any System Integrator personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule.</p> <p>SI shall be vicariously liable for any acts, deeds or things done by their</p>	<p>Bidder requests modification: -</p> <p>5. The System Integrator shall use <u>commercially reasonable</u> its best efforts to ensure that sufficient System Integrator personnel are assigned to perform the Services and those personnel have appropriate qualifications to perform the Services.</p> <p>6. DAD or its nominated agencies shall have the right to seek the removal or replacement of any System Integrator personnel or its subcontractor (in case of gross misconduct, under performance, misbehaviour, moral turpitude or any other reasons detrimental to the interest of the DAD) performing work under this Agreement. In the event that DAD or its nominated agencies requests that any System Integrator personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule.</p> <p>SI shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors, etc. which is outside</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		employees, agents, contractors, subcontractors, etc. which is outside the scope of power vested or instructions issued by the DAD.	the scope of power vested or instructions issued by the DAD.	
789.	Vol 3 Personnel during Exit Management (15.4/78)	2. On the termination of the Agreement during annual operations & maintenance phase, the DAD will have the right to identify SI personnel and demand their presence for knowledge transfer to the DAD or the Replacement SI. If the DAD hires the services of another agency on the termination/expiry of the Agreement, or before that, to carry out the next phase of “roll out” of the application, SI shall cooperate with the new agency in knowledge transfer and the DAD shall have the right to demand the presence of the required personnel from SI for this purpose.	Bidder requests modification: - 2. On the termination of the Agreement during annual operations & maintenance phase, the DAD will have the right to identify SI personnel and demand their presence for knowledge transfer to the DAD or the Replacement SI. If the DAD hires the services of another agency on the termination/expiry of the Agreement, or before that, to carry out the next phase of “roll out” of the application, SI shall cooperate with the new agency in knowledge transfer and the DAD shall have the right to demand the presence of the required personnel from SI for this purpose.	No change
790.	Vol 3 Information Security (16.1/80)	1. The System Integrator shall comply with the relevant security, safety and other requirements specified in the Information Technology Act (wherever applicable) and any other directions issued from time to time by the Government of India, DAD or its nominated agencies and follow the industry standards related to safety and security (such as Information	Bidder requests modification: - 1. The System Integrator shall comply with the relevant security, safety and other requirements specified in the Information Technology Act (wherever applicable) and any other directions issued from time to time by the Government of India, DAD or its nominated agencies and follow the industry standards related to safety and security (such as Information security standards	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>security standards like ISO 27001 and including those as stated in the RFP Volume I), insofar as it applies to the provision of the Services.</p> <p>2. Each Party to the SLA/Agreement shall also comply with DAD or the Government of India, and the respective State's security standards and policies in force from time to time at each location of which DAD or its nominated agencies make the System Integrator aware in writing insofar as the same apply to the provision of the Services.</p>	<p>like ISO 27001 and including those as stated in the RFP Volume I), insofar as it applies to the provision of the Services.</p> <p>2. Each Party to the SLA/Agreement shall also comply with DAD or the Government of India, and the respective State's security standards and policies in force from time to time at each location of which DAD or its nominated agencies make the System Integrator aware in writing insofar as the same apply to the provision of the Services.</p>	
791.	Vol 3 Confidentiality (16.2/81)	<p>3. The DAD or its nominated agencies shall retain all rights to prevent, stop and if required take the necessary punitive action against the System Integrator regarding any forbidden disclosure.</p> <p>4. The System Integrator shall ensure that all its employees, agents and sub-contractors execute individual non-disclosure agreements, which have been duly approved by the DAD with respect to this Project.</p>	<p>Bidder requests modifications: -</p> <p>3. The DAD or its nominated agencies shall retain all rights to prevent, stop and if required take the necessary punitive <u>legal</u> action against the System Integrator regarding any forbidden disclosure.</p> <p>4. The System Integrator shall ensure that all its employees, agents and sub-contractors execute individual non-disclosure agreements, which have been duly approved by the DAD with respect to this Project.</p>	No change
792.	Vol 3 Managing Confidential Information (16.4(5)/85)	The Receiving Party agrees that its obligation under this Section with respect to confidentiality will survive the termination of this Agreement.	<p>Bidder requests modification: -</p> <p>The Receiving Party agrees that its obligation under this Section with respect to confidentiality</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			will survive for <u>two (2) years post</u> the termination of this Agreement.	
793.	Vol 3 Access for Audit (16.7(5)/89)	SI agrees to provide the DAD access to various monitoring and performance measurement systems (both manual and automated). The DAD has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval / notice to SI.	Bidder requests modification: - SI agrees to provide the DAD access to various monitoring and performance measurement systems (both manual and automated). The DAD has the right to get the monitoring and performance measurement systems (both manual and automated) audited <u>after taking</u> without prior approval / notice to SI.	No change
794.	Vol 3 Third Party Claims (17.1/92)	d) The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party; e) All settlements of claims subject to indemnification under this Clause will: i. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and	Bidder requests modification: - d) The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party; e) All settlements of claims subject to indemnification under this Clause will: i. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and	No change
795.	Vol 3 Subcontractors (18.2/95)	It is clarified that the System Integrator shall be liable for all claims arising from the statutory liabilities or otherwise, concerning the sub-contractors. DAD	Bidder requests modification: - It is clarified that the System Integrator shall be liable for all claims arising from the statutory	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>shall not be liable for any claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The System Integrator undertakes to indemnify the DAD from any claims on the grounds stated hereinabove.</p> <p>The following are the key governing aspects of sub-contracts: It is clarified that the System Integrator shall be liable for all claims arising from the statutory liabilities or otherwise, concerning the sub-contractors. DAD shall not be liable for any claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The System Integrator undertakes to indemnify the DAD or its nominated agencies from any claims on the grounds stated hereinabove.</p>	<p>liabilities or otherwise, concerning the sub-contractors. DAD shall not be liable for any claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The System Integrator undertakes to indemnify the DAD from any claims on the grounds stated hereinabove.</p> <p>The following are the key governing aspects of sub-contracts: It is clarified that the System Integrator shall be liable for all claims arising from the statutory liabilities or otherwise, concerning the sub-contractors. DAD shall not be liable for any claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The System Integrator undertakes to indemnify the DAD or its nominated agencies from any claims on the grounds stated hereinabove.</p>	
796.	Vol 3 Change Control Procedure Guidelines (20.4(6)/106)	<p>The SI must not deny the implementation of any Change requested by CCB/CGDA under any circumstances, unless technical feasibility is in question. In all such matters, CGDA decision will be final and binding on all parties.</p> <p>7. The SI must take all necessary steps to implement the Change as per the</p>	<p>Bidder requests modification: -</p> <p>The SI must not deny the implementation of any Change requested by CCB/CGDA under any circumstances, unless technical feasibility is in question. In all such matters, CGDA decision will be final and binding on all parties.</p> <p>7. The SI must take all necessary steps to</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		project plan submitted without compromising on quality and performance standards. If the SI fails to comply with the acceptable standards & requirements of implementing of the Change requested, or denies implementation of the Change requested at any stage during the contract period, CCB will have complete authority to get the Change implemented from any of the third party/nominated government agency independently. In all such cases the entire cost of Change implementation will be recovered completely from the SI, along with applicable interest. Also, CGDA/CCB reserves the right to impose the financial penalty (equivalent to the change request cost) and shall be adjusted from the quarterly payment for O&M period or legal penalties depending upon the gravity of impact on the Service Delivery due to non-implementation of the Change requested. In all such matters the decision of CCB will be final and binding on all the parties	implement the Change as per the project plan submitted without compromising on quality and performance standards. If the SI fails to comply with the acceptable standards & requirements of implementing of the Change requested, or denies implementation of the Change requested at any stage during the contract period, CCB will have complete authority to get the Change implemented from any of the third party/nominated government agency independently. In all such cases the entire cost of Change implementation will be recovered completely from the SI, along with applicable interest. Also, CGDA/CCB reserves the right to impose the financial penalty (equivalent to the change request cost) and shall be adjusted from the quarterly payment for O&M period or legal penalties depending upon the gravity of impact on the Service Delivery due to non-implementation of the Change requested. In all such matters the decision of CCB will be final and binding on all the parties	
797.	Vol 3 Transfer of Assets (21.6/110)	4. Transfer/assign or cause to be transferred/assigned to the DAD or its nominee any OEM contracts which are	Bidder requests modification: - 4. Transfer/assign or cause to be	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		<p>valid and subsisting and those OEM contracts which the DAD has chosen to take over, and cancel or cause to be cancelled such OEM contracts not to be transferred/assigned to the DAD or its nominee. For this purpose, SI shall ensure that all OEM contracts are assignable in favour of the DAD or its nominee without any further action on part of the respective counterparties. SI shall entirely at its cost, terminate all such OEM contracts which are not transferred/assigned and/or are not required to be transferred/assigned to the DAD.</p> <p>5. Transfer/assign all the warranties for the hardware and software, in favour of the DAD or its nominee, which are required by the DAD to continue to operate or use either during the design and development Stage or annual maintenance Stage.</p> <p>6. Third-Party Contracts</p> <p>a) If requested by DAD, System Integrator must assign, novate, or assist DAD or its nominee in negotiating new Third-Party contracts (other than Software licenses with a Third Party) including any Subcontracts, which it was wholly or substantially using in the</p>	<p>transferred/assigned to the DAD or its nominee any OEM contracts which are valid and subsisting and those OEM contracts which the DAD has chosen to take over, and cancel or cause to be cancelled such OEM contracts not to be transferred/assigned to the DAD or its nominee.</p> <p>For this purpose, SI shall ensure that all OEM contracts are assignable in favour of the DAD or its nominee without any further action on part of the respective counterparties. SI shall entirely at its cost, terminate all such OEM contracts which are not transferred/assigned and/or are not required to be transferred/assigned to the DAD.</p> <p>5. Transfer/assign all the warranties for the hardware and software, in favour of the DAD or its nominee, which are required by the DAD to continue to operate or use either during the design and development Stage or annual maintenance Stage.</p> <p>6. Third-Party Contracts</p> <p>a) If requested by DAD, System Integrator must assign, novate, or assist DAD or its nominee in negotiating new Third-Party contracts (other than Software licenses with a Third Party) including any Subcontracts, which it was wholly or substantially using in the provision of the Exit management Services immediately before termination or expiry.</p> <p>7. In case of agreement being terminated by SI, DAD reserves the right to ask SI to continue</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		provision of the Exit management Services immediately before termination or expiry. 7. In case of agreement being terminated by SI, DAD reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.	running the project operations for a period of 6 months after termination orders are issued.	
798.	Vol 3 Transfer of Certain Agreements (21.11/116)	The task of SI with reference to the Exit Management is deemed to be complete only when the Project manager of the DAD issues a satisfactory completion certificate for the Exit Management Plan	Bidder requests modification: - The task of SI with reference to the Exit Management is deemed to be complete only when the Project manager of the DAD issues a satisfactory completion certificate for the Exit Management Plan <u>or when the Agreement terminates, whichever is earlier.</u>	No change
799.	NA Taxes	Clause to be added	Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of DAD.	Taxes shall be paid by DAD as per actuals.
800.	NA Savings Clause	Clause to be added	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to DAD's omissions or actions whatsoever.	No change
801.	NA Deemed Acceptance	Clause to be added	Services and/or deliverables shall be deemed to be fully and finally accepted by DAD in the event when DAD has not submitted its acceptance or rejection response in writing to Bidder within 15	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			days from the date of installation/commissioning or when DAD uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	
802.	NA SNR	Clause to be added	DAD hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. DAD agrees that Bidder shall not be in any manner be liable for any delay arising out of DAD's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	No change.
803.	NA Change Orders	Clause to be added	In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	No Change
804.	NA Audit	Clause to be added	Request that the following be included: Excluding a regulatory/statutory requirement, if any, nothing in this Agreement shall be construed or interpreted as requiring Contractor to provide to DAD access to or right to inspect, examine, audit and take copies of any fees, price, cost or any other financial information or any records or documents relating to the make-up of the Contractor's internal overhead calculations, their relationship to the fees, any financial cost model, calculation of fees or to the Contractor's profitability or other such financial data.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
805.	NA Bidders right to terminate	Clause to be added	The bidder shall have the right to terminate the contract in the event any undisputed amount remains unpaid for a period exceeding 15 days.	No change
806.	CPP-RPF Volume I - Annexure A-signed.pdf 5.2 To-Be List of Services Page No. 143 + Page No. 217, 246	5.2 To-Be List of Services	Can we summarize the scope of mobile app as mentioned below: - Services limited to Pensioners (G2C) for Post Retirement Services - Services limited to Units/Departments for Claim Status Tracking only - Services limited to RO/HQs (G2G) for Claim Status Tracking only (similar to Pensioner Portal) Please confirm/suggest.	Duplicate
807.	CPP-RPF Volume I - Annexure A-signed.pdf 7.4 Mobile Apps Page No. 217	Initially, the mobile application can be developed on Android and iOS operating system, which covers approx. 60% of the market. After that based on the requirement and demand, it can be extended on other operating systems.	Which is the preferred way of mobile app development >> "Developed Once - Use for multiple platform" approach (i.e. Hybrid/Cross Platform Mobile App with all the required native features) or >>"Developed separately for each platform" (i.e. Native Mobile App) approach ? Please suggest.	Duplicate
808.	CPP-RPF Volume I - Annexure A-signed.pdf 8.15 MobileApp Page No. 275	The application should be portable with iOS , Android and Windows	As mentioned in section 7.4 Mobile Apps of this document (CPP-RPF Volume I - Annexure A-signed.pdf), can we consider that the mobile app is required to be developed on Android and iOS platform only.	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
809.	CPP-RPF Volume I - Annexure A-signed.pdf 8.15 MobileApp Page No. 277	The system shall ensure security of data in case of loss or theft of the tablet either by way encrypting the application data or some other secured means. The system shall ensure that unauthorized users shall not have access to data	Are you looking for enterprise class <u>Mobile App Development Platform (MADP)</u> or an <u>open source based platform</u> to develop and manage the mobile app? Please guide.	Duplicate
810.	CPP-RPF Volume I - Annexure A-signed.pdf 12 Non Functional Requirements Page No. 297	Multilingual Support - Hindi (For Lables in report)/English	Assuming this is applicable to mobile app as well. Please confirm.	Duplicate
811.	NA	NA	Please provide the volumetric data / number of users for mobile app with concurrency.	Duplicate
812.	NA	NA	Developer licenses are required from Google and Apple for the hosting of mobile app in respective app stores. Who will provide the same? Can we make use of existing licenses available if any?	Duplicate
813.	CPP-RPF Volume I - Annexure A-signed	7.3 Pensioner Portal	What is the concurrent users who are expected to use the Pensioner Portal.	Refer Corrigendum 1
814.	CPP-RPF Volume I - signed	9 Overview of the Existing System: As-Is	We understand that DAD wishes to rebuild and revamp the complete CPP platform without using the existing platforms.	Yes
815.	CPP-RPF Volume I - signed	9 Overview of the Existing System: As-Is	Does DAD have any preference whether the new CPP platform should be build on COTS platform or bespoke Java/.Net	SI need to propose
816.	CPP-RPF Volume I - signed	9 Overview of the Existing System: As-Is	Please suggest the volume of current pensioner data which is available in the current systems.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
817.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 3, Page 110	The Bidder is not required to propose Layer-3 firewalls.	Requested to delete this clause. Firewall is a layer 3 technology for most OEM and this clause limits participation to a single OEM	No Change
818.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 4, Page 110	The proposed solution must allow single policy rule creation for application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS and scheduling at single place within a single rule and not at multiple locations. There must not be different places and options to define policy rules based on these parameters.	Requested to amend the clause The proposed solution must allow policy rule creation for application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS and scheduling. Different OEMs have different ways to define policies. The clause is OEM specific.	Refer Corrigendum-1
819.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 8, Page 111	The Firewall must support application identification natively, without requiring any license/subscription/blade. There should not be any requirement to buy any license for application visibility and the must must operate at Layer 7 natively.	Requested to delete this clause. The specification is duplicate of clause 9	Refer Corrigendum-1
820.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 8, Page 111	The proposed solution shall have sandbox behavior based inspection from day 1 and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day	Proposed Changed : The proposed solution shall have on premise sandbox behavior based inspection from day 1 and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP) and the solution shall support automated signature generation for discovered zero-day malware on premise(not	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		malware from day 1 and the OEM should ensure the delivery of the signature in 10 mins from the time of detection.	though cloud) from day 1 and the OEM should ensure the delivery of the signature in 10 mins from the time of detection. CGDA being defense entity should not share any information even regarding malwares to the outside agencies including the OEM	
821.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 25 Page 114	The proposed solution will be a Next Generation Firewall, with a capability of supporting at least 2 Gbps of Application Identification Enabled Firewall throughput using 64 byte HTTP packet	Proposed Change: The proposed solution should have NGFW throughput of min 8 Gbps. Instead of asking separate throughputs it is recommended that a single throughput of NGFW is asked	Refer Corrigendum-1
822.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 28 Page 115	The performance must be measured using Mini Data Center Environment with all Traffic enabled (not just internet traffic). The OEM must furnish details of the testing methodology.	Please define Mini Datacenter Environment	Refer RFP
823.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 29 Page 115	The proposed solution must support at least 200,000 concurrent sessions.	Proposed Change: The proposed solution must support at least 3 Million concurrent sessions. Higher throughput is recommended to ensure higher traffic handling on device	No change
824.	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 31 Page 115	The solution must provide 10 no 10/100/1000 Megabit interfaces, 6 gigabit SFP ports and 1 out of band management interface.	Proposed Change The solution must provide 8 nos 10/100/1000 Megabit interfaces, 4 x 10GB gigabit SFP ports and 1 out of band management interface. Rather than asking all 1GB interfaces it is proposed both 1G and 10G interfaces are asked	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
825.	Data Leakage Prevention-DLP - 3.6.4 Page No 129		-	No query asked
826.	14	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature, such as applying encryption to a file using the endpoint encryption flex response.	DLP Solution should provide broad remediation capabilities: onscreen pop-up notifications; quarantining or relocating data to a secure location; blocking endpoint events; and applying custom responses via the flexible response feature, such as applying encryption feature to the data copied to removable device. If the data is already in the laptop or desktop , copying of the data removable media need to protected and if allowed as exception it needs to be encrypted to prevent Data Loss.	No change
827.	16	Solution should detect whether data has been entered in forms such as tax, medical, or financial forms in various image formats like PDF, JPEG, BMP, PNG and TIFF.	Solution should detect whether data has been entered in forms such as tax, medical, or financial forms in various image formats and also to extract the text behind the image over the Network. Image formats can be protected on the image formats but it do not provide the flexibility of allowing specific images base on content , extracting the text behind the image help in addressing the issue where selective image needs to be allowed and blocked based on content. For example sensitive scanned document and print screen.	No Change
828.		New	"The solution should enforce policies to detect low and slow data leaks and should be able to enforce policies to detect data leaks even on image files". As per latest security analyst report	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			confidential data are stolen in as few records over the time and hide inside the image so it is recommended that he solution should be capable to protect scan documents.	
829.		New	"The solution should have a comprehensive list of pre-defined policies and templates with over more than 1000 patterns to identify and classify information pertaining to different industry (like Finance, banking, Tax, IT Act. etc.)" In DLP implementation the data classifications is the most critical task and there should be inbuilt template to help customer with pre-defined templates. so it is recommended that the solution should have inbuilt templates to ease of data classifications and protections.	No Change
830.		New	The solution should be able to identify data leaked in the form unknown and kwon encrypted format like password protected word document. Data leaks seen to be done , where the hacker uses the encryption method which are unknown and known and the uploading the data. So the solution should be able to detect and block the unknown encrypted uploads.	No Change
831.		New	Thes solution should provide the flexibility to provide the incident based risk ranking to identify the top risk users in the DLP. Getting multiple DLP incidents provides hundreds of incidents and it requies significant amount of time to scan the same, Incidnet risk ranking help in identifying the top risky users.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
832.		New	The solution should provide the Auto-Email release based on the source or the source manager without any dependency on the management console. Manager can release the mail from the mailbox also. Incident release workflow is important for putting the DLP in the blocking mode. As the auto release options are flexible enough to implement the blocking and release of emails from source and manager.	No Change
833.	URL FILTERING Page 109		-	-
834.			We suggested to have a separate Web and URL filtering solution instead of UTM.	No change
835.	New		The solution should be secure web Gateway to process the HTTP/HTTPS traffic and also do the SSL decryption and also provide on box Anti Virus at Gateway level. Now a days proxies works as a secure web gateway which means inspection of known viruses and malware protection should be there on the gateway before it enters the intranet and then propagate across the network.	No change
836.	New		The appliance should be able to perform SSL inspection to detect and block malicious content downloaded through SSL and also blocking sensitive information uploaded to SSL websites.	No change
837.	New		The proxy should provide the visibility for the cloud applications based on the risk score , and helps customer in deciding the current security posture and controls for accessing the cloud applications. SSL decryption on box helps in	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			removing the dependency of the ICAP which is clear text communication between the SSL offloader and Proxy . Also it introduces the delay because of maintaining the multiple ICAP queues. Hence the SSL offloading helps in analysing the risks over Https without any delay. Now a days users are connecting to multiple cloud based applications e.g Dropbox , Google drive and many known applications also which may pose high risk to the organization . Proxy should able to provide the visibility of implementing those controls over the Web	
838.	New		The solution should in the Gartners leaders and challengers in the 2016 Report.	No change
839.	New		The solution must detect and block outbound Botnet and Trojan malware communications. The solution must log and provide detailed information on the originating system sufficient to enable identification of infected units for mitigation. As today the Internet connecting machine also boses the threat for the Bot and Malware C&C and hence require the protection for the same. Solution should also able to provide the visbility of the machines participating in the communication from the LAN.	No change
840.	Mail Security - 3.6.10 Page 152		-	-
841.	5	Solution should support sub-addressing in the recipient validation feature. Sub-addressing is the practice of adding text	Solution should support recipient validation feature. So that only valid email id will be mail sent.Sub Addressing can be one method for the	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		in the local portion of an email address following a plus or minus sign. For example: user+role@samplecompany.com.	recipient validation, solution should do recipient validation.	
842.	New		The solution should support policy based TLS encryption between mail domains. TLS secure method should be provided with the solution	Refer Corrigendum-1
843.	New		The solution should support dictionaries scanning and dictionaries are built-in the product and allow customer to create his own dictionary. Customer can provide its own dictionary to prevent the inbound and outbound content in the email.	Refer Corrigendum-1
844.	New		This solution should provide the personal email manager and provide the selective access to the queue. Solution should provide the auto release queue for central queue to end user.	Refer Corrigendum-1
845.	New		The solution should perform image based filtering. It should use sophisticated analytical algorithm to analyse image to determine attributes that indicate the image may be of a pornographic or nonpornographic nature in known and unknown spam emails. It helps in blocking the legal liability mails and also images that contain the text. It prevents the organization for controlling the legal liability as per IT act to log the user sharing indecent images.	Refer Corrigendum-1
846.	Page 279	On Point of Data should be secured at application level or database level	Database must be masked or encrypted following NIST/FIPS standard and application data must be in Format preserving encryption to protect data	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			end to end. Even data going out through E-mail channel must be encrypted for both inside and outside domains, and must be integrated with DLP solution as well for email channel.	
847.	Page 297 Point 16	Application security solution must also be capable of securing applications throughout SDLC and must be a leader in Gartner magic quadrant.	Application security solution must also be capable of securing applications throughout SDLC and must be a leader in Gartner magic quadrant.	No change
848.	Page 123 POINT 49		Aggregation and filter must be possible at connector layer itself and all junk must not go to Logger and correlation layer.	No change
849.	Page 125 point 67		SIEM must be capable of collecting Flows from same connectors for all kind of flows like N Flow , J flow etc.	No change
850.	CPP-RPF Volume I - Annexure B -signed / Section 3.6.1 / Page 107	5. Application Security for Internet Zone	The application security requirement should be considered as dedicated Web Application Firewall solution, instead of adding it to the enterprise network firewall. A WAF(Web Application Firewall) is an essential layer of security in any network to protect against web related attacks including OWASP TOP 10. Request to have a dedicated section to include WAF as a separate security device requirement	Refer Corrigendum-1
851.	CPP-RPF Volume I - Annexure B -signed / Section 3.6.1 / Page 107	6. Application Security for Intranet Zone	The application security requirement should be considered as dedicated Web Application Firewall solution, instead of adding it to the enterprise network firewall. A WAF(Web Application Firewall) is an essential layer of security in any network to protect against web related attacks including OWASP TOP 10. Request to have a	Duplicate query



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			dedicated section to include WAF as a separate security device requirement	
852.	9.2 Page 18 of Vol 1	Existing IT Systems	We understand that no support will be required by new SI for supporting existing IT systems. Please confirm	As per RFP
853.	13.8.1.c Page 61 of Vol 1	Operations and maintenance services for the infrastructure supplied and commissioned by the SI for the solution at the two DC sites from the DAD premises	We understand that core support team needs to be based out of 2 DC's. Can we also have technical experts based offshore? Will remote access and VPN connectivity be available?	Support team is required to be positioned at DAD office. Refer corrigendum 1 for requirement at Mini DC Location (BSNL co-located DC).
854.	13.8.2.d Page 61 of Vol 1	The SI shall keep the application software in good working order; meeting the requirements defined by the DAD from time to time based on functional, administrative or legislative priorities, perform any changes and upgrades to applications as requested by the DAD.	We understand change is inevitable and DAD expects SI to absorb all changes and upgrades. However, a functional/legislative change could be of 10 man-days or 300 man-days and such a risk cannot be absorbed by SI. We request DAD to confirm on a change team on T&M basis dedicated for the system. We propose 2 dedicated developers for same. Kindly confirm.	As per RFP
855.	13.8.2. Page 62 of Vol 1	Support Window for technical personnel on application	We understand that DC and DR Infrastructure and application uptime need to be supported 24x7. However, please suggest on the timings for technical personnel availability at DC/DR (L2/L3 support) ? Will it be Monday to Friday, 9am to 6pm?	Prime business hours. However in case of any downtime due to non availability of services, performance issues; it shall be



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				as per requirement basis.
856.	13.8.14 Page 74 of Vol 1	The Helpdesk shall operate during the Prime Business Hours (PBH) as defined in the Volume III of this RFP.	The PBH has not been defined in Volume III. Please suggest on helpdesk working hours	Refer Section 3.4 of Annexure B C D of RFP Volume III
857.	24.2.2 Page 123 of Vol III	SLA Value achieved for the said Quarter = X%	Please suggest how will X% be calculated?	As per RFP
858.	General	Travel	No travel will be required to any office of DAD (other than 2 DC's) for application support. Please confirm.	Travel to main Location i.e. Allahabad (where 95% of the Processes are handled), Pension disbursement HQs (Meerut, Chennai) shall be required.
859.	General	Training	Please confirm on the total number of users need to be trained? Are they all employees or are there partners/outsourced agencies?	As per RFP
860.	General	User Base	What are the approx. number of users expected to use the portal system?	Refer Corrigendum 1
861.	General	Integrations	Please suggest if any integrations need to be setup with surrounding applications. Will any integration/s have a dependency for monitoring in nights?	As per RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
862.	Volume - 1 - Page 14 Important dates	Bid Submission Closing - 13-July-2017 12:00 PM	As this is a complex project and to design the optimum solution we need another 4 weeks from the date of pre-bid response. Considering the fact we would request to your good-self to kindly extend the RFP submission by another 4 weeks from the date of pre-bid response which will help us to prepare the solution in line with the requirement of the RFP.	Refer Corrigendum 1
863.	Vol II, 2.27 Repeat Order / Pg. 22	CGDA reserves the right to increase or decrease the quantity up to 50% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule.	50% range is too high. Pls modify the clause to be read as "CGDA reserves the right to increase or decrease the quantity upto 10% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule."	Refer Corrigendum 1
864.	Vol II, 3.3.1 Commercial Proposal Guidelines/ Pg. 42	In case CGDA wish to procure any additional quantity/services (hardware/software/manpower) for this project, the unit rate provided by the bidder shall be taken into account upto 3 years from date of contract.	As s SI wont be able to accept this clause. OEMs do not offer prices valid for such a long duration. Kindly delete this clause.	Refer Corrigendum 1 (Same as repeat order)
865.	Vol II, 3.3.1 Commercial Proposal Guidelines/ Pg. 43	19. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately. 20. The rates quoted are exclusive of all applicable taxes levied by the government and the same will be payable by the Department over and above the payment schedule.	The two points are contrary. Kindly clarify if taxes will payable as applicable at the time of billing.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
866.	Vol II, 3.3.1 Commercial Proposal Guidelines/ Pg. 44	30. All costs incurred due to delay of any sort, shall be borne by the bidder.	Kindly modify the clause to be read as - All costs incurred due to delay of any sort <u>only due to reasons attributable to bidder</u> , shall be borne by the bidder.	Refer Corrigendum 1
867.	Vol II, 3.3.1 Commercial Proposal Guidelines/ Pg. 44	32. CGDA reserves the right to ask the bidder to submit analysis of rate and data sheet for the rates quoted in the Commercial bid by the bidder	Kindly delete this clause.	No Change
868.	Vol II, 4.3 Signing of Contract/ Pg. 48	f) During the period of the agreement, CGDA could buy any of those items which are not included in the agreement and which are part of the quoted price of the bidder. CGDA will have the right to buy those services at the same rate for which the bidder was selected as the successful bidder. The Price quote for all the services indicated in the quote will be valid for the complete period of agreement.	CGDA must only buy the goods & services which are included in the agreement.	Refer Corrigendum 1
869.	Vol II,1.8.1 Commercial Bid Covering Letter/ Pg. 100	2. We agree for unconditional acceptance of all the terms and conditions in the RFP and also agree to abide by this bid response for a period of 180 Days from the date fixed for opening the Commercial proposal. Not in sync with earlier defined.	Kindly modify the clause - 2. We agree for unconditional acceptance of all the terms and conditions in the RFP and also agree to abide by this bid response for a period of 180 Days from the date fixed for <u>Submission</u> of the Commercial proposal. Not in sync with earlier defined.	Refer Corrigendum 1
870.	Vol III,4.2 Invoicing and Settlement/ Pg. 28	During Development & Implementation Phase - On achievement of milestones as described in Section 4.6 of the RFP. It shall be in the sole discretion of DAD	DAD must signoff the completion of milestone within 7 days of submission of request by the SI else it will be deemed to be certified and	No Change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		to certify the fulfilment of condition to declare a milestone achieved.	payment against the milestone must be released with 30 days of submission of invoice.	
871.	Vol III,4.2 Invoicing and Settlement/ Pg. 28	b) The Bidder/Lead Bidder alone shall invoice all payments after receiving due approval from the competent authority.	The Bidder/Lead Bidder shall invoice all payments on completion each payment milestone.	No change
872.	Vol III,4.2 Invoicing and Settlement/ Pg. 28	d) The Service Provider 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 authorized or incurred, whichever is later.	Pls delete this clause.	No change
873.	Vol III 4.4 Liquidated Damages/ Pg. 31	This penalty shall be equal to 1% per week of the corresponding payment milestone value of the delayed milestone (as defined in Schedule VI: Payment Schedule). This penalty is subject to the maximum of 10% of the value of corresponding payment milestone value of the delayed milestone.	Kindly reduce LD penalty to 0.5% per week for delayed milestone, as per industry standards.	No change
874.	Vol III 4.5.2 Premature Termination Post Commencement of Operations/ Pg. 31	The DAD shall pay to the SP a termination payment equal to the market price of the Assets.	In case of Premature termination by DAD/SP, DAD must pay in full the amount due for payment but not yet paid , till the date of termination.	No Change
875.	Vol III 24.2 Payment Schedule and Milestones/ Pg. 121	Payments during Development & Implementation Phase: S. No. Description Milestones	Kindly Revise the Payment terms for Project A as below: Description Milestone Project A MS1 MS2 MS3 MS4	No Change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			Comprehensive Pension Package Development 30% 20% 20% 30% DC1 Construction No change 100% DC2 Construction No change 100% Mini Data Center 1 Phase I - System Software and Hardware No change 80% 10% 10% Mini Data Center 2 - System Software and Hardware No change 80% 20% Mini Data Center 1 Phase II - System Software and Hardware No change 100%	
876.	Vol III 24.2 Payment Schedule and Milestones/ Pg. 121	Change Request : 80% Payment as per unit rate quoted on satisfactory UAT completion. Remaining 20% shall be paid after 6 months.	kindly modify the terms of payment for change request : 100% advance or as mutually agreed at the time of such a request.	No change
877.	Vol III 24.2 Payment Schedule and Milestones/ Pg. 123	The value of amount to be paid in O&M phases i.e. will be linked with the SLA Values achieved for that quarter. a) Quarterly payment value for O & M phase (Q) = Total Amount quoted by the Bidder for the respective year () / 4 b) SLA Value achieved for the said Quarter = X% c) Quarterly Payment value for Q&M Phase = X % of Q.	This is not acceptable. O&M must be paid quarterly advance. SLA Penalty must be defined separately.	No change
878.	Vol I 15 Project Timelines/ Pg. 82	Total duration of the project is 6 Years starting from the date of Signing Contract. The Project schedule comprises of Development & Implementation phase of 12 months	While project timeline table shows Project Development & Implementation phase of 15 months followed by 5 years of O&M. Kindly clarify whether total project duration is of 72 months (12Months+60months) or 75months (15months+60 months).	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		and Operations and Maintenance Phase of 60 months.		
879.	Vol I 13.8.2 Application Software Maintenance and support services - Pg. 61	p) It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the DAD processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD.	This will have additional cost and time burden and is vague and nobody knows what can be legislative changes. This should be undertaken as a change request on mutually agreeable terms. Please consider and amend this clause accordingly	Refer Corrigendum 1
880.	Vol I 13.9 Change request - Pg. 76	"2. The functional requirements given in Annexure A to Vol I are indicative only and not exhaustive in any manner and/or kind and/or form. The bidder by responding is deemed to have understood and agreed that the requirements are subject to change at sole discretion of DAD and will be finalized during Software Requirement Specification till Go-live. Failure to comply with may invite forfeiture of 'Performance Bank Guarantee' and any other terms and conditions of RFP."	Please modify as - "2. The functional requirements given in Annexure A to Vol I are indicative only and not exhaustive in any manner and/or kind and/or form. The bidder by responding is deemed to have understood and agreed that the requirements are subject to change at sole discretion of DAD and will be finalized during Software Requirement Specification."	No change
881.	Vol I 13.9 Change request - Pg. 76	"3. After SRS Sign off, any changes till go-live & operations phase, (e.g. new functionalities, improvement in execution time, performance tuning, etc.) and which were not there in base line will not qualify as change request.	Please remove this Clause	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		The bidder will implement such changes in the solution required at no additional cost to DAD. However such changes deemed necessary post sign-off of documents (SRS, design document) will be capped at 10% of the man month effort of CPP application."		
882.	Vol II - 4.4 Integrity Pact - Pg. 49	<p>All the bidders whose commercial bid value for the Project exceeds Rs. 100 Crores shall submit Integrity Pact agreement and Integrity Pact Bank Guarantee (IPBG) of value Rs. 1 Crore as per Annexure 1.10. Bidder shall submit Integrity Pact agreement and Integrity Pact Bank Guarantee in a separate envelope clearly marked as IPBG along with technical and commercial proposals.</p> <p>The Integrity Pact Bank Guarantee (IPBG) shall be valid up to and including 45 days after the validity of commercial offer. However, bidders will be required to extend the Integrity Pact Bank Guarantee, as and when required by the buyer. In the case of the successful bidder, validity of the Integrity Pact Bank Guarantee will be extended up to the satisfactory completion of the contract. Integrity Pact Bank Guarantee shall be returned</p>	Integrity Pact should be taken from all the bidders irrespective of the bid value and there should be only one EMD as per GFR. Hence please remove this Clause.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		promptly in case of unsuccessful bidders.		
883.	Vol II - 1.10 Integrity Pact - Pg. 117	11. Fall Clause a) The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India and if it is found at any stage that the similar system of sub-system was supplied by the Bidder to any other Ministry / Department of the Government of India at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.	Please remove this clause	Refer Corrigendum 1
884.	Vol III - 2.8 Extension of the agreement - Pg. 23	This Agreement may be extended by DAD in its sole and absolute discretion for a further term of up to two years, in blocks of one year each, by giving to the SI written notice of at least three months prior to the expiration date of the Initial Term. In no case, the extension of term beyond two years shall be given by DAD.	Any extension will be on mutually agreed terms including cost and timelines. Please amend accordingly	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		In case of extension of the O&M period beyond five years of O&M, the extension shall be given on the mutual terms and conditions.		
885.	Vol III - 4.4 Liquidated Damages - Pg. 28-29	4.4 Liquidated Damages Time is the essence of the agreement and the delivery dates are binding on the System Integrator. DAD shall be entitled at its option to recover from the SI, a penalty on account of delay or non-performance in achieving the project milestones as defined in Volume I of the RFP. This penalty shall be equal to 1% per week of the corresponding payment milestone value of the delayed milestone (as defined in Schedule VI: Payment Schedule). This penalty is subject to the maximum of 10% of the value of corresponding payment milestone value of the delayed milestone. This right to levy any penalty shall be without prejudice to other rights and remedies available to DAD under the Agreement and/or any other law. Once the maximum deduction is reached the DAD may consider termination of the Contract.	Please change the penalty percentage from 10% to 5%	No change
886.	Vol III - 17.1 Third Party Claims - Pg. 89	"Service Provider (the "Indemnifying Party") undertakes to indemnify DAD	Please remove the word negligence and modify the clause as	No Change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		(the "Indemnified Party") from and against all losses, claims or damages on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies 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....."	"Service Provider (the "Indemnifying Party") undertakes to indemnify DAD (the "Indemnified Party") from and against all losses, claims or damages on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's wilful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies 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....."	
887.	RFP Vol I Annexure A, 12.3 Report Customization, page 298	3.7.4 A Report / Chart designer could help power users to create their own reports and charts using queries created with the Adhoc Query builder.	Please provide the number of power users	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
888.	RFP Vol I Annexure A, 6.3.1.1 First Payment, page 180	b) Identification using Aadhaar bio-metrics	Who will become the ASA and AUA for Aadhar integration?	SI to pick ASA, AUA and get DAD's approval
889.	RFP Vol I Annexure A, 6.7 Integrated Grievances Management, page 204	Detailed functional requirements of National Contact Center are provided in later part of the report. Call Center operations can be outsourced to a qualified vendor.	It is understood that the SI is required to develop/procure the Integrated grievance management system. It is understood that the SI is not required to run the operations of the Call Center which is different from the IT helpdesk. Please confirm whether this understanding is correct	Yes
890.	RFP Vol I Annexure A, 6.8 Contact Center, page 206	The Call Center shall provide, at a minimum, the following types of services. CGDA may add additional services to this list during the contract period.	The list of services is not given. Please provide the same	Not is SI Scope
891.	RFP Vol I Annexure A, 7.1 Service Centers, page 214	Pensioners who do not have access to internet and unable to access Pensioner Portal can visit nearest Service Center, where they can avail the required services.	Please provide the number of such service centers. How many users will be manning these service centers?	Refer Corrigendum-1
892.	RFP Vol I Annexure A, 7.1 Service Centers, page 214	These Service Centers will be provided a Login Id and Password by DAD through which Service Centers can login into pensioner's portal & grievance management system.	Please confirm whether the personnel manning these service centers will be defence personnel or outsourced? Will they be provided access using the central LDAP server of Identity and access management solution?	Service Center Application users shall be provided access using central LDAP.
893.	RFP Vol I Annexure A, 7.4 Mobile Apps, page 215 AND 8.15 MobileApp, page 275	Initially, the mobile application can be developed on Android and iOS operating AND 1. The application should be portable with iOS , Android and Windows	Please confirm which all OS platforms is the mobile app is required for. Also please confirm whether CGDA requires a native app or a hybrid mobile app to be developed	SI need to propose



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
894.	RFP Vol I Annexure A, 8.1.1 e-Form (Standalone Form/Utility), page 224	13. The e-form should support data masking and encryption. Detailed requirement shall be given by CGDA at the time of requirements gathering.	Please elaborate on the data masking and encryption use case since it will help in conceptualizing the solution	SI need to propose how to mask data in the e-Form
895.	RFP Vol I Annexure A, 8.1.1 e-Form (Standalone Form/Utility), page 226	41. The utility / e-form should support AADHAAR OTP based e-signing (http://cca.gov.in/cca/?q=eSign.html) of Pension Claim Form generated from the utility	We understand that the transactional cost for e-signing, if any, shall be borne by CGDA. Please confirm	Yes
896.	RFP Vol I Annexure A, 8.10 GrievanceManagementSystem), page 261	3. System should provide manual interface to record grievances as well as the integration with external channels like CPGRAM & Pensioner Portal	What is CPGRAM? How will it integrate with CPP?	CPGRAMS stands for "Centralized Public Grievance Redress And Monitoring System" Grievance Management System should have an option to upload the file (Excel, CSV) downloaded from CPGRAMS.
897.	RFP Vol I Annexure A, 8.14 Application Integration, page 273 AND RFP VOL I, 11.1.3.3 SMS solution	Integration with SMS Gateway - Comprehensive Pension Application should have its own interim SMS gateway, which will be used by multiple DAD applications to push SMS	This section gives detailed requirement for interim SMS gateway, whereas elsewhere the RFP asks for integration with MSDG. It is understood that the SI will be responsible for integration of the only the new CPP application	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		for system generated content, page 30	notifications. AND The SI will integrate the relevant modules, functions, etc. of CPP with Mobile Service Delivery Gateway (MSDG) of Government of India for SMS gateway functionalities"	with MSDG for all SMS gateway related requirements, and not other DAD applications, and the per transaction cost if any shall be borne by CGDA. Please validate this understanding and consequently remove the functional / technical specifications given for the SMS gateway in Vol i Annexure A
898.	RFP Vol I Annexure A, 8.15 MobileApp, page 275	3. Mobile application should have the functionality to use the Camera, GPS modules if available on the mobile phone.	Please define the use case for Camera and GPS modules in the CPP application	Requirement shall be collected during requirement gathering phase.
899.	RFP Vol I Annexure A, 8.15 MobileApp, page 277	24. Every application related SLAs shall be applicable on mobile/tablet based application as well.	Please quantify the SLAs which are required to be met by the mobile app	As per RFP
900.	RFP Vol I Annexure A, 8.18 Analytics, page 283	1. Analytics module should support user authorization to control conditional access to data based on role configuration.	Please provide the number of users who will use the analytics module	Refer Corrigendum 1
901.	RFP Vol I Annexure A, Section 2 Scope, page 4	PCDA (P), Allahabad has already carried out physical records scanning activity in the past. Some of the documents are also scanned/photographed by the concerned stakeholders at various places. DAD will provide all these scanned records (approx. 11 Lacs) to the System Integrator in File System.	The documents even if scanned/photographed by the concerned stakeholders at various places, will be made available to the SI at PCDA (P), Allahabad only. Is this understanding correct?	Yes.
902.	RFP Vol I Annexure B, 2.1.2 Application	As it was brought out in previous sections that various offices of DAD hosts its core applications in distributed	Please confirm that the responsibility of deploying these applications, their database, any	SI shall be responsible for setting up and



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Consolidation, page 15	manner, by deploying servers at each officeThese applications shall be consolidated at Mini Data Center-2.	other system software will be with the respective vendors.	maintenance upto VM for DC 2.
903.	RFP Vol I Annexure B, Section 2.2.1 Services & Data Availability Strategy, page 20	For CGDA, following RTOs are planned:-	The section gives separate RTO for each application ranging from 5 minutes to 8 hours. This is different from what is laid out under the SLAs. Achieving an RTO of 5 minutes may not be feasible. Request you to reconsider	Refer Corrigendum 1
904.	RFP Vol I Annexure B, Section 2.3 Security Solutions, page 23 AND RFP Vol I, 11.1.3.2 E-mail solution for system generated content, page 31	4. Users identification & authentication a) Open source LDAP Directory Service for internal users AND The System Integrator is expected to procure, implement, commission and host an open source email solution for CPP Application.	Please confirm whether the bidder is required to provide enterprise support for all proposed solution components, or can open source freeware solution components also be proposed provided they meet the specifications given in the RFP, if any.	SI can propose either. However, enterprise support is mandatory for all the components (COTs & Open Source).
905.	RFP Vol I Annexure C, Section 2.1.1 Submitting plan to DAD for handling already scanned images by DAD, page 5	a) Quality assessment of minimum 11.1 Lakh pdf files, which consists of pages in the range of 5-27 (average 20 pages/record).	In case the quality of some scanned documents is not good, and they are not legible, will the SI be required to scan those documents again? If yes, how will the payment for the same be made?	Shall be paid as per Scanning rate quoted by the SI.
906.	RFP Vol I Annexure C, Section 2.2.1 Scanning of records, page 6	One Binder has on average 250 pages and out of these pages, 100 are printed on both sides. So an average of 350 pages are required to be scanned/ binder.	It is understood that all pages within a binder have to be scanned and there is no segregation required. Please confirm	Yes



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
907.	RFP Vol I, 10 Scope of Work, Page 26 AND Vol I, 10 Scope of Work, Page 26	9. UAT & Go live for new Pensioners 10. UAT for legacy Pensioners	Please clarify during which month are these 2 UATs expected to be carried out, since the project schedule shows one UAT phase between 10-12 months	Single UAT
908.	RFP Vol I, 11.1.5 Data migration, page 34	Data Migration is recommended to be planned in 3 phases. First phase at the time of CPP rollout and 2nd & 3rd Phase, after 6 months post rollout, when the CPP environment is fully established.	Please confirm the volumes of data that need to be migrated in each of the phases.	Volume is in term on number of Pensioners. Starting from 4.5 Lakh Pensioners. Based on success of above, remaining data shall be migrated.
909.	RFP Vol I, 11.1.5 Data migration, page 35	In the current environment, most of the electronic data at PSAs & PDAs resides in silos – either in paper format or within a different local application.	The statement is contradictory, electronic data cannot be in paper format. Please confirm that all data for migration will be available in electronic format	All data for migration shall be provided in prescribed e format. Data entry shall be carried out for information on paper.
910.	RFP Vol I, 11.1.5 Data migration, page 38	n) The data migration work shall be done at places designated by DAD only.	We request that all the data to be migrated be provided to the SI in the required electronic format at a single location.	Refer Corrigendum 1
911.	RFP Vol I, 11.1.5 Data migration, page 38	o) The SI shall migrate the data to the new system before the Go-live of phase 2.	Please clarify when will the Phase 2 go-live happen, since the same is not mentioned in the implementation timelines	Refer to project Timeline Chart at RFP Volume-I Section 15 and



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				Corrigendum on the subject
912.	RFP Vol I, 11.1.5 Datamigration, page 34	Part-II: For legacy pensioners, data need to be migrated from various sources:- a) Sanction data from 3 PSAs b) Pension entitlement data from PDA's database (total 30 PDA) in Phased manner c) Court judgement data from Legal software	Please provide the volume of data to be migrated, number of tables etc.	Number of tables shall depend on New application. DAD shall be responsible to provide the data in the format provided by the SI.
913.	RFP Vol I, 113.2.1 Training venue and other logistical arrangements, page 51	c) Training shall take place in DAD.	We understand that training shall be conducted at only one central location. Is this understanding correct?	Refer Corrigendum 1
914.	RFP Vol I, 12.2.1 Mini Data Center-1, page 43	Transaction details	a) In addition to the number of pensioners, please give the number of internal users who will be using the CPP application. This is required for sizing the Identity and Access management solution b) How many users are expected to use the BPM (creation / modification / initiation of workflows)? This is required from licencing perspective c) How many users are expected to use the DMS? This is required from licencing perspective d) What is the expected concurrency of pensioners on the intranet portal?	a) 200 b) 5 c) Users shall use DMS via the CPP application. No user shall directly access DMS.



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				d) Refer Corrigendum-1
915.	RFP Vol I, 12.3 Security, page 47	d) Database Masking	Please provide the use case for data masking	-
916.	RFP Vol I, 13.2 Training, page 50	SI needs to conduct the training before Go-Live of each phase separately.	Our understanding is that the CPP application will be developed completely by month 9 and that is when the training will be required. Please clarify what are the timelines for Go-live of phases when training is required as mentioned in this clause. Will there be a separate set of users that are expected to be trained in these phases?	Refer Corrigendum-1
917.	RFP Vol I, 13.3 Onsite handholding support at various locations, page 52	As part of the scope of work, the SI needs to provide handholding services at various locations and for the time period.	At how many locations is the handholding service to be provided? How many resources are required to be deployed at each location? For what duration is the handholding staff required?	Refer Corrigendum-1
918.	RFP Vol I, 15 Project Timelines, page 80	Total duration of the project is 6 Years starting from the date of Signing Contract. The Project schedule comprises of Development & Implementation phase of 12 months and Operations and Maintenance Phase of 60 months.	The clause mentions the implementation phase of 12 months, followed by O&M of 60 months whereas the project schedule depicted in the image below shows the Implementation phase as 12+3 = 15 months (MS 4), which is followed by 60 months of O&M. Please clarify the duration of the implementation	Refer Corrigendum 1
919.	RFP Vol I, 16.1 Project Go Live, page 82	Stage 2- Go Live - 2. All required functional points of Stage 2 modules deployed by SI	Please clarify which modules are to be delivered in Stage 1 and which are to be delivered in Stage 2	Based on the requirement, SI need to propose the module delivery schedule
920.	RFP Vol I, 19.1.1 CPP Application development, page 89	4. System Administration & software support (by OEM)- Man-days 30	Please confirm whether this OEM support is to be provided for all the proposed software components ?	Yes.



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921.	RFP Vol I, 19.2.2 Mini Data Center-1 for CPP application Hosting, page 94	50. Identity and Access Management (Internal users)	It is understood that no integration is required between the CPP application and the legacy DAD applications which will be hosted on DC -2. Please confirm if this understanding is correct. Also confirm that the Identity and access management solution will be used only for CPP applications and not for the legacy DAD applications hosted at DC-2.	Please refer to Integration requirement and DC-2 deployment plan. Yes. Identity and access management solution will be used only for CPP applications and not for the legacy DAD applications hosted at DC-2
922.	RFP Vol I, 19.5 BoM- Document Scanning and uploading to DMS, page 99 AND 10.2 Project B, page 25 AND commercial format	1.Document Scanning & uploading to DMS (2 Lakh Binders. 350 Pages/ Binder, AND Phase II: After satisfactory completion of Phase-I, 1.2 Lakh Binders are required to be scanned at one location (Allahabad) by uploading scanned documents to DMS with meta data entry of 8-10 fields.	The scanning phase description mentions scanning of 1.2 lakh binders in phase II, whereas the same is neither mentioned in the BoM nor in the commercial format. Please confirm what is the quantum of scanning	After satisfactory completion of Phase-I, 1.2 Lakh Binders are required to be scanned at one location (Allahabad), based on the Unit rate quoted by bidder.
923.	RFP Vol I, 19.6 BoM - Data entry, page 99	Bill of material for Data entry is as follows 1.Data entry (Sanction - 2006-2017 Pensioners)	the project timelines for Project B does not mention data entry for these items. Please provide details on when this data entry is to be done, at what location.	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		2. Data entry (Sanction) 3. Data entry (Court case judgement)		
924.	RFP Vol I, page 42, Section 11.1.6.3 Performance testing	Once the system integration testing has been conducted successfully, Load, scalability and stress testing would be conducted prior to commissioning & Go-Live. SI should use suitable simulation tools in accordance with the agreed test procedures keeping in view the YoY growth in transactions'.	There are no parameters or transaction mix provided for these testing, nor is the YoY transaction growth given. Please provide the same	SI shall develop the Test plan and obtain DAD's approval.
925.	RFP Vol I, page 43, 12.2.1 Mini Data Center-1; and Vol I, page 81, Implementation approach		There is a discrepancy in the number of pensioners for CPP as per Vol I, page 43, 12.2.1 Mini Data Center-1; and Vol I, page 81, Implementation approach. Since the SI needs to size Compute (Servers) and associated System software licenses in two parts based on this, the numbers should be clarified	Sizing of Compute (Servers) and associated System software licenses in two parts have a time gap of 6 months (MS2, MS4). Appx 22 lakh Bank Pensioners and 4.5 lak DPDO Pensioners shall be migrated to CPP. Additionally data entry of Appx. One Lakh Pensioners be carried out to bring Treasury,



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				Post office Pensioners to CPP. As a whole sizing be done for 30 Lakh existing Pensioners + YoY growth of 85000 Pensioners for 5 Years.
926.	RFP Vol I, page 44, 12.2.2 Mini Data Center-2	SI shall assess the Infrastructure requirements for operationalization of the legacy DAD Applications and to provide the services in conformance with the SLA and growth in transactions during the project life cycle.'	The SI can't be held responsible for the Infrastructure requirements related to growth in transactions of legacy DAD applications which are being managed by 3rd party/DAD. Growth projections if any should be specified in the RFP.	Yes. SI shall not be responsible for growth in transactions of DAD legacy applications.
927.	RFP Vol I, Section 8 Stakeholders, page 20 AND RFP Vol I Annexure A, Section 2 Stakeholders, page 15	The number of pensioners mentioned in both these sections is different	Please confirm what is the number of pensioners to be considered at the time of implementation for the purpose of application sizing, data migration, data scanning	Please refer Corrigendum 1
928.	RFP Vol II, 1.7.1 Pre-Qualification Compliance, page 68	The prime bidder should have direct authorization from the Original Equipment Manufacturer (OEM) for selling and supporting the components offered. The authorization should be submitted for Hardware and Software components offered as a part of this project. Annexure : 1.7.9.13	Is the bidder required to submit this undertaking and the other forms giving the company registration details, financial details etc. for every component procured as mentioned under Volume I, Annexure B, Section 3 Specifications and Vol I, 19 Bill of Material, page 89 onwards?	Yes



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929.	RFP VOL II, 1.7.3 Financial Information of bidder, page 68	Positive Net Worth (Y/N) - Certificate from auditor Revenue from IT services (in INR crore) - Certificate from auditor	Please give the SI the option to submit a CA certificate for Networth and Revenue from IT services	Refer Corrigendum 1
930.	RFP Vol II, 1.7.4 Central/State government/PSU /Any Established Business Organisation ICT Systems Development & Implementation; 1.7.5 Central/State government/PSU / Any established business organization in India Data Center Setup & Commissioning Project experience; 1.7.6 Central/state government/PSU scanning experience	Bidder need to submit anyone or more of the following documents. These supporting document(s) should clearly specify the scope of project, value of the project and project status with month & year of go-live/completion 1. Client letter 2. Work order/contract copy 3. Completion/go-live certificate 4. Client email	Please give the SI the option to submit a certificate from the Company Secretary which provides the scope of project, value of the project and project status with month & year of go-live/completion as required for Pre-qualification and Technical evaluation criteria	No change
931.	RFP Vol II, 3.2.1 Technical Proposal Guidelines, page 27	V. References / Demonstration Demonstration of Similar Nature of Project	Please clarify what is entailed as part of demonstration of similar nature of project	To substantiate similar nature project, SI may use all available options to him such as information available in



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				public domain like user manuals, case studies, presentations etc.
932.	RFP Vol II, section 1.7.9.13 Undertaking on proposing COTS product for CPP solution	2. <<Bidders justification for exclusion of Open Source Software - to be filled in by bidder>>	Please clarify whether CGDA wishes the SI to propose open source software, since in this undertaking the bidder is required to give a justification for exclusion of Open Source Software. On the other hand the RFP mandates the Gartner magic quadrant for several components, because of which the SI may not be able to propose open source solutions.	Refer Corrigendum 1
933.		General	Please extend the bid submission date to 3 weeks after the response to queries are published	Refer Corrigendum 1
934.	RFP Vol I Annexure A, 8.1.1 e-Form (Standalone Form/Utility), page 224	23. e-Form/ utility should generate Pension claim form at run time based on configuration so that any changes in the form layout can be supported without any code modification.	Please elaborate what is meant by run time creation of form based on configuration .	The functional requirements provided in the RFP are to build a basic understanding of the desired solution. Elaboration cannot be provided at this stage. SI need to assess and propose the



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				solution based on the requirements given in the RFP and their prior experience.
935.	RFP Vol I Annexure A, 8.1.1 e-Form (Standalone Form/Utility), page 224	25. Administrator should be able to define Form Format (number of applicable fields, captions, data-type, field length etc.), header-footer, text-font, logo and watermark (text/image) in the configuration for an organization.	For an offline utility, It should be pre-defined	No change
936.	RFP Vol I Annexure A, 8.1.1 e-Form (Standalone Form/Utility), page 224	29. Administrator should be able to configure the form in to multiple sections intended for different users (Individual & Authorities).	For an offline utility, It should be pre-defined.	No change
937.	RFP Vol II - 3.2.5.1 Technical Evaluation - Page 37	Proposed Manpower - 10 Marks Scope - No. of Resources, Relevant Experience, No. of Projects Executed, Qualification, Certifications on proposed Technologies, Resource Backup	1) Please clarify how many Profiles are to be submitted along with the proposal to score these 10 marks. The list given in "RFP Vol II Section 1.7.8 Personnel Profiles for the project" has 14 Roles whereas the Qualification Criteria's for only 7 Key Personnel is given in RFP Volume 1 Section 13.4 SI's project team. Need clarity on this. 2) Also Please share the split of these 10 marks across the required no. of profiles.	1) As per Section 1.7.8 of RFP Vol II 2) a. Role 1-9: 6 Marks b. Central Application Support Team: 2 Marks c. Infrastructure, Network Monitoring &



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				Technical Support: 1 Mark d. Security Operations: 1 Mark
938.	RFP Vol II - 1.7.8 Personnel Profiles for the project (Format of Profiles) and Section 1.7.9.12 Undertaking on Personnel	Name of the person (If available)	<p>This statement shows that Bidders can propose indicative profiles.</p> <p>Where as Section 1.7.9.12 Undertaking on Personnel states that those persons whose CV's have been submitted as part of technical proposal shall be deployed during the project. Please clarify</p> <p>We request that Bidders should be allowed to submit the Indicative profiles and Associates having equivalent profiles should get deployed during the project execution.</p>	No change
939.	CPP-RFP-Vol-I_signed, Pg. 7	1 Disclaimer, The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.	The bidder shall prepare its response bid with reference to the contents given in the RFP. Hence, this clause should be with drawn.	No change



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940.	CPP-RFP-Vol-I_signed. 8. Stakeholders - Page 22	Total number of Pensioners at the time of implementation could be within + 5% of provided figures.	Please share the projected growth	Refer Corrigendum 1
941.	CPP-RFP-Vol-I_signed 9.2 - Existing system. Point point 9. Page 23	CCMS is a web based application for monitoring of all the ongoing court cases	Court cases related to Pension only? Need stats like live cases, pages upload and download per case, typical size per page, current size of storage, No of cases in storage (this will give approx. size per case), frequency of cases updated, concurrency of cases being updated.	Yes. Live cases - 8000
942.	CPP-RFP-Vol-I_signed, Pg. 31/102	The SI shall recommend bandwidth requirement (Internet and WAN) for both the Mini Data Centers, CGDA HQs and PCDA (P), Allahabad office to run CPP software smoothly while meeting the SLAs and other requirements of this RFP. The bandwidth which shall be provisioned by DAD.	Please provide the total number of users and concurrency at each of these locations Please provide the total number of users and concurrency for users coming through the Internet.	Refer Corrigendum-1
943.	CPP-RFP-Vol-I_signed, Pg. 31/102	The SI shall recommend bandwidth requirement (Internet and WAN) for both the Mini Data Centers, CGDA HQs and PCDA (P), Allahabad office to run CPP software smoothly while meeting the SLAs and other requirements of this RFP. The bandwidth which shall be provisioned by DAD.	Please confirm the SI's role is only confined to recommending the bandwidth requirements (Internet, WAN and replication between DC-1 and DC-2) and that DAD will procure and provision the same.	Yes
944.	CPP-RFP-Vol-I_signed, Pg. 31/102	The SI shall recommend bandwidth requirement (Internet and WAN) for both the Mini Data Centers, CGDA HQs and PCDA (P), Allahabad office to run CPP software smoothly while meeting	Please confirm any SLA violation on account of non-availability of the Internet, WAN, replication links shall not be attributable to the SI.	Confirmed.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		the SLAs and other requirements of this RFP. The bandwidth which shall be provisioned by DAD.		
945.	CPP-RFP-Vol-I_signed, Pg. 31/102	11.1.3.2 E-mail solution for system generated content	Please clarify whether the proposed Email solution is only for system generated emails to be sent to and received from pensioners or you are looking at an enterprise wide email solution. In the second case, please provide the following; - Number of mail boxes to be defined - quota per mail box - number of emails generated on a per day / week / month / year basis. - archival & retention period of mail boxes	Only for system generated emails.
946.	CPP-RFP-Vol-I_signed, Pg. 32/102	11.1.3.3 SMS solution for system generated content The SI will integrate the relevant modules, functions, etc. of CPP with Mobile Service Delivery Gateway (MSDG) of Government of India for SMS gateway functionalities.	Please confirm the SMS cost will be directly borne by DAD and that the bidders role is only confined to integrating the relevant modules, functions, etc. of CPP with Mobile Service Delivery Gateway (MSDG) of Government of India for SMS gateway functionalities.	SMS cost shall be borne by DAD.
947.	CPP-RFP-Vol-I_signed 11.1.3.5 Aadhaar Authentication. Point 3. Page 31	3. Fusion Finger Authentication should be included which will result in higher accept rate of Biometric Authentication.	Is the SI expected to supply the biometric device?	No
948.	CPP-RFP-Vol-I_signed, Pg. 33/102	11.1.3.5 Aadhaar Authentication - Pts (2) 2. The application shall be able to capture and detect best finger (as per BFD specifications recommended by UIDAI)	Please explain this clause and suggest what the bidder is expected to deliver in this.	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
949.	CPP-RFP-Vol-I_signed, Pg. 33/102	3. Fusion Finger Authentication should be included which will result in higher accept rate of Biometric Authentication	Please explain this clause and suggest what the bidder is expected to deliver in this.	Refer Corrigendum-1
950.	CPP-RFP-Vol-I_signed, Pg. 33/102	4. If the biometric capture quality is not good, then 3 attempts to be done and the best image to be sent for authentication.	Please explain this clause and suggest what the bidder is expected to deliver in this.	Refer Corrigendum-1
951.	CPP-RFP-Vol-I_signed, Pg. 34/102	11.1.4 Security – CPP Application - c) The System should allow Digital Signature based authentications, OTP based authentication, etc. b) Users accessing through Internet - Password + OTP c) OTP shall also be required for any first time registration being done by non-DAD users in any of the CPP module by the users accessing through Internet and also for Forgot Password functions.	Is the OTP through SMS which the MSP has to integrate with MSDG	Both email and SMS. Further details to be discussed and finalized at the time of requirement gathering.
952.	CPP-RFP-Vol-I_signed, Pg. 35/102	11. Directory based Authentication and Authorization to cater to user requests for access to CPP solution which shall be handled through a directory based solution providing access to various users, based on the privileges provided to each user. In addition, the authentication and authorization of various biometric machines connected to central application through wireless connectivity like GPRS etc. or wireline	- Is the Directory solution already in place or we need to propose one. If it needs to be proposed please provide the user count and their distribution across various locations of DAD	Bidder is expected to propose one. For Use count, Refer Corrigendum-1 ; at following locations: New Delhi, Allahabad, Mumbai, Meerut, Chennai



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		connectivity's like Ethernet shall be done based on Machine ID, Location ID, password, etc. The solution shall provide password management and protection.		
953.	CPP-RFP-Vol-I_signed, Pg. 35/102	11. In addition, the authentication and authorization of various biometric machines connected to central application through wireless connectivity like GPRS etc. or wireline connectivity's like Ethernet shall be done based on Machine ID, Location ID, password, etc. The solution shall provide password management and protection.	- Please elaborate this clause along with a use-case" In addition, the authentication and authorization of various biometric machines connected to central application through wireless connectivity like GPRS etc. or wireline connectivity's like Ethernet shall be done based on Machine ID, Location ID, password, etc."	This is indicative requirement. SI need to study the requirement at requirement gathering stage.
954.	CPP-RFP-Vol-I_signed 11.1.6.3 Performance testing. Page 40	Once the system integration testing has been conducted successfully, Load, scalability and stress testing would be conducted prior to commissioning & Go-Live.	License to be in name of customer or can we use it as a service?	As service
955.	CPP-RFP-Vol-I_signed, Pg. 43	The CPP shall be hosted at the Mini Data Center-1 located at New Delhi. DR mechanism shall be hosted at Mini DATA CENTER-2, which is located in Bengaluru. The following are available at two DC site: a) Floor space b) Power c) Bandwidth	Please provide the following details: - what floor it is? - what is the floor strength? - For how many personnel of SI will the seating space be provided? - Please provide a to the scale drawing of both the sites (the diagram provided in the RFP is not clear)	Please refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		d) Civil infrastructure e) Seating space for the SI personnel		
956.	CPP-RFP-Vol-I_signed, Pg. 43	12.2.1 Mini Data Center-1 The SI will have to procure, install, configure and commission dedicated servers and other hardware and system software components, including networking, security and any other required components at DC, and DR site, for hosting and operation of CPP solution. DR should be minimum 50% of DC in terms of compute and 100% of DC in terms of storage.	Is High Availability essential for all elements in DC & DR.	HA to be made available for:- a. As specified in RFP b. As deemed necessary by SI, in order to meet SLAs
957.	CPP-RFP-Vol-I_signed 12.1 - Page 43 of 102 - RFP Volume 1	Mini Data Center will be located at Delhi and Mini Data Center will be located at Bangalore	Please provide exact location address of the proposed data center sites so that the same can be visited by bidder or their representatives for assessment of the site preparation requirements.	Refer Corrigendum 1
958.	CPP-RFP-Vol-I_signed, Pg. 45	The delivery of Compute and associated System software licenses shall be done as per Project Timelines provided later in this document in following two Phases	Rather than in two phases, we request to change the same to deliver in a single phase.	No change
959.	CPP-RFP-Vol-I_signed 12.3 Security Page 47	The SI's responsibility would be to setup an on premise SOC	DAD to confirm of SOC is to be separate for respective Data centers	One SOC for both the Data centers
960.	CPP-RFP-Vol-I_signed 12.3 Security Page 47	The SI's responsibility would be to setup an on premise SOC	DAD to confirm the no. of seats that will be made available in the respective data centers for Operations and Maintenance Phase	The seats shall be provided by DAD as per number of onsite personnel



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				specified by the bidder.
961.	CPP-RFP-Vol-I_signed, Pg. 47	12.3 Security : Security would be one of the important requirements of Mini Data Centers. The security solution shall be implemented in the following layers of the architecture: 1. Perimeter 2. Web 3. Application 4. Database	kindly clarify if HA of all these devices are needed	Please refer BoM.
962.	CPP-RFP-Vol-I_signed, Pg. 47	The SI's responsibility would be to setup an on premise SOC and continuously manage a secure environment, monitor for malicious events, implement appropriate mitigating controls, integrate with the core IT environment and escalate appropriately in case of incidents or emergencies.	Please confirm whether a 24 by 7 NOC also needed	No
963.	CPP-RFP-Vol-I_signed, Pg. 47	The SI shall be responsible for 24/7 security monitoring of CPP applications and related infrastructure	Please clarify - where will the NOC and SOC be setup. - Will NOC and SOC be collocated? - Please provide the address details of NOC and SOC. - Will DAD provide the requisite infrastructure for 24/7 operations beyond the Prime Business Hours like power, cooling etc. for the monitoring staff.	SOC shall be setup by bidder at N Delhi at DAD office. NOC setup is not planned as part of this RFP. Address for SOC: CGDA HQ, N



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				Delhi DAD shall provide for the requisite infrastructure for 24/7 operations beyond the Prime Business Hours like power, cooling etc. for the monitoring staff.
964.	CPP-RFP-Vol-I_signed, Pg. 47	The BoM related to security under CPP is elaborated in later sections of this volume. Level of Security	We feel for the required solution the asks are on a very high side for such a small application. Can the solution be proposed on a Cloud?	No
965.	CPP-RFP-Vol-I_signed 12.3 - Page 47 of 102 - RFP Volume 1	Setup an on premise SOC	Since the new CPP deployment architecture specifies two separate environments for Internet facing public portal and an Intranet portal for the DAD officials with an air gap, what kind of strategy DAD expects in the context of EMS and Security monitoring tools? Is the SI required to implement two separate monitoring environments, one for the Internet and the other for Intranet facing portals? Or can the monitoring and security tools and underlying IT infrastructure be shared among the two environments?	Refer to similar query being answered in this document.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
966.	CPP-RFP-Vol-I_signed 12.3 - Page 48 of 102 - RFP Volume 1	Single Sign On with various application modules	Please confirm whether single sign on facility is required ONLY for DAD officials.	Yes
967.	CPP-RFP-Vol-I_signed, Pg. 51 CPP-RFP-Vol-III_signed, Pg. 73	5. The System Integrator can opt STQC or any Cert-In empanelled agency for the above mentioned audits in consultation with DAD. <u>DAD will not bear any cost related to audit exercise.</u> 14 Article 14: Audit & Certifications The primary goal of Audit and Certification is to ensure that the Project not only meets the requirements, standards, specifications and performance, as envisaged in the RFP, but also adheres to the Industry standards and best practices. <u>The audits will be carried by DAD OR a 3rd party nominated by DAD at its own expense.</u>	There are conflicting statements in Volume I and III. Please clarify whether DAD will bear the costs associated with auditing.	Cost of all the audits mentioned in RFP (before start of O&M phase) shall be borne by SI.
968.	CPP-RFP-Vol-I_signed 13.6 Implementation of web-based SLA Monitoring Tool. Page 60	b) SI shall ensure that proposed SLA monitoring system can calculate the eligible compensation to the SI on a quarterly basis, including the penalties as specified in the SLA.	Is DAD looking for a tool which will calculate the net amount payable based on SLA performance OR is the expectation that tool will calculate the penalty percentages based on the SLA performance. Calculating amount payable will not be possible since there needs to be 2 separate EMS tools, one for the internet facing applications and one for the intranet facing applications. Note that DAD has asked for Internet and intranet applications to be airgapped.	Penalty calculation may or may not be generated by the EMS tool, however, it must be a system generated report.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
969.	CPP-RFP-Vol-I_signed 13.6 Implementation of web-based SLA Monitoring Tool. Page 60	f) SLA monitoring tool should enable DAD to have a unified view of the entire CPP including Mini Data Center-1 SLA and Mini Data Center-2 SLA.	DAD has suggested that deployment of internet facing application will be airgapped from the intranet application. In such a case it is not possible to have unified view. Please confirm if it is acceptable? As per DAD architecture we need to have 2 separate SLA monitoring tool, one for the internet facing application for both Data centers and one for intranet facing applications. Since Internet and Intranet applications are air gapped , the complete SLA monitoring tool has to be deployed separately for each zone. Consequently it is not possible to have a unified view . Therefore it is not possible to automatically calculate the overall penalty for the project.	Yes. SLA monitoring tool: SI need to propose the feasible quantity for the environment. However Penalty has to be calculated.
970.	CPP-RFP-Vol-I_signed 13.6 Implementation of web-based SLA Monitoring Tool. Page 61	3. Net EQI post deduction of penalties (if applicable)	DAD has suggested that deployment of internet facing application will be airgapped from the intranet application. In such a case it is not possible to have unified view. As per DAD architecture we need to have 2 separate SLA monitoring tool, one for the internet facing application for both Data centers and one for intranet facing applications. Since Internet and Intranet applications are air gapped , the complete SLA monitoring tool has to be deployed separately for each zone. Consequently it is not possible to have a unified view . Therefore it is not possible to automatically calculate the overall penalty for the project.	Clarification - same as above.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
971.	CPP-RFP-Vol-I_signed, Pg. 62	13.8.2 Application Software Maintenance and support services i) Routine functional changes	Please clarify how are these defined	Refer point (p) of the same section and Corrigendum 1.
972.	CPP-RFP-Vol-I_signed, Pg 63	o) For performing of any functional changes to system that are deviating from the signed-off Functional Requirements/System Requirements, a separate Change Proposal Form shall be prepared by SI and the changes in the software shall be implemented accordingly at no additional cost to DAD. The time period for implementation of change shall be mutually decided between SI and DAD.	This clause needs to be withdrawn as there is no reason why a separate form is needed if no additional cost is being paid to the SI	No change
973.	CPP-RFP-Vol-I_signed 13.8.1 High-level Scope for Operations and Maintenance Page 63	p) It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the DAD processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD.	If this has cost implications then it has to be borne by the customer.	Refer Corrigendum 1
974.	CPP-RFP-Vol-I_signed, Pg. 63	p) It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the DAD processes and workflow shall not constitute change of	This is an open ended statement and request deletion of the same.	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		'Scope of Work' and need to be undertaken by SI at no additional cost to DAD.		
975.	CPP-RFP-Vol-I_signed 13.8.1 High-level Scope for Operations and Maintenance Page 63	q) SI shall provide a staging environment for testing of changes/ updates/ patches before applying them on production environment	DAD to confirm the no. of environments needed. Does the SI have to provision for Dev, test, UAT, Preprod environments.	Yes.
976.	CPP-RFP-Vol-I_signed 13.8.1 High-level Scope for Operations and Maintenance Page 63	q) SI shall provide a staging environment for testing of changes/ updates/ patches before applying them on production environment	DAD to confirm the sizing percentages for various environments. It is preferable that this is specified in RFP itself so that all participants go by same distribution	Refer to similar query being answered in this document.
977.	CPP-RFP-Vol-I_signed 13.8.1 High-level Scope for Operations and Maintenance Page 63	q) SI shall provide a staging environment for testing of changes/ updates/ patches before applying them on production environment	DAD to confirm where these environments will be located. Will it be located in a single Data center premise or will it be separate for Data centre 1 and 2.	Only for DC-1
978.	CPP-RFP-Vol-I_signed 13.8.3 O & M for the licensed software. Page 64	c) Updates/Upgrades/New releases/New versions: The SI must provide free upgrades,	Free upgrades will ONLY be provided if it applicable as per the OEM policy. Please confirm the same.	Refer Corrigendum 1
979.	CPP-RFP-Vol-I_signed 13.8.4 Warranty support for the IT hardware. Page 65	g) Mean Time Between Failures (MTBF): If during agreement period, If any equipment supplied by SI fails for more than 3 times in a quarter OR for a total of more than 8 business hours in a quarter,	DAD to confirm if by equipment they mean the complete system or a unit which is part of the system.	A unit which is part of the system.
980.	CPP-RFP-Vol-I_signed, Pg. 65	g) Mean Time Between Failures (MTBF): If during agreement period, If	Bidder believes that this clause is not necessary as bidder is bound by various availability SLAs and	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		any equipment supplied by SI fails for more than 3 times in a quarter OR for a total of more than 8 business hours in a quarter, it shall be replaced by equivalent or higher-level new equipment by the SI at no cost to DAD.	associated penalties. Replacement of equipment will create avoidable process complexities and create problems for DAD as well. Hence it is requested that this replacement clause is deleted.	
981.	CPP-RFP-Vol-I_signed 13.8.4 Warranty support for the IT hardware. Page 66	k) Warranty shall not become void, if DAD, any other supplemental hardware from a third party and installs it within these machines under intimation to the SI. However, the warranty will not apply to such supplemental hardware items installed	SI will not be responsible for compatibility issues and equipment misbehaviour if DAD procures any equipment without SI confirming its compatibility.	Refer Corrigendum 1
982.	CPP-RFP-Vol-I_signed 13.8.4 Warranty support for the IT hardware. Page 66	l) SI shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for malware/malicious software, if any, and must maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM. PM envisages all activities require to be undertaken for good upkeep of hardware.	Data Center area are dust proof environment. OEM do not recommend opening, dismantling of equipment. Hence request deletion of this clause.	No change.
983.	CPP-RFP-Vol-I_signed 13.8.4 Warranty support for the IT hardware. Page 69	II. Daily / Weekly / Monthly backup of databases.	As a best practice daily backups are incremental / differential. This ensures optimum utilisation of tapes also also minimal disruption of users operations due to backup. DAD to confirm if they	SI to propose backup plan which ensures optimum utilisation of



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			want daily backups to be full backup or incremental / differential is acceptable.	tapes also minimal disruption of users operations due to backup
984.	CPP-RFP-Vol-I_signed 13.8.4 Warranty support for the IT hardware. Page 69	III. Database recovery when required. iv. Weekly database recovery checks.	Recovery checks are generally carried out quarterly to ensure compliance to agreed backup process. Since monthly backups are generally retained for 3 months, Quarterly recovery tests will ensure availability and sanity of data. Please confirm if this is acceptable.	iii. SI to propose periodicity iv. In conjunction with above
985.	CPP-RFP-Vol-I_signed 13.8.4 Warranty support for the IT hardware. Page 71	n) To provide off- site storage of production data and CPP solution on appropriate media at regular intervals as required by DAD.	DAD to specify the off-site location and who will carry the media to off-site location. Since Data center is active in Delhi and Bangalore, backups will happen at both locations. DAD to ensure availability of off-site at both locations. Please confirm the same.	Refer Corrigendum-1
986.	CPP-RFP-Vol-I_signed 13.8.4 Warranty support for the IT hardware. Page 71	n) To provide off- site storage of production data and CPP solution on appropriate media at regular intervals as required by DAD.	At the off-site location DAD to confirm who will be providing the firesafe for storing the media.	DAD shall store media at its own premise/ physical storage. Providing the firesafe is not in Scope of SI.
987.	CPP-RFP-Vol-I_signed 13.8.4 Warranty support for the IT hardware. Page 71	n) To provide off- site storage of production data and CPP solution on appropriate media at regular intervals as required by DAD.	DAD to maintain the register at off-site tracking entry and retrieval of media from the firesafe.	Yes
988.	CPP-RFP-Vol-I_signed 13.8.4 Warranty	n) To provide off- site storage of production data and CPP solution on	DAD to specify periodicity of movement of media to off-site locations.	DAD shall decide on periodicity



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	support for the IT hardware. Page 71	appropriate media at regular intervals as required by DAD.		based on Solution design recommendations by SI. However physical movement shall be responsibility of DAD.
989.	CPP-RFP-Vol-I_signed, Pg. 72	13.8.12 Antivirus Solution Management DLP solution	Please confirm these solutions are only confined to the elements proposed in Mini DC-1 and DC-2 and that end user computing devices viz. Laptops / desktops at various DAD locations are not in the bidder's scope of deliverables. Any security breach viz. data loss, virus outbreak etc. arising out infected end user computing devices from DAD office locations should not be attributable to the bidder. Please confirm.	Confirmed
990.	CPP-RFP-Vol-I_signed 13.8.12 Antivirus Solution Management. Page 72	a) SI should ensure overall security of the system including installation and management of Antivirus solution for protection of all the infrastructure at DC site implemented for the project, application of updates/patches, etc. The antivirus patches have to be updated and applied from time to time, after appropriate testing of the patches in the staging area.	For Data center infrastructure HIPS provides superior protection to servers as compared to Antivirus. DAD to confirm if AV is still required for servers considering that HIPS is specified. Also, AV is not very effective for servers using Unix operating system. If required, AV can be installed on Windows Servers. AV will be required for the desktops being used for Admin console by SI. Please confirm if this is acceptable.	AV is required for the Servers as well as for desktops being used for Admin console by SI.
991.	CPP-RFP-Vol-I_signed 13.8.12 Antivirus		DAD to confirm if AV for department users needs to be factored in the solution. If yes then DAD to	No



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Solution Management. Page 72		specify the no. of desktops that will connect to the data centers.	
992.	CPP-RFP-Vol-I_signed 13.8.12 Antivirus Solution Management. Page 72	b) Guarding the systems against virus, malware, spyware and spam infections using the latest Anti-virus suites	Malware, Spyware and SPAM are taken care off by UTM device which will be placed at the Mini DC-1 and DC-2. DAD to confirm if AV is still required for these purposes	Yes
993.	CPP-RFP-Vol-I_signed 13.8.14 Centralized IT helpdesk. Page 74	II. Two phone numbers, seating arrangement and electricity will be provided by DAD free of cost to SI. SI needs to provision for converting these two phone numbers into multiple lines as required and also provision for any other hardware / software required for the same.	While it is possible to split 2 incoming lines to multiple lines thru EPABX solution, at any point in time only 2 persons can use the system. Since DAD is asking for 4 persons in the helpdesk, there has to be 4 incoming lines. Please note that in helpdesk environment standard approach of incoming lines to users ratio cannot be used. Since 4 helpdesk persons are envisaged, it is expected that 4 users can connect with helpdesk agents. Thus we will need 4 phone numbers.	DAD shall provide requisite number of Phone connections so that Help desk persons can operate independently. These Phone connections shall be combination of DoT Lines (for External users) and Office EPABX Extension (for DAD users).
994.	CPP-RFP-Vol-I_signed, Pg. 74	Centralized IT Helpdesk	a) What is the total number of internal DAD staff / users which will avail the services of the IT helpdesk? B) Does the helpdesk support the internal DAD users from the end user hardware (desktop PC, Printer and LAN etc.) perspective also or only for the application support perspective?	a) Refer Corrigendum-1. b) Helpdesk shall support the internal DAD users for the CPP application



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				support perspective only.
995.	CPP-RFP-Vol-I_signed, Pg. 74	II. Two phone numbers, seating arrangement and electricity will be provided by DAD free of cost to SI. SI needs to provision for converting these two phone numbers into multiple lines as required and also provision for any other hardware / software required for the same.	As per RFP, 4 resources are required for initial two years and 2 resources from 3rd year onwards for the Helpdesk. The conversion of the two phone numbers (provided by DAD) to multiple lines (four number to cater to 4 helpdesk resources) is only required for first two years and later on these will not be used. Hence, request DAD to provide Four phone numbers (along with handsets) for first two years and from 3rd year onwards reduce the phone numbers to two which will also result in cost savings to DAD.	Refer to similar query being answered in this document.
996.	CPP-RFP-Vol-I_signed 13.8.14 Centralized IT helpdesk. Page 76	X. Service desk tool should define unlimited number of end-users.	How can we define unlimited number. Please suggest the no. of department users. It is expected that pensioners will be using the helpdesk to raise queries and will not have access to the tool.	Refer to similar query being answered in this document.
997.	CPP-RFP-Vol-I_signed 13.8.14 - Page 76 of 102 - RFP Volume 1	Centralized Helpdesk - The proposed tool should maintain Asset information	Please confirm that the helpdesk tool is required to maintain asset details of assets deployed only in the two data centers, and the scope does not include maintaining asset data of other assets used by DAD end users.	Confirmed
998.	CPP-RFP-Vol-I_signed, Pg. 78	13.9 Change request The change control process is detailed out in Vol III of this RFP.	Please clarify as to what all qualifies as change request. kindly clarify as every possibility is excluded out of change request.	Refer Corrigendum 1
999.	CPP-RFP-Vol-I_signed, Pg. 86	Keep all system software i.e. OS, antivirus, etc. at Mini Data Center site	This clause as per our understanding is applicable only at the two Mini Data Centers. Request DAD	Refer Corrigendum 1



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		and various locations, up to date by installing regular upgrades / patches.	to clarify the Scope of Work for SI for the "various locations".	
1000	CPP-RFP-Vol-I_signed 19 Bill of Material		DAD is requested to give the SI freedom to choose the type of hardware and software to be used. Quality will not get compromised since standards in terms of Gartner etc. are already mentioned and SI needs to meet the SLA. SI will plan the optimum solution since we need to factor the cost of our bid also.	Refer Corrigendum 1
1001	CPP-RFP-Vol-I_signed 19 Bill of Material. DC Non IT Components. Page 94	17. Interior Works (raised Floor, ceiling, fire doors, site preparation, foundations) - 400 Sq. ft for Server Room and 300 Sq. ft for Utility Room	DAD to share the height of the rooms being offered for preparation of Data centers. Following are the minimum dimensions required: 1. Height of false flooring = 2.5 feet 2. False ceiling needs to be 2.5 feet from the room ceiling 3. Load bearing capacity per Sq Feet of the floor in the data center 4. 42U rack with castors are 80" high. 12" space to be provided aboth the rack. So working height of the DC room will be 92" - 7ft 8in	Refer Corrigendum 1
1002	CPP-RFP-Vol-I_signed 19 Bill of Material. DC Non IT Components. Page 94	18. Structured Cabling within DC (Cat 6 A)	Request DAD to allow the SI to choose the type of cabling suitable for the deployment. Cat6A is 10 Gbps. However, fiber cabling gives better performance, is more stable, is more flexible, is readily available and not tied to specific vendor. Components with fiber interface are more easily available. Hence the SI should be given the flexibility to choose the appropriate cabling type as per the proposed solution.	SI is free to choose the type of cabling suitable for the deployment at BSNL DC under Co-Location.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1003	CPP-RFP-Vol-I_signed 19 Bill of Material. DC Non IT Components. Page 94	19. Precision AC Unit (for 48 KW Rack Load and room cooling) - 8.5 TR x 3 No.s in N+1 Configuration	Request DAD to allow SI to propose the suitable infrastructure and accordingly the required cooling. Cooling will be N+1 configuration.	SI to liaise with BSNL for required cooling requirement.
1004	CPP-RFP-Vol-I_signed 19 Bill of Material. DC Non IT Components. Page 94	23. UPS System (for 8 No. of Racks average 6 kW Load/ Rack) - 60 kVA x 2 in N+N Configuration with 30 Minutes battery back up	Request DAD to allow SI to propose the suitable infrastructure and accordingly the required UPS power. Backup will be N+N configuration with 30 min backup.	SI to liaise with BSNL for UPS requirement.
1005	CPP-RFP-Vol-I_signed 19 Bill of Material. DC Non IT Components. Page 94	EMS Software	As detailed earlier, with stipulation of airgapping we will need 2 sets of EMS and SOC solution for Internet and intranet facing application.	Yes. However it can be met within existing BoM (EMS: 4 APM for 4 Zones). Specified quantity is 2 for SIEM and solution be built around it.
1006	CPP-RFP-Vol-I_signed 19 Bill of Material. DC Non IT Components. Page 94	EMS Software	In case of application availability and performance monitoring, same is in-line operation. Since applications are active in both the data centers, we will in effect need 4 separate applications.	As per BoM, a total of 4 APM have been asked. Remaining components of ESM are based on number, License.
1007	CPP-RFP-Vol-I_signed, Pg. 95,	Security Software: Firewall for Internet Zone with SSL VPN, IPS, URL Filtering.	Please clarify whether these appliances have to be physically separate for each of these security functionalities or we can propose Unified Threat	Bidder has choice to select single/ multiple box.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			Management (UTM) appliances which has all these features in a single appliance.	
1008	CPP-RFP-Vol-I_signed, Pg. 98	Security Software: Firewall for Internet Zone with SSL VPN, IPS, URL Filtering.	Please clarify whether these appliances have to be physically separate for each of these security functionalities or we can propose Unified Threat Management (UTM) appliances which has all these features in a single appliance.	Bidder has choice to select single/multiple box.
1009	CPP-RFP-Vol-I_signed	General	It is inferred that End user computing like Desktops, laptops, printers, LAN etc. at DAD office locations are not in the scope of bidder. Please confirm.	Confirmed
1010	CPP-RFP-Vol-I_signed	General	Please clarify whether the proposed application and its on going support has to be done in DADs premises or in bidder's premises. If its is to be done in DAD's premises, please list out the roles and responsibilities of DAD for e.g. providing seating, desktops, LAN etc. to name a few.	DAD premises.
1011	CPP-RFP-Vol-I_signed	General	Will DAD allow usage of mobile phones by SI associates who are operating from DAD premises. If not request DAD to provision a few separate phone lines for use by SI associates.	Permission may be granted for use of mobile phone as per MoD guidelines/ procedure to required staff. However landline phone connectivity shall



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				be provided as per need.
1012	CPP-RFP-Vol-I_signed	General	SI should not be responsible for the hardware specifications provided in RFP for the existing set of applications from SLA perspective. The ownership and accuracy of the hardware specs shall solely rest with DAD. Please confirm.	For legacy applications, SLAs are applicable upto O&M of VMs. O&M of OS and Application shall not be SI's responsibility.
1013	CPP-RFP-Vol-II_signed - Pg. 14	The Specification and hardware requirement provided in the indicative Bill of Material, Volume - 1 for the Data Center – 1. The SI can propose required hardware to meet the requirement of the proposed solution. But, in case of data center -2, SI have to provide the required hardware and system software as indicated in the BOM.	We infer the following: (a) In Mini DC -1 , the bidder is free to propose the required hardware as per the proposed solution requirement which need not necessarily meet the hardware specifications and quantities as mentioned in the BoM section. Pls confirm. (b) In Mini DC -2, the bidder has to necessarily meet the RFP specifications for the hardware and the quantities mentioned in BoM section. Pls confirm	a. Quantity as per SI's discretion, but minimum specifications to be adhered to. SI is free to quote required quantity. b. Confirmed.
1014	CPP-RFP-Vol-II_signed - Pg. 14	In case of data center -2, SI have to provide the required hardware and system software as indicated in the BOM	The RFP states that in the case of data center-2, the infrastructure is to be provided as per RFP specifications. In such a situation, the bidder cannot be held accountable for the solution performance for existing applications on purchaser specified infrastructure. Kindly confirm that bidder will not be responsible for application	SI shall be responsible for availability of hardware and availability of VMs.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			suitability and performance SLAs for existing applications deployed on purchaser specified infrastructure.	
1015	CPP-RFP-Vol-II_signed - Pg. 28	17. Various components for Data Center - 1 and it's sizing listed are more of a reflection of the estimated requirements to be addressed.	We infer the following: In Mini DC -1 , the bidder is free to propose the required hardware as per the proposed solution requirement which need not necessarily meet the hardware specifications and quantities as mentioned in the BoM section. Pls confirm.	Refer to similar query being answered in this document.
1016	CPP-RFP-Vol-II_signed - Pg. 41	4. As part of the commercial proposal, the bidders shall mandatorily quote for all the components as indicated in RFP Volume 1.	We infer the following: In Mini DC -1 , the bidder is free to propose the required hardware as per the proposed solution requirement which need not necessarily meet the hardware specifications and quantities as mentioned in the BoM section. Pls confirm.	Duplicate
1017	CPP-RFP-Vol-II_signed - Pg. 41	7. During the proposal preparation the bidder shall review the indicative bill of material as provided in the RFP and propose necessary infrastructure (including software and hardware), in its technical and commercial bid, required for implementation of the CPP Project. 8. The Infrastructure proposed by the bidder must address the functional and technical requirements as stated in this RFP. The bidder shall be solely responsible for any financial implications on items not quoted in the proposal and which are required for	Please confirm, the bidder is not required to provision and quote for any bandwidth related deliverables like Leased Lines, MPLS and Internet bandwidth.	Confirmed



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		implementation and operationalization of the Project.		
1018	CPP-RFP-Vol-III_signed, Pg. 69	12.8.5 Refresh and Standardization	Request DAD to provide the sizing details based on which the SI can propose the solution. Any increase beyond the sizing inputs from DAD which adversely impacts the service levels, thereby necessitating additional hardware / software to be deployed in the DCs will be taken as part of Change Request and additional cost implications will be borne by DAD. As long as the proposed hardware are under support of the concerned OEMs, it should not necessitate a hardware refresh. Pls confirm.	Refer RFP for sizing details. For DC-1, quantity shall be decided by SI so any change arising in order to meet Service Levels under the Agreement and as specified in the scope of work will not be part of Change request. However for DC-2, any change in quantity shall be dealt using Repeat Purchase, Change request clause as applicable.
1019	CPP-RFP-Vol-III_signed, Pg. 95	18.2 Sub-contractors System Integrator shall not subcontract any work related to Mini Data Center services, Disaster Recovery Centre	As per RFP, Mini DC-1 and DC-2 are the only two sites from DC perspective and no Backup Site Center has been specified. Pls confirm.	Due to BSNL CoLO DC corrigendum, 2 Backup sites have been



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		services, <u>Backup Site Center service</u> sand CPP solution.		added. In this regard Refer Corrigendum-1.
1020	CPP-RPF Volume I - Annexure A-signed, Pg. 143	CPP Application shall be hosted in such a way so that Internal and external stakeholders shall be working in different Security Zones i.e. Internet and Intranet Zones, on need to know/ work basis. Two Zones shall have an air gap, which means that they will not be always connected.	Regarding Air gap requirements between the applications which are Internet exposed and Intranet exposed, this will necessitate that each Mini Data Center will have two deployments independent of each other. All Infrastructures including monitoring and management will be unique to each deployment within the each DC. This will impact the overall cost of the project along with space and power requirements. Large government projects have similar data security requirements, but they have unified infrastructure environments for external and internal facing applications which are protected adequately through appropriate technical and operational processes and controls to achieve the desired information security. Hence, we suggest reconsidering the air gap requirement and have the necessary changes to the requirements made	Refer to similar query being answered in this document.
1021	CPP-RPF Volume I - Annexure A-signed, Pg. 204	Contact Center Integration	The bidder infers that the Contact Center setup would continue to run as it is currently and the bidder need not provide any solution or support the existing setup in any manner and that the scope of deliverables is only confined to the two Mini DCs and the three scanning centers as mentioned in the RFP. Please confirm.	Grievance module of CPP and project services as mentioned in RFP.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1022	CPP-RPF Volume I - Annexure B -signed Pg. 16	5. At Mini Data Center-2, Application deployment team of DAD is given control of Virtual server (i.e. allocated VM) on which they can install System software: Application server, Database server, etc.	Please confirm, the existing set of applications will be installed by the DAD Application deployment team on the hardware supplied by bidder at mini DC 1 and DC 2	DAD applications shall be installed by DAD Application Deployment team.
1023	CPP-RPF Volume I - Annexure B -signed Pg. 17	EMS Solution Requirement	Please clarify whether the new EMS system asked for in the RFP is meant for monitoring and managing only the bidder supplied infrastructure, or it will be required to support any existing infrastructure, which DAD may want to continue to use. Such equipment could include existing DAD WAN, existing servers, existing end user systems etc. If it is expected to support equipment other than what is supplied by bidder, then please provide full detailed bill of material for items which it will be used for monitoring.	The new EMS system asked for in the RFP is meant for monitoring and managing only the bidder supplied infrastructure.
1024	CPP-RPF Volume I - Annexure B -signed Pg. 20	RTO for various services	In bidders opinion, the RTOs specified for CPP and Websites are extremely stringent and are likely not achievable through the deployment architecture suggested. We request a relook at the RTO requirements for these applications. Suggested RTO for these services is 2 hours at the minimum. Kindly reconsider.	Refer Corrigendum-1
1025	CPP-RPF Volume I - Annexure B -signed Pg. 21	Point No.4 - Site Failure migration plans	The suggested migration plans are not clear and permissible down time of NIL is not possible. Kindly provide more clarity of exact operational requirements. The stated RPO of ZERO is not achievable in two data center scenario.	RPO -near Zero. RTO - Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1026	CPP-RPF Volume I - Annexure B -signed Pg. 23	Network: SSL VPN	Kindly clarify SSL VPN requirement. Is it required for DAD officials when accessing the applications on Internet? We believe that the DAD officials within DAD WAN do not require it. It is also not required by pensioners and external users. Kindly confirm this requirement	HOOs and external Service Centers - shall need to access CPP on internet using SSL VPN.
1027	CPP-RPF Volume I - Annexure B -signed Pg. 27	Existing Blade Center Servers	Kindly clarify what is the expectation from the bidder in respect of 5 blade servers, which have been shown to be usable. Who will be responsible for maintenance support on the existing hardware? In addition there are more IT resources deployed in the organization at various places. Please clarify whether bidder has any role to play in regard to those IT infrastructure resources.	Bidder shall not be responsible for maintaining existing Blade servers.
1028	CPP-RPF Volume I - Annexure B -signed Pg. 34	Summary - There is no need for creating VMs	We strongly suggest that multiple instances of DOLPHIN are deployed on separate VMs as this will ensure isolation from failures at hardware and OS layer for all the instances of DOLPHIN, and thus avoiding a single point of failure. Kindly consider using VM for each DOLPHIN instance and confirm	No change
1029	CPP-RPF Volume I - Annexure B -signed Pg. 34	It is understood that decision to host TULIP application on Central Mini Data Center is not planned as on date. The proposed Mini Data Center be appropriately provisioned for hosting requirement of TULIP in future.	Kindly clarify what is expected to be provisioned at the mini data center for TULIP application. Is it just empty rack space, UPS power capacity, network ports, or any other such requirements? Please elaborate.	Upto VM.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1030	CPP-RPF Volume I - Annexure B -signed Pg. 38	Separate server instances for non-production environments like development, test, training	Kindly specify what sizing for non-production environments be quoted by the bidder? E.g. 10%, 20% or any other value?	For non production environment, SI to propose the sizing. However it should be planned in view of availability of VM environment, period os usage and un utilized hardware of DR can also be used.
1031	CPP-RPF Volume I - Annexure B -signed Pg. 42	2.4.4 Network Switch – for inter connection within Mini Data Center: It is planned to procure following:- b) Access switch = 10 (for each DC)	In Volume I, under the BoM section for Mini DC-1 & 2, the qty of access switches mentioned is 4 each whereas, this clause states 10 for each DC. Please clarify the exact quantities and make necessary changes in the BoM accordingly.	Number of switches is indicative. SI may propose different quantity in order to meet Solution requirement. As a general rule, BoM shall take precedence over To-Be requirement. To-Be part has been shared with SI to help him understand Solution



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				requirement in detail.
1032	CPP-RPF Volume I - Annexure B -signed Pg. 51,	2.6 Network landscape 2.6.1 WAN link performance measures 2.6.2 Augmentation of Gateway Network Bandwidth	The bidder understands that these sections are to bring out more clarity to the bidder and the bidder as such is not required to undertake these activities viz. LAN upgradation at various DAD user locations, providing bandwidth etc. Please confirm.	Confirmed
1033	CPP-RPF Volume I - Annexure B -signed Pg. 54,	2.6.4 Leased lines for Disaster recovery purpose It is planned to setup a 4 Mbps Leased line between each Mini Data Center.	The bandwidth for replication of data between the two Mini- DCs will depend on the rate of change of data and the RPO and RTO requirements. It cannot be confirmed whether a 4 Mbps link between the two DCs would suffice or not. The SI shall suggest the replication bandwidth and DAD is requested to provision the same accordingly without any cost implication to the SI.	Refer Corrigendum 1
1034	CPP-RPF Volume I - Annexure B -signed Pg. 56	RPO should be equal to ZERO and RTO shall be less than or equal to 30 minutes	To achieve RPO of ZERO there has to be a Near DC site for each of the Mini DCs. Since RFP does not ask for Near DC site ZERO RPO is not achievable. Consequently RTO of 30 minutes is not achievable. Request DAD to consider a RTO of atleast 2 hours.	Refer Corrigendum-1
1035	CPP-RPF Volume I - Annexure B -signed Pg. 57	Load Balancer ,with virtualization support.	The RFP has stated the requirements for Load Balancers however, there are no specifications and quantities given in the BoM for the same. Request to provide some indicative specifications and quantities to create level playing for all bidders.	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1036	CPP-RPF Volume I - Annexure B -signed Pg. 109	3.6.1 Enterprise Network Firewall	The throughput parameters for the external and Internal firewalls have been asked with same parameters in terms of throughput etc. Ideally the Internal firewall should have a higher throughput than the External because it has to handle both the Internal and external requests. Also, as the Internal and External firewalls are to be from two different OEMs, request you to publish two separate specifications as it may be challenge for two OEMs to comply to same specifications.	External firewall shall have more load due to large number of external stakeholders. 2 Firewalls are deployed in 2 different zones which are not interconnected so 2 Firewalls could be from same OEM. 2 Firewalls from different OEMs are deployed for defence in depth for one zone.
1037	CPP-RPF Volume I - Annexure B -signed Pg. 145	3.6.8 2 Factor Authentication (token): The solution should be software tokens only supporting OTP and PKI. For mobiles installation should be done through App store only.	Please clarify the following 1. Please suggest which all applications will require this 2FA. 2. Please suggest in which zone these applications will reside viz. Internet or Intranet. 3. For applications in Intranet zone, how will the 2FA authentication work when using software token installed in the mobile phones as mobile phones only connect to the Internet. 4. DAD is looking for ONLY software based tokens	SI shall propose adequate solution and shall be finalized at the time of requirement gathering.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			for 2FA. 5. As For mobiles installation should be done through App store only, do we assume there will be only iOS based mobile devices only 6. As the mobile devices are not being supplied by the bidder, the prime onus for installation of the 2FA software agent on the mobile devices shall rest with DAD and its users only.	
1038	CPP-RPF Volume I - Annexure B -signed Pg. 189	3.7.11 Access Switch 1. 24 RJ-45 autosensing 10/100/1000 ports and 2 x 1G/10G SFP+ uplink ports 5. 24 RJ-45 autosensing 10/100/1000 ports and 4 SFP+ ports	Please clarify the exact number of uplink ports as these two statements do not match. In Pt (1) you have asked for 2*SFP+ ports and in Pt (5) you have asked for 4*SFP+ Ports.	2*SFP+ ports
1039	CPP-RPF Volume I - Annexure B -signed Pg. 190	7. Should have 1Gb SDRAM and required flash memory to store min 2 version of operating system & multiple configuration files	The amount of SDRAM depends on how lean or fat the underlying OS of the Switch is. Request DAD not to specify any restrictions on the SDRAM and remove this clause.	No change
1040	CPP-RPF Volume I - Annexure B -signed Pg. 194	56. Maximum power consumption of 48 Watts	This would vary from one OEM to other and Request DAD not to specify any restrictions and remove this clause.	No change
1041	CPP-RPF Volume I - Annexure B -signed Pg. 195	3.7.12 Distribution Switches 2. Shall have minimum 20 x 1/10G SFP+ ports populated with minimum 18 x 10G Multimode (SR), and 2 x 1G BaseT Transceivers, should support minimum scalability of additional 4 x 1/10G SFP+ Port	The number and type of ports to be populated in the Switch should be left to the bidder as per the proposed connectivity numbers and types of interfaces required. Request deletion of this clause	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1042	CPP-RPF Volume I - Annexure B -signed Pg. 196	4. Should have 1Gb SDRAM and required flash memory to store min 2 version of operating system & multiple configuration files	The amount of SDRAM depends on how lean or fat the underlying OS of the Switch is. Request DAD not to specify any restrictions on the SDRAM and remove this clause.	No change
1043	CPP-RPF Volume I - Annexure B -signed Pg. 200	53. Maximum power consumption of 120 Watts	This would vary from one OEM to other and Request DAD not to specify any restrictions and remove this clause.	No change
1044	CPP-RPF Volume I - Annexure B -signed Pg. 201	60. Solution should be proposed with minimum 6 x 10G Multimode (SR), 8 x 10G Single Mode (LR) and 6 x 1G BaseT Transceivers from same Switch OEM.	(1) The quantities and type of transceivers do not match as per SI. No 2 of distribution switch specs. (2) As all the connections are within the two Mini-DCs ideally there is no requirement of Single Mode based transceivers (10G-LR) (3) The number and type of ports to be populated in the Switch should be left to the bidder as per the proposed connectivity numbers and types of interfaces required. Request deletion of this clause	No change
1045	CPP-RPF Volume I - Annexure B -signed Page-214	Indicative Layout Diagram	Layout do not specify UPS installation area. Also some writings are not legible, so please provide a layout which is clearly readable.	In view of Corrigendum-1, SI need to plan layout in consultation with BSNL. Refer Corrigendum 1
1046	CPP-RPF Volume I - Annexure C-signed, Pg. 13/18	2.2.7 Uploading records to Document Management System After DAD carries out Quality check of scanned records and Meta data entry, all scanned records to be uploaded to DMS of CPP Application	- Post digitization of the records how all scanned documents be uploaded to DMS of CPP application? - Will DAD provide WAN connectivity between the three scanning sites and the proposed two Mini-Data Center for the data transfer?	SI shall propose the modalities to upload scanned documents to DMS.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		2.3.4 Uploading of Digital Images System Integrator shall be responsible to upload approved images in the Document Management System in batches at a periodicity decided during the submission of Project implementation Plan.		DAD shall provide WAN Connectivity of required bandwidth as required.
1047	3.5.6 - Page 41 of 56 - Annexure BCD to Volume 3	Email Services Availability SLA	As per our understanding, Zimbra Email services is an existing application, and we believe that it's operation and management is not clearly specified in the scope of work of the bidder. Hence please clarify whether existing Zimbra mail system is within the scope of the bidder and what exactly is the scope of services for the same. If in scope we require full details of Zimbra deployment like the total number of mailboxes, mailbox storage size etc.	O&M of existing Zimbra mail server is not in scope of SI's work.
1048	RFP Volume 1 / 11.1.3.2 E-mail solution for system generated content/Page No 31	The System Integrator is expected to procure, implement, commission and host an open source email solution for CPP Application	Request you to provide below details for Email solution 1 - How many mailbox to be created 2 - Mail Box Size per user	Number of mail boxes would be limited to push out CPP system generated mails for Pensioners, System administrators. Size of mail box would be as per CPP requirement.
1049	RFP Volume 1 / 11.1.3.3 SMS solution	The SI will integrate the relevant modules, functions, etc. of CPP with	We believe that, supply of SMS gateway is not in bidders scope of work. Please confirm.	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	for system generated content/Page No 31	Mobile Service Delivery Gateway (MSDG) of Government of India for SMS gateway functionalities.		
1050	RFP Volume 1 / 11.1.3.6 Digital Signing/Page No 33	SI will procure Digital Certificates required for application development, testing and UAT purpose. However, Digital Certificates to the users to work on Production Server will be provided by the DAD.	We believe that, supply of digital signature certificates and tokens to end users are not in bidders scope of work. Please confirm.	Self explanatory.
1051	RFP Volume 1 / 11.1.5 Data migration/Page No 36	Part-II: For legacy pensioners, data need to be migrated from various sources:- a) Sanction data from 3 PSAs b) Pension entitlement data from PDA's database (total 30 PDA) in Phased manner c) Court judgement data from Legal software	Please provide the total size of data to be migrated.	Size of data is not relevant for sizing purpose. However SI may use, number of Pensioners for estimating migration effort.
1052	RFP Volume 1 / 12 Project A – Mini Data Center/Page No 43	Sizing of various components at Mini DATA CENTER-1 shall be done by SI; whereas for Mini DATA CENTER-2, BoM has been provided in later section of this Volume.	For Sizing of Hardware, request you to provide details of total no of users, concurrent user and year on year user growth.	Refer Corrigendum 1
1053	RFP Volume 1 / 12.1 Mini Data Center/Page No 43	The CPP shall be hosted at the Mini Data Center-1 located at New Delhi. DR mechanism shall be hosted at Mini DATA CENTER-2, which is located in Bengaluru. The following are available at two DC site:	We believe that, complete data center with required UPS power, cooling, fire system and security devices will be provided to bidder. Please confirm.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1054	RFP Volume 1 / 13.8.12 Antivirus Solution Management/Page No 72	Antivirus Solution Management	We believe that, Bidder has to provide Antivirus Solution for the supplied hardware/OS and not for client location desktops. Please confirm. If bidder has to provide Antivirus Solution for end client desktops, request you to provide cont of end users desktops/laptops.	Yes
1055	Volume 1 - Annexure B /3.1 General Specifications/Page No 56	RPO should be equal to ZERO and RTO shall be less than or equal to 30 minutes. However, during the change from DC-1 to DC-2 or vice-versa (regular planned changes) there should not be any data loss.	RPO Zero is not possible without NDR site. Request you to change it to 30 Minutes or Include NDR site.	Refer Corrigendum 1
1056	Volume 1 - Annexure B /3.5.5 Service Desk/Page No 105	Service Desk	We believe that, IT infra, Telephone line and Space for Helpdesk will be provided by department/Client. Please confirm.	Yes
1057	RFP Volume 1 - Annexure A Page 225 Functional Requirement Specification	Point no 7 Page 225 e-Form / utility should support pre-population of LOVs from the configuration	Pl clarify: Whether HR data required for centrally populating the LOV of all the 3 categories of defence personnel is available centrally. Or it will have to be aggregated from different disparate systems. Also whether there would be logical divisions for configuring the stand alone utility	LOV refers to the master data only.
1058	RFP Volume 1 - Annexure A Page 225 Functional Requirement Specification	Point no 51 Page 229 Retiring individual will digitally sign the form using AADHAAR based OTP e-signing.	Pl clarify: Whether each retiring employee be provided with digital signature? If so what would be the quantum of digital signatures needed and who would be procuring the same	No



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1059	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.1.2 Claim Initiation Point no 14 Page 231 Pension Application should provide option for Accounts Office user to fill Last Pay Details	PI clarify: Whether a central database of Defence personal for extracting Pay data is available	Initiation activity happens at the unit/HQ levels, which are out of CGDA WAN. For details refer Annexure A of RFP Volume I.
1060	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.1.2 Sanction and Revision Point no 34 Page 235 System should have the capability to capture the Speed Post Barcode in dispatch details for tracking purpose	PI clarify: Whether integration with Dept. of Post is needed for capturing the barcode details of Speed post.	No
1061	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.2.2 Revision Point no 5 Page 237 In case of change in LPC data for multiple Pensioners, system should provide RO / Accounting office user an interface to upload a pre-defined xml/ excel/ csv sheet	PI clarify: Whether the offline upload format be either of XML, Excel and csv or all the three formats have to be provisioned	All formats
1062	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.2.2 Simulator Point no 1 Page 241 System should allow Revision Cell users to simulate the implication of any revision before actual implementation	PI clarify: The no. of parameters on which such simulation will have to be run viz. Changes in Basic pension, DA, Rate, Fixed amount etc.	More details can be collected at the time of requirement gathering.
1063	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.3 Disbursement Page 242	PI clarify: Who will be the payment authority i.e. the PAO mapped with the defence established? Who will prepare the pension bill? Will there be integration with the PAO office	One agency i.e. Central Pension disbursement agency (DAD's office) shall :



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			mapped to the defence establishment wherein the accounting of pension expenditure happen	a.be payment authority b. prepare the Pension bill. Integration with PAO office module (DOLPHIN) is required.
1064	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.7 Reconciliation Page 256 Reconciliation of date wise monthly statement received from Banks with Monthly Debit Advice received from the Reserve Bank of India, CAS, Nagpur.	PI clarify: Whether all the pension disbursements happen through RBI e-Kuber system only or SBI CMP? In this case there should be one centralized debit scroll that has to be reconciled and accounted.PI clarify	In CPP environment, it would be one centralized debit scroll.
1065	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.8 Budgeting Page 258	PI clarify: The scope of Budgeting module. i.e. whether it is limited to estimating only outlay for incurring Pension Expenditure. Whether these figures have to be submitted to some other centralized Pension application	It is limited to estimating only outlay for incurring Pension Expenditure. DAD's existing application "New Compilation System". For details refer RFP.
1066	RFP Volume 1 - Annexure A Functional	Section 8.8 Budgeting Page 258 Point no 4 : Financial impact due to fresh retirees	PI clarify: Whether access to centralized HR data of defence personnel be available to find out the impact on Budgeting due to fresh retirees.	No.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	Requirement Specification		If so the application handling the HRMS data of defence personnel	
1067	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.8 Budgeting Page 259 Point no 5 : System should provide provision to provide input for budget estimates for the disbursements done outside the comprehensive Pension Package	Pl clarify: The quantum of such old pensioner and whether they would at any time be part of the CPP solution	Functionality is required till the time migration of all migration to CPP is complete. It may be also required for appx 1 lakh Pensioners, who are paid from Nepal Embassy.
1068	RFP Volume 1 - Annexure A Functional Requirement Specification		Whether Biometric integration is envisaged for any functionalities.	Biometric integration is envisaged for events such as Pensioner's annual identification/ verification.
1069	RFP Volume 1 - Annexure A Functional Requirement Specification	External Integration	Pl clarify all the payments to pensioners accounts would be done through SBI CMP only and hence the debit scroll will come from only one entity i.e. SBI CMP	Debit scroll would be generated at one agency i.e. Central Pension disbursement agency (DAD's office). Post generation, it



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
				shall be handed over to SBI CMP for transfer of money to Pensioner's Bank account.
1070	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 8.18 Analytics	PI clarify: Whether any specific BI tool is to be procured	SI to meet functional requirement.
1071	RFP Volume 1 - Annexure A Functional Requirement Specification	Section 2.4 Pension Disbursement Agencies Currently there are multiple PDAs: DPDOs, PAOs, 29 Public Sector Banks, 500+ State treasuries, two Post Offices in Jammu & Kashmir, Indian Embassy, Kathmandu, Nepal and Indian Embassy, Thimpu, Bhutan.	PI clarify: Whether all these disbursement agencies be replaced by SBI CMP	There will be one Central Pension disbursement agency (DAD's office). SBI CMP is not disbursement agency.
1072	General	Training	PI provide the approx. no of trainees that would have to be trained 1. The types of training 2. The no. of Batches 3. Approx. Batch size 4. Location for providing the user training 5. Whether logistics for providing training viz. Conference rooms, Computers etc. would be provided	Refer Corrigendum-1
1073	General	Data Migration	PI provide details of: 1. Total quantum of data that would have to be	1.Duplicate query.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			migrated 2. No. of decentralized location in which the legacy applications are in use from which the data migration will have to be done 3. Whether all the legacy data expected to be migrated are available in digital form	2. Data shall be provided at Central location to SI from following number of locations, under following category: Sanction =3, Disbursement = 31 3. No. The responsibility for Data entry (SI, DAD) for defined number of pensioners is provided in the RFP.
1074	General	Geographical scope	The exact count of location accessing the application	Refer to Corrigendum-1 for Users. Location in the Architecture is not relevant.
1075	Vol 1 page 20	Total number of Pensioners at the time of implementation could be within + 5% of provided figures.	If this % increases, it will be treated as a change request. Kindly confirm	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1076	Vol 1 page 27	2 lakh Binders (each consisting of appx. 350 Pages) at three locations shall be targeted for the scanning and creating document repository by uploading scanned documents to DMS with meta data entry of 8-10 fields	What is the likely variation in the total no of binders. Any increase should be treated as a change request. Kindly confirm	Scanning of the binders shall be paid as per Rate quoted by the SI in the commercial proposal.
1077	Vol 1 page 36	For legacy pensioners, data need to be migrated from various sources a) Sanction data from 3 PSAs b) Pension entitlement data from PDA's database (total 30 PDA) in Phased manner c) Court judgement data from Legal software	Are these the only sources? If no, kindly mention all the sources from where data needs to be migrated. What is the size (in TB/PB) of the data to be migrated?	Yes. Size of data : SI has to provide the format for data collection, run script to load it into system, flag incomplete/ in-correct data. For detailed process refer Section 11.1.5 Data migration of RFP Volume I.
1078	Vol 1 page 36	Data Migration is recommended to be planned in 3 phases. First phase at the time of CPP rollout and 2nd & 3rd Phase, after 6 months post rollout, when the CPP environment is fully established.	What is the duration for this roll out. Is it parallel to CPP rollout ?	Yes. Refer Section 11.1.5 Data migration of RFP Volume I.
1079	Vol 1 page 40	In view of the data security / confidentiality, the SI shall take backup	What is the duration to keep the back up data available ?	30 days



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		of the data entered at the end of the day on appropriate backup device / media. The backup data must be kept in the custody of DAD officials		
1080	Vol 1 page 43	Hardware and system software for Data Center including DR	Is DR set up is also part of RFP scope ?	Yes
1081	Vol 1 page 50	13.1.1 Audit	What is the periodicity of these audits. We assume that DAD will bear the cost for these audits. Kindly confirm.	Duplicate
1082	Vol 1 page 51	The System Integrator can opt STQC or any Cert-In empanelled agency for the above mentioned audits in consultation with DAD. DAD will not bear any cost related to audit exercise.	Will DAD bear the BOM audit costs ?	Duplicate
1083	Vol 1 page 63	The SI will define the Software Change Management and version control process and obtain approval for the same from DAD. For all proposed changes to the application, the SI will prepare detailed documentation including proposed changes, impact on the system in terms of functional outcomes/additional features added to the system, etc.	We request that any major changes to the the scope should be negotiated for Change request.	No change
1084	Vol 1 page 65	SI shall provide a comprehensive warranty and on-site free service warranty for all the hardware procured as part of this RFP	What is the warranty duration ?	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1085	Vol 1 page 65	However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost must be refunded to DAD.	Both the terms are beneficial to client. Please ensure differential will be paid to affected parties.	Duplicate
1086	Vol 2 Sec 3.3.1	19. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately. 20. The rates quoted are exclusive of all applicable taxes levied by the government and the same will be payable by the Department over and above the payment schedule.	Should we submit a tax inclusive quote in the commercials? Please confirm as the commercial template has a row to provide commercials without tax	Duplicate
1087	Vol 2 Annexure 1.1 - Page 56	we shall be deemed to have agreed to any such variation.	Finance: Any variation should be specifically approved. Please deviate from deeming clause.	Duplicate
1088	Vol 2 Annexure 1.7.9.9 -	Also, third party certification will also be carried out for the final acceptance of each phase in the project. 2. I/We understand that the responsibility to ensure successful third party audit and certification lies with the Service Provider.	Who is responsible for appointment & remuneration of the third party certification to be carried out for final acceptance of each phase? Also, could you please how many third party audits will be carried out and the roles and responsibilities of Service Provider?	Please refer Section 13.1 of RFP Volume I.
1089	Vol 2 Annexure 1.8.7 - Page 110	Minimum man months = 500	Could you please throw some light on what does this indicate?	Refer RFP
1090	Vol 2 Annexure	Rate (Per man month)	Will the Change Requests be only on T&M basis?	No. Delivery Based.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	e 1.8.7- Page 110			
1091	Vol 2 Annexure e 1.10	To recover all sums already paid by the Buyer, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing Base Rate of SBI, and in case of a Bidder from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the Bidder from the Buyer in connection with any other contract for any other defence stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.	We recommend that the penalty should be restricted to deliverable related to breaches only and that the penalty should be at fixed rate and not variable rate. Could you please clarify what is meant by "all sums" here.	No Change
1092	Vol 2 Annexure e 1.10 Page 120	The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the Buyer and the Bidder/Seller, whichever is later.	We recommend that the validity should be till complete execution of the contract only.	Duplicate
1093	Vol 3 Sec 4.1 Page 27	For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs	Are the taxes in this clause other than VAT & Service Tax?	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		including taxes which are addressed in this Clause.		
1094	Vol 3 Sec 4.3 - Page 30	If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by the DAD for providing the services i.e. service tax or any such other applicable tax from time to time which increase or decreases the cost incurred by the IA in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SI under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI: Payment Schedule.	We assume that taxes should be payable on the basis of actuals as applicable. Please confirm	Duplicate
1095	Vol 3 Sec 5.1 - Page 37	f) In case complete delivery of the Project Assets are delayed beyond the period stipulated in this Agreement, then SI undertakes that the annual maintenance period for such Project Assets shall be extended to that extent.	What is the total period of AMC required in scope?	Duplicate
1096	Vol3 Sec 9.6, Risks Page 59	Until transfer in accordance with the Contract, during the Project, the Project Assets shall remain at the sole	We assume that the assets to remain at sole risk of SP only for direct default on part of SP. Kindly confirm	As per RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		risk of SP except for any loss or damage caused to or suffered by SP due to any direct default on the part of the DAD under this Contract.		
1097	Vol3 17.2 Page 93	SI's aggregate liability for actual damages shall be capped at 100% of the value of the Agreement.	We request to cap the overall liability to the last 12 months billing.	No Change
1098	Vol3 20.4 Page 106	The SI must not deny the implementation of any Change requested by CCB/CGDA under any circumstances, unless technical feasibility is in question. In all such matters, CGDA decision will be final and binding on all parties.	We request SI may deny if the CR value corresponding to the CR work is not reasonably acceptable.	No change
1099	Vol3 24.2	Note: (X * Rate quoted in Commercial Bid) will be retained by DAD until cumulative delay is covered.	We request to remove cumulative retention and that the Payments be released as & when the last quarters proposed pages are completed.	No change
1100	Vol 1 page - 65	SI. In case of faulty storage media, the malfunctioning storage media will not be handed over to SI, this is applicable to all removable media	Will SI have ownership on faulty and replaced media?	No. Faulty media shall be handed over to DAD
1101	Vol1 27/2.4.1. 3.1	At CGDA HQs, out of 14 Servers, 5 servers of Blade Centre series (procured in year 2014) can be re-used	Is it a requirement to use the existing server or SI can propose equivalent replacement h/w? Please clarify	Its not part of the scope.
1102	Vol1 27/2.4.1. 3.1	At CGDA HQs, out of 14 Servers, 5 servers of Blade Centre series (procured in year 2014) can be re-used	Is there a AMC with OEM vendor for the following servers?	Its not part of the scope.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1103	Vol1 7/2.1.1	Quality assessment of minimum 11.1 Lakh pdf files, which consists of pages in the range of 5-27 (average 20 pages/record).	We assume that Hard copies are in good condition for scanning? Any crumpled pages/torn pages will not be able to achieve the required quality? Please clarify	Refer Section 2 of Annexure C of RFP Volume I.
1104	Vol 2 42/3.5.7	The application response time at DC location should not exceed 3 Sec	Is there a sample load to measure or it is at all times? Please share the parameters used for measuring response time?	Identified pages like Homepage, landing page after login, data saving, report generation, queries/search pages shall identified at the time requirement gathering.
1105	CPP-Vol II 43/3.5.9	Average CPU Utilization over any hour, measured at 5 minute intervals, shall not exceed 60%.	We request this be relaxed to 70%	No change
1106	Vol-1, section 10.1, page 27	Setting up and implementation of 2 Mini Data Centers at Delhi & Bengaluru	Our understanding of RFP is that SI is expected to host the solution for CCP in DC at Delhi and DR at Bengaluru and also host the legacy applications at Bengaluru and DR at Delhi site. Kindly confirm	Yes. However for DC-2, SI shall be responsible for SLA upto VM.
1107	Vol-1 , section 12 page- 43	Project A – Mini Data Center	Our understanding of the RFP is that the bidder needs to size the hardware for proposed CPP solution only as per SLAs mentioned in RFP, whereas for existing legacy DAD applications bidder needs to provide the hardware based on BoM provided in the RFP, any shortfall of resources or performance SLA of legacy	Yes



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			applications in such a case will not be applicable to the bidder, kindly confirm	
1108	Vol 1 - Page 46	The SI shall be responsible for installation of OS for DAD Applications. (Existing DAD licenses (where applicable) and media for RHEL Linux	Please provide a list of existing DAD OS and other system software licenses virtualization software, monitoring tools, backup software etc)	RHEL, MySQL
1109	Vol 1 - Page 86	Procure, install, commission, operate and maintain: a) Requisite hardware & system software at Mini Data Center site and other locations as per the requirements mentioned in this RFP b) Meet the defined SLAs for the performance of the system Ensure that the hardware and other infrastructure deployed at DC site and other end user locations meets the requirement as mentioned in RFP	Please clarify the scope of work for SI in locations other than mini datacenter sites- Delhi and Bangalore.	Refer Corrigendum-1
1110	Vol 2 section 3.6.3, page-53	If any equipment supplied by SI fails for more than 3 times in a quarter OR for a total of more than 8 business hours in a quarter the SI will have to replace the equipment free of cost immediately.	Is this applicable for system failure as a whole or component level failures like adapter card, hard disk etc	Applies on faulty component.
1111	Vol 1 Annexur e-B, Page 51	LAN	Please clarify scope of work for SI at all locations where LAN, structured cabling upgrade is required also provide an estimate of number of ports etc	Other than DC, LAN is not in scope.
1112	Vol 1 Annexur	Augmentation of Gateway Network Bandwidth	our understanding is that SI can only propose the bandwidth required for internet links and same needs to be procured by DAD. Kindly confirm	Confirmed



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	e-B, Page 52			
1113	Vol 1 section 3.6.3, page-53	If any equipment supplied by SI fails for more than 3 times in a quarter OR for a total of more than 8 business hours in a quarter the SI will have to replace the equipment free of cost immediately.		No change
1114	Vol 1 Annexur e-B, page 55	RPO should be equal to ZERO and RTO shall be less than or equal to 30 minutes. However, during the change from DC-1 to DC-2 or vice-versa (regular planned changes) there should not be any data loss	Please clarify if this requirement of near Zero RPO and zero data loss should be applicable to critical systems of CPP only. Also the same should not be applicable to existing legacy DAD applications We request RPO to be 2 hours and RTO to be between 2 to 4 hours.	Applicable on CPP only.
1115	Vol 1 Annexur e-B, Page 57	OS - The product should have Product life cycle of 10 years, Further it should not have any end of life mode for technical support.	The end-of-life and support cycle for product is generally decided by OS vendor and it varies with different operating system when they release new versions in the market in view of security and features. Please consider reducing this time frame to 5 Years	No change
1116	Vol 1 Annexur e-B page 90	Virtualization software should embrace oss with Enterprise support guarantee and remove vendor lock-in	Please clarify of this requirement means that only opensource based virtualization software should be proposed?	Open source/ COTS
1117	Vol 1 Annexur e-B page 90	The overall solution should optimize the license utilization of Enterprise applications viz. should support app. vendor certified hard-partitioning etc.	Support for enterprise applications like DB varies with specific virtualization software vendors, generally open source virtualization solutions may lack in terms of features and support for enterprise applications, vendor certifications like	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			hardware-partitioing etc. PLease consider rephrasing this requirement to include enterprise grade virtualization solutions	
1118	Vol 1 Annexur e-B page 90	In case of disaster at a Mini Data Center, site recovery software should initiate following action but not limited to at DR site : All actions should be completed within stipulated RTO	Incasse of disaster recovery (failover and failback) please claiify the RTO for critical and non-critical systems	Refer RFP
1119	Vol 1 - Page 31	E-mail solution for system generated content - DAD shall have the right to use the email solution beyond the project period. In case, during the project period, DAD takes a decision to migrate to any other email solution, the SI shall provide support for migration of existing boxes to new solution at no additional cost.	Please elaborate on this point. We request to remove the sentence "at no additional cost"	No change
1120	Vol 1 - Page 42	Mini Data Center 2 - Mini Data Center-2 at Bengaluru shall host other DAD legacy applications	Will SI be responsible for SLAs of legacy applications, transferring of legacy applications to the Mini Data Center 2? Could you please elaborate on the scope of Mini Data Center 2 in terms of hosting legacy applications?	No
1121	Vol 1 - Page 63	For performing of any functional changes to system that are deviating from the signed-off Functional Requirements/System Requirements, a separate Change Proposal Form shall be prepared by SI and the changes in the software shall be implemented accordingly at no additional cost to	We request to remove "at no additional cost to DAD"as we do not know during the submission of the bid what changes will be in store. After sign off, any changes in scope will have to be dealt with Change Request whose commericals and time lines have will be discussed separately	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		DAD. The time period for implementation of change shall be mutually decided between SI and DAD.		
1122	Vol 1 - Page 63	Any changes/upgrades to the software performed during the operations & maintenance phase shall be subjected to the integrated testing by the SI to ensure that the changes implemented in the system meets the desired and specified requirements of the department and doesn't impact any other function of the system. SI shall provide a staging environment for testing of changes/ updates/ patches before applying them on production environment	We request to remove "at no additional cost to DAD"as we do not know during the submission of the bid what changes will be in store. After sign off, any changes in scope will have to be dealt with Change Request whose commercials and time lines have will be discussed separately	Refer Corrigendum 1
1123	Vol 1 - Page 78	After SRS Sign off, any changes till go-live & operations phase, (e.g. new functionalities, improvement in execution time, performance tuning, etc.) and which were not there in base line will not qualify as change request. The bidder will implement such changes in the solution required at no additional cost to DAD. However such changes deemed necessary post sign-off of documents (SRS, design document) will be capped at 10% of the man month effort of CPP application.	We request to remove "at no additional cost to DAD"as we do not know during the submission of the bid what changes will be in store. After sign off, any changes in scope will have to be dealt with Change Request whose commercials and time lines have will be discussed separately	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1124	Vol 1 - Page 85	<p>The Third Party Auditors (TPA)/ consultant shall examine the claim of each delivery made by the SI and recommend about the merit of such claim to DAD within 30 days of submission of such claim by the SI</p> <p>In case no decision is taken by DAD in next 60 days then the delivery shall be deemed to be accepted</p> <p>In case TPA makes an adverse recommendation on any delivery claim by SI, SI can address the deficiency/ concern, etc. and resubmit the claim and DAD shall take a decision on the same within 30 days of the submission of representation</p>	These time lines only delay the project. We request to introduce a Deemed Acceptance Clause for the deliverable having the time period of 7 to 15 days. This will serve the interests of both DAD and the SI in realizing the project completion on time	No change
1125	Vol -2 Page 14	Deviations - The bidder may provide deviation to the contents of the RFP document. It may be noted that once the deviation are provided, the bidder would not be allowed to withdraw the deviation submitted.	Annexure 1.7.9.11 Undertaking on Changes to the Contract Clauses – Page 89 says “We understand that it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process will be construed as any commitment from CGDA to consider those suggestions.” On one hand you are asking to submit deviations and on the other you are asking us for unconditional acceptance. This is also mentioned in Bid Covering Letter. Please allow the SI to submit deviations and DAD can sort these out with a successful vendor. We	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			request to drop this Annexure and also this sentence of unconditional acceptance be dropped from Bid Covering Letter as well	
1126	Vol - 2, Page 22	Repeat Order - CGDA reserves the right to increase or decrease the quantity upto 50% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule.	We request the increase or decrease % be reduced to 10%. To increase or decrease by 50% will have a huge impact on sizing and commercials and hence the request	Please refer Corrigendum 1
1127	Vol - 2, Page 23	Sub Contracting - Subcontracting is permissible for scanning activity, required civil & electrical work for data center.	We request that sub contracting also be extended to Operations and Maintenance of the CPP application and Mini Data Centers. The intention is not to sub contract this whole part but to the extent possible sub contract non core components	No change
1128	Vol - 2, Page 59	Annexure 1.4 Bid Covering Letter Point 3 "We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the last date of submission of bids/proposal."	We request to remove this point from the Bid Covering Letter	No change
1129	Vol - 2, Page 90	Annexure 1.7.9.12 Undertaking on Personnel "We do hereby undertake that those persons whose CV's have been submitted as part of technical proposal shall be deployed during the	We request to remove this point from this Annexure. The reason being we do not know that by the project execution time, we may not have all of them. Signing this annexure would result in the breach of contract even if one	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		project as per our bid submitted in response to the RFP"	personnel is not in the project. We request to amend the clause to include "Indicative Profiles"	
1130	Vol - 2, Page 100	Annexure 1.8 Commercial Bid Formats "We agree for unconditional acceptance of all the terms and conditions in the RFP" "We understand and agree that assumptions made in the bid proposal shall not have any commercial implications"	We request to remove these clauses	No change
1131	Vol - 2, Page 116	Previous Transgression - The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process. If the Bidder makes incorrect statement on this subject, Bidder can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.	We request to remove this clause	No change
1132	Vol - 2, Page 118	If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of	We request to remove this clause as it would be practically not possible to identify such relations	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		the officers of the Buyer, or alternatively, if any close relative of an officer of the Buyer has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filling the tender. Any failure to disclose the interest involved shall entitle the Buyer to rescind the contract without payment of any compensation to the Bidder		
1133	Vol - 2, Page 118	Fall Clause	We request to remove this clause	Refer Corrigendum 1
1134	Vol - 3, Page 26	Interpretation of the Scope of Work - Sign-off on the deliverables by DAD does not necessarily indicate the complete approval of the deliverables. Any gap that is found in a deliverable with respect to the above, even after the sign-off, will have to be addressed by the SI without any additional cost to DAD.	Sign off means that deliverables are accepted. Please remove this clause as this will be a never ending loop	No change
1135	Vol - 3, Page 31	Time is the essence of the agreement	We request to remove this clause	No change
1136	Vol - 3, Page 33	Representations and warranties of the System Integrator - SI warrants that any augmentation of the proposed solution or storage or sizing (software, hardware) or any additional component required or resources in order to meet the requirements and/or	Augmentation of the resources will definitely have commercial implications. Request to remove "at no additional cost to DAD" instead to be considered as a change request with a mutually agreed time lines and commercials	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		the requisite Service Level requirements given by DAD will be carried out at no additional cost to DAD		
1137	Vol - 3, Page 86	Both Parties agree that monetary damages would not be a sufficient remedy for any breach of this Article by the other Party and that the DAD shall be entitled to equitable relief, including injunction and specific performance as a remedy for any such breach. Such remedies shall not be deemed to be the exclusive remedies for a breach by a Party of this Article, but shall be in addition to all other remedies available at law or equity to the damaged Party.	This is only one sided benefitting DAD though the clause begins with "Both Parties". We request this clause be amended to include SI as well	No change
1138	Vol - 3, Page 101	Change Control - This Schedule describes the procedure to be followed in the event of any proposed change (whether in scope or out of scope) to the Scope of Work and SLA. Such change shall include, but shall not be limited to, changes in the scope of services provided by the System Integrator and changes to the terms of payment as stated in the Payment Terms & Schedule of volume II of this RFP.	Any change in Scope of work And SLA will have to be mutually discussed along with commercial implications. We request that changes in scope be considered as Change Requests with a mutually agreed delivery time lines and applicable commercials for these change requests	As per RFP & Corrigendum 1
1139	Vol - 3, Page 101	DAD and SI recognize change is an inevitable part of delivering services and that a significant element of this	Any change in Scope of work And SLA will have to be mutually discussed along with commercial implications. We request that changes in scope	As per RFP & Corrigendum 1



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		change can be accomplished by re-organizing processes and responsibilities without a material effect on the cost. The SI will endeavor, wherever reasonably practicable, to effect change without an increase in the terms of payment as stated in the Terms of Payment Schedule.	be considered as Change Requests with a mutually agreed delivery time lines and applicable commercials for these change requests	
1140	Volume 1 , page 38	Backup Solution	In view of the data security / confidentiality, the SI shall take backup of the data entered at the end of the day on appropriate backup device / media. The backup data must be kept in the custody of DAD officials.	No change
1141	Volume 1 , page 46	Backup Solution	Protect database and backups	SI shall propose Database server
1142	Volume 1, page 67	Backup Solution	Daily / Weekly / Monthly backup of databases	No query
1143	Volume 2, page 82	Backup Solution	I/We as Service Provider do hereby undertake that the proposed storage (primary and backup) at the Mini Data Center and Disaster Recovery Site as per our sizing will be sufficient to meet the Project's requirements.	30 Days retention policy



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			tape library to maintain the SLAs of backup performance, retention and high availability.		
1144	Volume 3, page 86	Backup Solution	<p>The System Integrator shall establish and maintain safeguards against the unauthorized access, destruction, loss, or alteration of DAD Data in the possession of the System Integrator or its subcontractors that are no less rigorous than the most rigorous practices of DAD or the System Integrator as of the Effective Date. DAD shall have the right to establish backup security for DAD Data and to keep backup and files for such data in its possession if it chooses. System Integrator personnel and subcontractors will not attempt to access or allow access to DAD Data that is not required for the performance of the Services by such personnel. The System Integrator will promptly notify DAD of any breach or potential breach of security relating to DAD Data and will investigate and remediate the effects of such breach or potential breach.</p>	<p>From an unauthorized access and role based access control perspective, kindly add the queries.</p>	No change
1145	Volume 1 annexure B, page 15	Backup Solution	<p>Point 3 -- De-duplication feature for data backup</p>	<p>De-Duplication is practiced by different OEMs in a different formats which may not avert all risks of CGDA hence requesting to add --</p>	No change



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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1146	Volume 1 annexure B, page 39	Backup Solution	For RDBMs backup at same city = 10 TB (raw)	Requesting you to specify if there are multiple cities as well and replication of backed up data across the cities is required or not. Normally retention policies for the databases as an industry standard are -- daily full retained for 30 days, monthly full for 3 months in the disk based appliance with replication at a DR site as well , request is to share these policies specific to CGDA as well, helping us size the right solution for the RFP.	Refer Corrigendum-1
1147	Volume 1 annexure B, page 59	Backup Solution	Point 15 -- RDBMS must built-in backup and recovery tool, which can support the online, incremental backup. The tool can facilitate the media recovery, partial recovery and full recovery.	Protecting the RDBMS solution with its own native tool is one of the best practices but it lacks the centralized management system, since native tool for MSSQL is not same as Oracle and so forth. Requesting you to amend the following specification as: "RDBMS must built-in backup and recovery tool, which can support the online, incremental backup. The tool should be integrated with the industry standard backup softwares that can facilitate the media recovery, partial recovery and full recovery."	Refer Corrigendum-1
1148	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage	3.7.6 San Storage 30 TB	Offered Storage array shall be a true converge/unified storage with a single Microcode/operating system instead of running different Microcode/operating system/Controllers for file, block and object services respectively.	The majority of storage OEMs offer unified storage systems offering file and block functionality. The requirement of object workload (e.g. archiving, hyperscale & Big data apps) are considerably different and so infra solutions are offered via specialized storage systems designed for these new generation apps & supporting object protocols. Therefore, requesting to remove the object services from	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	30 TB, page # 174 of 227, Point # 2		the requirement. This change will make the bid competitive.	
1149	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 175 of 227, Point # 6	1. Offered storage architecture shall be based on purpose built ASIC, XOR engine so that there shall be no load on the storage CPU during Raid Parity calculations. 2. In case vndor does not have above ASIC functionality then additional 16 GB read and write cache shall be provided per controller pair to balance the performance.	This is Vendor specific clause, This is also loading vendors who do not support proprietary ASIC implementation as there is no documentation available that ASIC based architecture provide better functionality and vendors not having ASIC in architecture should provide 16 GB cache memory per controller. Infact ASIC is propreitary architecture and performance can easily be provided by today's high performance CPUs based on open architecture. Therefore, requesting to delete for wider participation.	Refer Corrigendum-1
1150	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 175 of 227, Point # 6	Controllers shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical fashion, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.	The active-active implementation varies with storage OEM. The load is balanced across controllers and at the same time data services are offered by OEMs via different architectures. Therefore requesting to change the clause as requested to make the bid open and compettive and thus help to lower the cost of acquisiton.	Refer Corrigendum-1
1151	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 175 of 227, Point # 10	a) Offered Storage Subsystem shall support Raid 0, 1, 1+0 and Raid 6	Raid 0 is just striping and does not offer any protection against disk failure and never used in Production or even testing SAN enviornment. Therefore requesting to change the clause by removing RAID 0	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1152	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 175,176 of 227, Point # 10	b) Offered Storage array shall have native virtualization support so that Raid 1, Raid 5, Raid 1+0, Raid 6 can be carved out from a logical space instead of dedicating separate physical disks for each application. C) Every supplied disk shall be able to participate into multiple and different raid sets simultaneously. d) In case vendor does not have above functionality, then 20% additional raw capacity shall be provided for each disk type to balance out the capacity utilization.	This clauses are Vendor specific clause and favouring the particular vendor as different raid levels (like 10,5,6) are historically created on dedicated physical disks and as a best practice also helps to protect resources for critical applications at backend , therefore requesting to delete the clause for wider participation from storage OEMs.	Refer Corrigendum-1
1153	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 176 of 227, Point # 12	Offered Storage array shall support all well-known protocols like FC, iSCSI, FCoE, SMB3.0, NFS V4, NDMP etc.	Requesting to remove the FCoE protocol, as a) not adopted by customers, b) implementation of FCoE is very costly because it requires special converged switches, Special Converged Host Bus Adaptors in servers and so this protocol was not adopted by customers, and c) Lack of clear roadmap for FCoE. Hence storage OEMs are not featuring this protocol in latest storage offerings.	Refer Corrigendum-1
1154	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 176 of 227, Point # 13	b) Alongwith iSCSI/FCoE ports, additional QUAD number of 10 Gbps IP ports or eight number of 1 Gbps IP ports for file services operations. C) Offered storage solution should have two additional IP ports for the Storage based replication.	These clauses ask many IO ports considering that unified storage system will support the protocols on different ports but unified storage can support all protocols through same port. Therefore, requesting to ask additional ports only if the base 4 x 10 Gbps ports are only providing iSCSI capabilities. If the 10 Gbps ports have capability to provide multiple protocols like iSCSI, File	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			protocols like CIFs and NFS as well as replication traffic, there is no need for additional ports. Requesting to change the clause as below for simplified and true unified implementation, " . This change will help to optimize the solution and will reduce the total cost of acquisition.	
1155	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 176 of 227, Point # 13	d) Offered storage solution shall have minimum 16 SAS lanes running at 12 Gbps speed and shall be scalable to 32 SAS lanes without any controller change.	16 SAS lanes running at 12 Gbps speed are more than sufficient to scale to more than 500 disk drives. The RFP requires only 30 TB storage capacity which can be provided by around 20-25 disks and so asking the scalability for 32 SAS lanes is overkill.	Refer Corrigendum-1
1156	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 176 of 227, Point # 14	1. Offered Storage Array shall support distributed Global hot Spares for Offered Disk drives.	The dedicated spare disk for RAID set is very old concept and has been changed to "Global Hot spare" which offers more efficiency and protection. Therefore, requesting to remove the clause. Further, it is vendor specific point and most OEMs offer Global Hot spare only.	Refer Corrigendum-1
1157	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 15	3. Offered Storage array shall support quality of service for critical applications so that appropriate and required response time can be defined for application logical units at storage. It shall be possible to define different service/response time for different application logical units.	The Quality of Service is standard feature but it's implementation varies with storage OEM, please change the clause to make the bid open and competitive.	Refer Corrigendum-1
1158	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 15	5. It shall be possible to change the quality of service Response time (in both milliseconds as well as Sub-	The Quality of Service is standard feature but it's implementation varies with storage OEM, please change the clause to make the bid open and competitive.	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		milliseconds), IOPS, bandwidth specification on basis of real time.		
1159	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 16	2. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same.	This is Vendor specific clause, and requesting to delete for wider participation.	Refer Corrigendum-1
1160	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 16	3. Thin Re-claim inside storage shall not cause any overloading of storage CPU and shall be able to claim the Zero pages even during peak load without any performance impact.	This is Vendor specific clause, and requesting to delete for wider participation.	Refer Corrigendum-1
1161	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 177 of 227, Point # 16	4. For effective capacity utilization, thin reclaim maximum unit shall be 16 KB. Vendor shall provide the documentary proof for same.	This is Vendor specific clause, and requesting to delete for wider participation.	Refer Corrigendum-1
1162	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 178 of 227, Point # 18	1. Offered Storage shall have support to make the snapshot and full copy (Clone) on the thin volume if original volume is created on thick or vice-versa.	This is Vendor specific clause, and requesting to delete for wider participation.	Refer Corrigendum-1
1163	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 178 of 227, Point # 18	2. The Storage array should have support for both controller-based as well as file system based snapshots functionality (At-least 1024 copies for a given volume or a file store)	Practically customers are not creating more than 4-5 copies of their production data, so to make the bid wide and open,.	Refer Corrigendum-1
1164	CPP-RFP Volume-1 - Annexure B, Section 3.7.6 SAN Storage 30 TB, page # 178 of 227, Point # 22	2. The Storage array shall also support three ways (3 Mini Data Centers) replication to ensure zero RPO in native	This point also limits OEM participation as replication is implemented by OEMs differently. For wider participation and competitive bid,	Refer Corrigendum-1



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		fashion without any additional replication appliance.	requesting to make the point open by changing as requested.	
1165	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 4	Offered Storage subsystem backend engine shall be running on latest SAS (6 Gbps) loop speed.	The latest backend for storage system is 12 Gbps, therefore requesting to change the clause to acquire latest technology.	Refer Corrigendum-1
1166	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 7	1. For SFF drives, Offered Storage array shall support minimum 300/600/900/1200 GB hot-pluggable Enterprise SFF SAS hard drives, 400/800/1600GB SSD along with SAS MDL 1 TB/2TB drives.	With the introduction of 1.2 TB and 1.8 TB 10K SAS drives, there is no relevance of similar capacity drives with lower speed i.e. NL-SAS or SAS MDL drives.	Refer Corrigendum-1
1167	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 7	2. For LFF drives, offered Storage Array shall support minimum of 4 TB/6TB /8 TB SAS MDL drives	The terminology for high capacity is different for different vendors like SAS MDL or NL-SAS.	Refer Corrigendum-1
1168	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 7	3. For green datacenter initiative, Storage subsystem disks shall support Spin down feature for drives whenever not in use	The spin down feature can make sense for archival storage solution where older data is archived for years without being access for years. The RFP requires just 10 TB of storage capacity	Refer Corrigendum-1



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			which can be offered in 8-10 disks and expectation is to spread load across all drives. Therefore, these drives will always have active data. In view of this, requesting to remove the clause.	
1169	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 7	4. Offered storage array shall also have support for self-encrypted SAS and SAS MDL drives.	The implementation of encryption varies between OEMs. Some offer through Self-encrypting drives while other may offer through advanced encryption implemented via controller intelligence. We strongly feel that no data should be compromised and so this feature must be required on 30 TB SAN System as well.	Refer Corrigendum-1
1170	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 8	1. Offered Storage Array shall be given with Minimum of 4 GB cache per controller in a single unit after removing the operating system overhead.	These specifications seem to be quite old as latest storage system offers considerable higher amount of DRAM cache than asked in the RFP. Therefore request to change the clause by asking more cache to make bid competitive and acquisition of latest technology.	Refer Corrigendum-1
1171	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 8	2. Offered Storage shall also have optional support for Flash cache using SSD/Flash drives. Offered storage shall support at-least 2 TB G Flash Cache.	2 TB Flash cache is very large and Flash cache implementation also varies with OEM. As Flash cache is extension of DRAM cache so it should support and accelerate both read and write IO from application. Some OEM offer read IO support for Flash cache while other offer support for both read and write IO providing considerable performance advantage. Therefore, requesting to modify the clause to have competitive specification.	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1172	CPP-RFP Volume-1 - Annexure B, Section 3.7.7 SAN Storage 10 TB, page # 180 of 227, Point # 9	Offered Storage Subsystem shall support Raid 0,1,1+0,5,5+0 and Raid 6 with Dual Parity Protection.	Raid 0 is just striping and does not offer any protection against disk failure and never used in Production SAN Storage. Therefore requesting to change the clause by removing RAID 0	Refer Corrigendum-1
1173	CPP-RFP Volume-1 - Annexure B, Section 3.7.1 Rack Server Six Core , page # 152 of 157, Point # 4	15MB (1 x 40 MB) L3 cache	The CPU asked in RFP is Six Core and latest Intel Xeon CPU comes with 15MB Cache considering 2.5 MB Cache per core	Refer Corrigendum-1
1174	CPP-RFP Volume-1 - Annexure B, Section 3.7.1 Rack Server Six Core , page # 152 of 157, Point # 16	Integrated Matrix G200 video standard 1280 x 1024 (32 bpp) 1920 x 1200 (16 bpp)	Dell do provide the Intergated Matrix G200 Graphics card but the same supports upto 1280x 1024 (32 bpp). Request you to please remove the 1920x 1200 (16bpp). Since display port need to connect 17"/19" TFT/LED Console and such	Refer Corrigendum-1
1175	CPP-RFP Volume-1 - Annexure B, Section 3.7.1 Rack Server Six Core , page # 152 of 157, Point # 17	ASHRAE A3/A4	ASHRAE A3/A4 is limited to specific OEM. Also it is not standard certification for servers.	Refer Corrigendum-1
1176	CPP-RFP Volume-1 - Annexure B, Section 2.2.1 Service and Data Availability Strategy, page # 20,	RTO (5 Min to 30 min) Defined for Pension softwares are very difficult to	It will be very difficult to achieve the desired RTOs as the steps require will be failover of volumes and making all services like OS and	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		manage considering the Async replication at very large distance.	applications at DR site after business/Management has identified the disaster and provided go ahead for DR activation. Requesting to increase the RTO to realistic value.	
1177	CPP-RFP Volume-1 - Annexure B, Section 3.7.2 Rack Server 2x 16 Core , page # 157 of 163, Point # 2	Two numbers of latest generation Intel 16 Core E5-E5-2603v4 (1.7GHz/6-core/15MB/85W)	Server heading mentioned as 2x 16 Core, while CPU mentioned in specification is 6 Core	Refer Corrigendum-1
1178	CPP-RFP Volume-1 - Annexure B, Section 3.7.2 Rack Server 2x 16 Core , page # 157 of 163, Point # 16	Integrated Matrix G200 video standard 1280 x 1024 (32 bpp) 1920 x 1200 (16 bpp)	Dell do provide the Intergrated Matrix G200 Graphics card but the same supports upto 1280x 1024 (32 bpp). Request you to please remove the 1920x 1200 (16bpp). Since display port need to connect 17"/19" TFT/LED Console and such	Refer Corrigendum-1
1179	CPP-RFP Volume-1 - Annexure B, Section 3.7.2 Rack Server 2x 16 Core , page # 157 of 163, Point # 17	ASHRAE A3/A4	ASHRAE A3/A4 is limited to specific OEM. Also it is not standard certification for servers.	Refer Corrigendum-1
1180	CPP-RFP Volume-1 - Annexure B, Section 3.7.3 Blade server, page # 163 of 168, Point # 6	2x 600 GB Hot Plug SFF SAS drives. The drive should have intuitive icon based display along with "DO NOT REMOVE" caution indicator that's get activated automatically in order to avoid data loss/downtime due to wrong removal.	DO NOT Remove indicator is not supplied by Dell. Also these server must be placed in secured DC and also drive are configured in RAID, removal of single drive will not result in loss/downtime	Refer Corrigendum-1
1181	CPP-RFP Volume-1 - Annexure B, Section 3.7.3 Blade server, page # 163 of 168, Point # 11	Minimum 2 nos. of 3.0 PCIe x16 based mezzanine slots supporting Converged Ethernet, Ethernet, FC Adapters, SAS and IB adaptors	Since SAS interface is used for RAID controller and hard drive connectivity and that is already part of the server. Hence SAS must not be required for IO connectivity	Refer Corrigendum-1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1182	CPP-RFP Volume-1 - Annexure B, Section 3.7.3 Blade server, page # 163 of 168, Point # 12	Integrated G200eh video controller	G200eh is specific to one OEM	Refer Corrigendum-1
1183	CPP-RFP Volume-1 - Annexure B, Section 3.7.3 Blade server, page # 163 of 168, Point # 13	ASHRAE A3/A4	ASHRAE A3/A4+D41 is limited to specific OEM. Also it is not standard certification for servers.	Refer Corrigendum-1
1184	CPP-RFP Volume-1 - Annexure B, Section 3.7.4 Blade Chassis, page # 168 of 171, Point # 2	Same enclosure should support Intel Xeon, AMD Opteron & EPIC processors based blades	Since EPIC is proprietary to one OEM only	Refer Corrigendum-1
1185	CPP-RFP Volume-1 - Annexure B, Section 3.7.4 Blade Chassis, page # 168 of 171, Point # 7	Should support simultaneous housing of FCoE, Ethernet, FC, SAS and Infiniband interconnect fabrics offering hot pluggable & Redundancy as a feature	Since SAS is limited to one OEM only	Refer Corrigendum-1
1186	CPP-RFP Volume-1 - Annexure B, Section 3.7.11 Access Switch, page # 190, Point # 8	Packet buffer size of minimum 12 MB to support video/streaming traffic	The 10 G Distribution switch asked in the RFP has been asked with 10 MB Packet Buffer . The Access Switch is Gigabit switch and so such High packet buffer is not required	Refer Corrigendum-1
1187	CPP-RFP Volume-1 - Annexure B, Section 3.7.11 Access Switch, page # 192, Point # 27	RIPng	Equivalent OSPF v3 is supported for IPV6 routing	Refer Corrigendum-1
1188	CPP-RFP Volume-1 - Annexure B, Section 3.7.11 Access Switch, page # 194, Point # 56	Maximum power consumption of 48 Watts	Each Oem will have different power consumption to run the Switch as Power consumption desired is very low and access switch asked is advanced Layer 3 managed switch	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1189	CPP-RFP Volume-1 - Annexure B, Section 3.7.12 Distribution Switch, page # 196, Point # 5	Packet buffer size of minimum 10 MB to support video/streaming traffic	Each Oem has little differebnt packet Buffer	No change
1190	CPP-RFP Volume-1 - Annexure B, Section 3.7.12 Distribution Switch, page # 198, Point # 25	RIPng	Equivalent OSPF v3 is supported for IPV6 routing	No change
1191	CPP-RFP Volume-1 - Annexure B, Section 3.7.12 Distribution Switch, page # 201, Point # 59	The OEM should be leader in latest Gartner report for enterprise Wired and Wireless	Request to allow participation in open tender for Competitiveness and to avoid Restrictions	No change
1192	Section-6.3.1.1 First Payment Point b. Identification using Aadhaar bio-metrics, (Refer Page No-180 of Volume -1-Annexure-A)	Uid based Attendance registration system	1. How it could be used in Comprehensive Pension Package Module ? 2. Who will be responsible for providing fingerprint hardware for authentication ? (it is not mentioned in RFP)	1. Its not Attendance. Refer to RFP for details. 2. Not in SI's scope of work.
1193	9.2 Existing IT Systems, Page No-18 of Volume-1 Annexure-A	Existing Defence Accounts Department (DAD) application	Does all the existing DAD applications will be migrated to Mini datacenter ? If yes, Who will be responsible for migration ?	Refer RFP
1194	Section-8 Functional requirement specifications (FRS), Page No-222 in Volume-1 and Annexure-A	Migration of 25 Lac to 28 Lac old pensioner records	do Old pensioners records available in any rdbms form or any other form ? If it is in RDBMS, then which RDBMS?	Data shall be provided to SI in format defined by him.
1195	Section-9 SBI Cash Management Product (CMP), Refer Page No. 287, Volume-1, Annexure-A	9 SBI Cash Management Product (CMP)	SBI Cash Management Product (CMP) will be integrated to which module of CPP ?	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1196	Section-10 Digital Signing,(Refer. Pageno-287,Volume-1-Annexure-A)	Digital Signing	is the key pair(private & public) issuing is responsibility of SI or CGDA ?	Refer to similar query being answered in this document.
1197	Sec-4. Electronic Data Audit,(Refer Pageno-48 of Volume-1)	STQC Certification	does STQC will certify both deployed hardware and software or software only ? If so, who will do Hardware certification as per CGDA	Refer RFP for details
1198	Sec-3, Scanning Tool-Indicative Requirements, 2. Metadata (Refer Pageno. 11 of Volume-1 - Annexure-C)	Metadata sequence/file structure for records and folders	What will be the metadata sequence/file structure for records and folders	Refer RFP for details
1199	Sec-3 Scanning Tool, Template for documents to be scanned(Refer Pageno. 11 of Volume-1 – Annexure-C)	Template of documents need for scanning	Do all pension physical forms are identical template or it varies ? If varies, how many templates are there? Could you provide sample template for observation ?	Templates change whenever need for new field is required. Sample can be viewed at CGDA HQs on request.
1200	Sec-3 Scanning Tool, Metadata entry for scanned documents (Refer Pageno. 11 of Volume-1 – Annexure-C)	Metadata entry for scanned documents	could SI will do metadata entry offline in 3 locations(locations as per mentioned in RFP) then upload rdbms data into Minidata center and upload scanned images to DMS system ?	SI is free to propose methodology within parameters defined in RFP.
1201	2.3.2 Backup(Refer Pageno. 10 of Volume-1 - Annexure-C)	System Integrator will be responsible to take the backup of scanned images and metadata at the end of the day	is external media like EHDD/Tape drive/DVD/Blueray Disk will be used for backup ? If yes, then who will bear the hardware cost of it?	SI to include such requirements in proposal.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1202	2.3.3 Security(Refer Pageno. 10 of Volume-1 - Annexure-C)	Extra security measures to be taken by the System Integrator to ensure security of Data and physical records	is it only physical security or Data encryption mechanism?	Physical security of records. No separate encryption requirement for data.
1203	4.2 System integrator's Responsibility(Refer Pageno. 15 of Volume-1 - Annexure-C)	SI shall submit the scanned documents along with metadata in storage provided by DAD along with proper index.	is there any encryption or decryption measure will be taken care by SI while submitting scanned documents to CGDA ?	No
1204	3. RFP Issuing Authority . Refer Page.11 of Volume1	Contact Person for Techno-commercial Clarification	who will be the single point contact person for Techno-commercial bid Clarification ?	Please Refer RFP
1205	Sec-3.1 Point no.7 Pre-Qualification (PQ) Criteria(Refer Page no.20 of Volume-2)	Experience in IT Application and development& implementation	It is mentioned that SI should have completed/on-going at least one ICT systems Development and implementation project in India in last 5 years. Is the similar kind of social and educational survey project which is done on online and live till now of worth 40 crore is acceptable ?	Refer RFP
1206	Annexure	<u>Intrusion Prevention System</u> We are suggesting <u>DEDICATED</u> Network	SUGGESTED CLAUSE:	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
	ITEM: Intrusion Preventi on System	<p>Intrusion Prevention solution (<u>NOT PART OF FIREWALL OR UTM Module</u>).</p> <p>As per the existing Specs, the RFP is allowing Firewall/UTM vendors to position IPS solution which are having <u>limited IPS technical capabilities in terms of security capabilities, performance parameters, functionality feature set etc.,</u></p> <p>Firewall/UTM blade software DDoS protection is <u>NOT TRANSPARENT</u> in TRUE sense.</p> <p>By design, the Firewall Engine will be the first entry point. Security Policies will be configured like IPS in order to enable the suitable protection profile. Hence, IPS functionality cannot run independently in the UTM/Firewall. It will be combination of "Firewall + Additional Service like IPS Protection". By design, these devices will intercept the TCP sessions and create its own session from client to server and server to client. Hence, Transparent mode cannot be achieved in true sense which leads to the Invisibility of the device protection from the Hackers!</p>	<p>Dedicated Network Intrusion Prevention System- Appliance based (not a part of Firewall or UTM blade).</p> <p>Routing-Switching, Network Firewall OEM should be different from NIPS OEM.</p> <p>NIPS OEM should have TAC based in India & should have Indian presense for more than 10 years.</p>	



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		In order to achieve Defense in Depth approach wrt the overall Security Infra, it is highly recommended to have Firewall & NIPS from different OEM's as if the hacker is able to circumvent/bypass/compromise one device OS, it should be stopped by the other solution from Different make/Different OS. Kindly confirm the same.		
1207	Annexure ITEM: Intrusion Prevention System	<p><u>Intrusion Prevention System</u> Eligibility Criteria: We would request NOT to include Gartner Clause for the NIPS.</p> <p>We are not present in the Gartner Report (reasons can be shared seperately), hence putting the Gartner Clause will restrict our participation.</p> <p>We would like to highlight that Radware is the Leader in terms of Technical aspects as well as the maximum Install Base in Indian Defence forces wrt the IPS solution deployment. Tender Comittee can cross verify the same, being part of MoD.</p> <p>Hence our humble request is allow</p>	<p><u>SUGGESTED CLAUSE:</u> IPS should be NSS and EAL4+ certified.</p> <p>NIPS OEM should have TAC based in India & should have Indian presense for more than 10 years.</p> <p>IPS OEM must have deployed more than 300 IPS in the Indian Defence forces.</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		Radware to participate in order to get healthy Techno-Commercial competition.		
1208	Annexure NEW COMPONENT REQUEST	<p>As per RFP Server Load Balancer has not being asked as part of Technical Solution.</p> <p>We would request the Committee to include Next Generation SLB are NOT and mention the below parameters:</p> <p><u>NG SLB Features include:</u></p> <ol style="list-style-type: none"> 1) Virtualization 2) Application Performance Monitoring 3) Web Performance Optimization 4) Security 5) Automation <p>Pls mention the requirement for the same, as part of the proposed solution.</p>	<p><u>SUGGESTED CLAUSE:</u></p> <p>Next Generation SLB should be proposed (sizing as per Bidder solution) which should support Next Generation Features like Virtualization, Application Performance Monitoring, Web Performance Optimization, Security and Automation</p> <p>SLB should have 2 vADC from Day1 and scalable upto 24 vADC.</p> <p>ICSA Certified WAF should be provided, covering all the OWASP TOP 10 attacks.</p> <p>SLB OEM should have TAC based in India & should have Indian presence for more than 10 years.</p>	No change
1209	Annexure NEW COMPONENT REQUEST	<p><u>We are suggesting DEDICATED DDoS Attack Mitigation protection solution for the Traffic generated from the INTERNAL as well as EXTERNAL users, in order to safeguard the Network & Application Infrastructure which includes targetting Routers, Switches,</u></p>	<p><u>SUGGESTION:</u></p> <p>Dedicated appliance based DDOS Mitigation solution (not a part of Firewall or UTM or Router or ADC) with DoS Flood Attack Prevention Rate:</p>	No change



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		<p><u>Firewall as well as App. Servers resulting in DC outage & UNAVAILABILITY of the DC services to the users.</u></p> <p>As per the recents Global events, related to IoT DDoS attacks generated from Cameras, it becomes a must requirement to handle the ZERO-DAY DDoS THREATS on REAL TIME BASIS (SIGNATURE LESS TECHNOLOGY) and the entire process should be automatic (i.e. without human intervention).</p> <p>Dedicated DDoS Mitigation Solution will provide behavioral based, automatically generated, real-time signatures, preventing attacks that are not vulnerability based and zero-minute attacks such as: network and application floods, HTTP page floods, malware propagation, Web application hacking, brute force attacks aiming to defeat authentication schemes, and more—all without blocking legitimate users' traffic and with no need for human intervention.</p> <p>Pls confirm the solution requirement to</p>	<p>upto 25 Mpps (EAL4+ or above certified). Automatic Real Time Signature generation within few seconds, without human interference.</p> <p>DDoS Mitigation solution vendor should have OEM TAC in India & should have Indian presense for more than 10 years.</p> <p>EMERGENCY RESPONSE TEAM:</p> <p>The OEM has to provision for knowledgeable and specialized security experts who provide 24x7 (SLA defined), Real Time Professional Services for the network facing denial-of-service attack in order to restore network and service operational status.</p> <p>The service should NOT be a part of TAC support or SoC Team support, rather it should be OEM Professional Services team handling these kind of attack scenarios.</p>	



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		be proposed by the bidder, as part of the RFP SoW.		
1210	(Volume 1 – Annexure – B) Page no. 89	I/O resource Management Should provide QoS capabilities for storage I/O	I/O resource Management Can also be achieved Physical Disc mapping capabilities for storage I/O. hence request to please modify the requirement for participation as : I/O resource Management Should provide QoS or Physical Disc mapping capabilities for storage I/O	No change
1211	(Volume 1 – Annexure – B) Page no. 89	The virtualization software should support for I/O and Compute node classification to optimize resource utilization without impacting production load.	Request to please modify the requirement as the requirement can be achieved by The virtualization software should support for I/O or Compute node or network classification to optimize resource utilization without impacting production load	No change
1212	10.2 Project B	Phase II: After successful completion of Phase-I, 1.2 Lakh Binders are required to be scanned at one location (Allahabad) by uploading scanned documents to DMS with meta data entry of 810 fields.	Are all the 3 locations connected on WAN to upload scanned document to centralised DMS?	Yes
1213	10.2 Project B	The records to be scanned for DAD are of A4 Size (90% of the records) The other records vary from sizes A4, A3 and Legal. System should be able to scan the documents without using joining or image stitching tech.	Kindly provide the ratio/total no. of A3 and legal size document to be scanned	Refer RFP
1214	19.2 BoM MS-2	COTS Modules 6. Document management system/Unit-Application/Quantity-1	Kindly allow open source based solutions besides COTS. Kindly let us know No. of users for DMS	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1215	Vol.-1, Annexure -B/ 3.3 Document Management System	1. The OEM should fall in the Gartner's magic quadrant for Enterprise Content Management System as of October 2016	Kindly Exclude this point for DMS system	No change
1216	CPP-RFP-Vol-II	<p>3.1 PQ Criteria ,Experience in Scanning</p> <p>Should have Completed/on-going at least two scanning Projects in India in last 5 years.</p> <p>Project Scope must have:</p> <ol style="list-style-type: none"> 1. Scanning of Legacy Records at customer location 2. Quality Control Check 3. Meta-Data tagging and Document uploading in Document Management System <p>Project Size should be: - Two projects each of not less than 50 lakhs pages</p> <p>On Going Projects: In case of on-going projects at least 50 lakhs pages should have been scanned.</p> <p>Govt./PSU Projects: One of the above projects</p>	Pl. allow this PQ to be fulfilled thru a sub-contractor/consortium member. Scanning activity is generally outsourced by an SI.	No change
1217	CPP-RFP-Vol-II	3.2.5.1 Technical Evaluation, section A, point no.4	Request to amend the condition for on going project as undermentioned:	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
		<p>last 5 years for:</p> <ul style="list-style-type: none">· Central/State Govt./PSU in India· Any established business organization in India qualifying below parameters:<ul style="list-style-type: none">o Registered under Companies Act 2013o Listed in Bombay Stock exchange <p>On Going Project Project should have been successfully gone Live and in Operations Phase for last one year</p> <p>The Projects must have following components</p> <ol style="list-style-type: none">1. Application development/ customization2. Training service/Handholding services3. Operation and maintenance services	<p>On Going Project should have been successfully gone Live for at least phase one.</p>		
1218	CPP-RFP-Vol-II	3.2.5.1 Technical Evaluation, section A, point no.6	<p>Similar Nature Project - Pension Project Completed/On Going One or more Pension Project (s) for Central/State Govt. /PSU in India of more than 1 Lac pensioners in last 5 years. On Going Project Project should have been successfully gone Live and in Operations Phase for last one year</p>	<p>Similar Nature Project - Request to accept in India/ Global projects for 1 Lacs pensioners.</p> <p>Due to Non Disclosure Agreement in place for such projects , request to accept self declaration issued by Company Secretary as documentary proof.</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
1219	CPP-RFP-Vol-II	3.2.5.1 Technical Evaluation, section A, point no.7	<p>Similar Nature Project - Others Completed/On Going Project(s) for Central/State Govt. /PSU in India of more than 5 Crore in last 5 years for any of the followings: Payroll/Claim Reimbursements, Financial Accounting/Core Banking, Insurance, PF/ EPFO Dept. Application, Income Tax Dept. Application, Treasuries Dept. Application, Excise Dept. Application</p> <p>On Going Project Project should have been successfully gone Live and in Operations Phase for last one year</p>	<p>Request to amend the condition for on going project as undermentioned:</p> <p>On Going Project should have been successfully gone Live for at least phase one.</p>	No change
1220	CPP-RFP-Vol-II	3.2.5.1 Technical Evaluation, section A, point no.8	<p>Scanning Projects Completed/On Going Project of minimum 50 lakhs pages in last 5 years</p> <p>Note: At least one project should be for Central/State Govt. /PSU.</p> <p>On Going Projects At least 50 Lac pages should have been scanned till date. Project Scope should have 1. Scanning of Legacy Records at customer location 2. Quality Control Check 3. Meta-Data tagging and Document uploading in Document Management System</p>	<p>Scanning Projects Completed/On Going Project of minimum 10 lakhs pages in last 5 years</p> <p>Note: At least one project should be for Central/State Govt. /PSU.</p> <p>On Going Projects Scope should include scanning of more than 10 lakh pages</p> <p>Project Scope should have 1. Scanning of Legacy Records at customer location 2. Quality Control Check 3. Meta-Data tagging and Document</p>	No change



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			uploading in Document Management System OR Scanning vendor experience should be accepted	
1221	Volume I	13.8.3 O & M for the licensed software	13.8.3 O & M for the licensed software We understand that conditions listed in this sections apply to all open source softwares also. Please confirm that this understanding is correct.	All Open source software proposed for the Solution must have Enterprise support by OEM
1222	Annexure A	8.4 User administration for CPP	System should allow User Administrator to create users for comprehensive Pension Package using user administration console, based on the duly authorized request received (in offline mode) from internal / external departments. a) Please specify the count of CPP users whose identity lifecycle and access authorization for CPP web modules shall have to be managed through IDAM solution. b) It is our understanding that Identity and Access Management solution is not required for pensioners and other users who would access the system from Internet. Please confirm if this understanding is correct.	Refer Corrigendum-1
1223	Annexure A	8.5 Services for Pensioner – Portal #3	System should provide functionality for updating information, which does not exist in database and uploading scanned copy of required documents (functionality required for old Pensioners, whose complete data is not available with PSAs and PDAs). Documents uploaded by pensioners shall have to be transferred to CPP system when the air-gap is plugged. After this transfer is complete, we understand that these document will be deleted from pensioner's system. Is this understanding correct? If these documents need to be retained, please specify what would be the count of such	Understanding is correct



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			documents, and approximate size per document per pensioner. This shall be required for sizing .	
1224	Annexure A	8.8 Budgeting	General a) How many users would be involved in budget planning? b) How many users will use techniques like regression analysis, statistical analysis for the purpose of budget planning? c) What is the duration of activities from start to finish for budget planning?	Refer Corrigendum-1
1225	Annexure A	8.8 Budgeting #13	CPP Application should be integrated with existing New Compilation System application of DAD	Solution has to provide output in a data interchangeable format, which can be uploaded/ pushed to New Compilation System. Its one way data transfer.
1226	Annexure A	8.8 Budgeting #13	CPP Application should be integrated with existing New Compilation System application of DAD a) What are the requirements for integration with New Compilation System? B) What business data will be exchanged between the two system, and what will be the mechanism (web services, format file, real time / batch etc.) in which this data transfer happens? C) what is the size of data that will be sent from New Compilation System.	a), b) Refer clarification provided above C) Not applicable
1227	Annexure A	8.10 Grievance Management System	Sizing related a) Please provide information on volume of grievances received every year in the current	a) Appx 1.9 Lakhs (Combination of



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			scenario. B) How many users will be the participant for Grievance redressal processes?	Query and Grievances) b) Refer Corrigendum-1	
1228	Annexure A	8.12 Legal Management	System should be able to migrate existing data in legacy Software Aurora.	Please provide details on data (database vendor, number of records, # of fields, number of documents, size of documents etc.) in Aurora.	Data shall be provided to SI in format defined by him for migration.
1229	Annexure A	8.13 DAK Management	8.13 DAK Management	Please provide details on volumetrics (number of inward and outward posts to be recorded, number of users etc.) How many total users will use Dak Management module?	Refer RFP
1230	Annexure A	8.14 Application Integration	Integration with SBI CMP	Please provide details of interface through which this integration with SBI CMP has to happen.	Refer RFP
1231	Annexure A	8.15 Mobile App	Mobile App	a) How many pensioners are expected to access the system through smart mobile phones? B) How many CPP internal users expected to use the system through smart mobile phone?	a) Out of Pensioners count, SI to estimate. b) Zero.
1232	Annexure A	8.18 Analytics #4	Analytics module should provide one, single, integrated platform which delivers the following capabilities: a) Ad hoc queries b) Managed Reports c) Performance Dashboards d) Customized User Dashboards e) Alerts & Notifications	a) How many users would use the ad-hoc reporting capability? B) How many users would be recipient of burst reporting? C) How many users would use Dashboards? D) Will reports be accessed over mobile phones also? If yes, how many internal CPP users will need to be given this capability?	a-c: Refer Corrigendum-1 d) Zero



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		f) Analytical Graphs & Charts g) Controlled Access to analytical data h) Analytical data Export to various formats like XLS, CSV & PDF/A etc.		
1233	Annexure B	2.1.1 Comprehensive Pension Software, DOLPHIN, Aashraya and other Applications are planned to be hosted on two Mini Data Center in such a way so that services are hosted in Active mode in one of the Mini Data Center and in Passive mode in another Mini Data Center. Thus available hardware resources at both the Mini Data Centers are used simultaneously. This methodology implements the latest trend in Disaster recovery equipment deployment, in which DR equipment is used to share the active load rather than being idle and waiting for Disaster to happen.	Our reading of this requirement is that CPP and DAD applications shall be deployed on dedicated nodes in both data centers so that there are performance/deployment/management issues when only of the two data center is operational. Please confirm that this understanding is correct.	Refer RFP for details
1234	Annexure B	#6 6. Enterprise Management Software (EMS) tools to be procured to provide assured IT service delivery at the expected service levels, tools for the following:-	Does the scope of EMS proposed in this solution also cover monitoring of DAD's legacy applications which will be deployed in data center ? If yes, please provide count of OS for the active instances for each of these application.	Refer to similar query being answered in this document. SI need to plan based on BoM.
1235	Annexure B	#2 2. Within each zone, separate MZ (militarized zone) and DMZ (de-militarized zone) are created for enhanced Security. This measure shall	Do documents also need to be synchronized between the zones?	Yes.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
		necessitate periodic data synchronization:- a) One way: Pensioner’s data from Internal MZ to external MZC b) Two way: incoming requests from Service Centers, HOOs, Pensioners and response from DAD officials.			
1236	Annexure B	2.1.5	NOC-SOC Integration (NSOC): It is planned to setup Network Operations Center (NOC) and Security Operations Center (SOC) for monitoring Services, Infrastructure & Security.	What are the locations of primary and secondary NSOC?	Refer Corrigendum-1
1237	Annexure B	2.4.1.2 Server Sizing (Hardware) – Comprehensive Pension Software -	Section 1.9 Services for Document digitization	The Application & Document have been given 8+8 cores of sizing for Digitization Service. We understand that this sizing is only indicative and bidders are free to propose as per their solution design. Is this correct?	Yes
1238	Annexure B	2.4.1.2 Server Sizing (Hardware) – Comprehensive Pension Software -	Sizing forCGDA Pension Service (Sanction, revision) - Internal users , Pension Disbursement Services , Service Center, Grievance Management - Internal users , Service Center, Grievance Management - external users , Budget, Audit, Re-conciliation, Dashboard - Internal users , Budget, Audit, Re-conciliation, Dashboard - Internal users, Pensioner records - Master copy	We request you to kindly provide transactional statistics for these processes on basis of which bidders can propose sizing. We understand that this data would on the basis of AS-IS manual processes.	Refer RFP.
1239	Annexure B	2.4.1.1 Server Sizing (Hardware)	2.4.1.1 Server Sizing (Hardware)	We understand that the sizing provided is indicative only and the bidders are expected to	Yes



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			work out the server requirements based on their solution. Please confirm if this understanding is correct.		
1240	Annexure B	3. Concurrency:	As per Industry standards, user concurrency for Enterprise level software applications averages 20-30%. For instance 20% concurrency means that 20 users have clicked on their software application screens simultaneously.	For 28,00,000 pensioner base, 20% concurrency implies that 5,60,000 pensioners could be accessing simultaneously. Is this realistic? If not, please mention what concurrency can be assumed for the Pension System portal.	Refer Corrigendum-1
1241	Annexure B	3.2.2 Database & Mgmt. Server, Database security #12	RDBMS should support native, active-active clustering with objectives of scalability and high availability. It should provide single image database concurrently accessed by multiple database servers, without repartitioning or changes to the database objects or 3rd party transaction routing mechanisms	Please confirm that databases of Pensioner Portal system and back office CPP system are to be deployed in Active-Passive cluster and not Active-Active cluster.	Active-Passive cluster
1242	Annexure B	3.2.2 Database & Mgmt. Server, Database security #15	RDBMS must built-in backup and recovery tool, which can support the online, incremental backup. The tool can facilitate the media recovery, partial recovery and full recovery.	By "...the tool can facilitate the media recovery", we understand that you imply recovery from a media containing the backup. Is this correct?	Refer RFP
1243	Annexure B	3.2.4 Application Server #48	Provide tools for transaction configuration and monitoring.	This feature is accomplished using Application Monitoring tools (as asked for in section on EMS - APM) and not as part of Application Server. Hence we request that this be removed from the feature list of section 3.2.4 Application Server	No change



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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1244	Annexure B	3.2.4 Application Server #93	Multiple Security Configurations	By multiple security configuration, we understand that you imply implementing security configuration using OS, LDAP, DB etc.. Please confirm that our understanding is correct.	Refer RFP
1245	Annexure B	3.2.3 Web Server #5	Should Support for Web Distributed Authoring and Versioning and Web Folders	This is a content management solution feature. Hence we request that this feature be removed from this section, and provide functional use case on how this feature is going to be used so that appropriate solution can be proposed.	No change
1246	Annexure B	3.2.3 Web Server #7	Web Analytics related to web server parameters for web application	Depending on the analytics expected, external solution may be required to meet this requirement. Please provide details of what analytics and on what server parameters shall be required in CGDA solution.	No change
1247	Annexure B	3.2.4 Application Server #55	Centralized installation of server patches and upgrades	This is a feature of patch management solution and not application server. Hence we request you to remove this specification from this section.	Duplicate
1248	Annexure B	3.2.4 Application Server #56	Should provide support for side-by-side/production redeployment. So newer versions of application be deployed side-by-side with older version in same JVM	By "...side-by-side/production redeployment..." we understand that this refers to deployment on to clusters. Is this understanding correct?	Duplicate
1249	Annexure B	3.2.5 Business Process Management Software	The OEM should fall in the Gartner's magic quadrant for Intelligent Business Process Management Suites as of August 2016	Leader's Quadrant has been specified for Database whereas no specific quadrant name has been mentioned for the Intelligent BPM Suites. Since BPM is also a critical component, rationale for omitting Leader's Quadrant in the clause is not clear.	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			Our submission thus is that the Leader Quadrant criteria be uniformly applied for all those components where Gartner ranking has been asked for, and this clause also be updated to mention that IBPM product proposed should be from Leader's quadrant.		
1250	Annexure B	Page 83 , Clause 3.3 - Document Management	General Query	1) Our understanding is that DMS is not required for pensioner's portal system. Is this understanding correct? 2) Documents which are to be stored in DMS shall be accessed only through processes of modules like Initiation, Sanction, Dak Mgmt., Disbursement etc. and there are no other applications which will access those documents directly. Is that understanding correct?	Duplicate
1251	Annexure B	Page 84 , Clause 3.3 - Document Management	Point 9 - Should be able to support the capture of digital records of at least the following formats: Emails and attachments	As we understand that backlog scanning will be carried out at 3 different location. What would be Total No of users using the scanning application for Ongoing scanning. Also , Please share if email documents will be ingested using capture solution.	Duplicate
1252	Annexure B	3.3 Document Management System	The OEM should fall in the Gartner's magic quadrant for Enterprise Content Management System as of October 2016	Leader's Quadrant has been specified for Database whereas no specific quadrant name has been mentioned for the ECM system. Since ECM is also a critical component, rationale for omitting Leader's Quadrant in the clause is not clear.	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			Our submission thus is that the Leader Quadrant criteria be uniformly applied for all those components where Gartner ranking has been asked for, and this clause also be updated to mention that ECM product proposed should be from Leader's quadrant.	
1253	Annexure B	3.5.1 # 13 Should support J2EE, .NET, SAP, SOA or Siebel Applications	a) Within the clause it's been asked to support J2EE, .NET, SAP, SOA or Siebel. Do you have SAP, SIEBEL in your environment? Please confirm. b) Since this intent is also covered in # 1 on page 93, this clause is redundant. Hence we request that it be removed.	Duplicate
1254	Annexure B	3.5.3 # 2 Proposed Dashboard solution should have Out-of-the-Box connectors/ probes to integrate with multiple EMS solutions, including industry standard solutions from HP, IBM, CA, Microsoft etc., and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.	Our understanding is that the proposed solution should be future-ready for integrating with multiple EMS solutions should those get implemented at a later stage, and no licenses for such adapters/probes/connectors need to be proposed as part of this rfp. Please confirm if this understanding is correct.	Duplicate
1255	Annexure B	3.5.3 # 9 The system shall allow administrators to create new Event Correlation rules by simply selecting events in the browser and indicating which event is the cause and which are the symptoms. The system should automatically	As per our understanding intent is to use the related events function to identify and show events that are historically related and to deploy chosen correlation rules, which are derived from related events configurations. With this one can create a pattern based on a related events group.	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
		validate Configuration Items in the selected events against the Service Topology Dependency Database to ensure they are connected and hence such a correlation rule can be created.	The pattern applies the events in the group, which are specific to a resource, to any resource. Is our understanding correct? Please confirm	
1256	Annexure B	3.5.3 # 10 Correlation rules must be based on configuration item (CI) types, not on components themselves, so that they can be automatically applied to each new CI as the Service Dependency Database dynamically discovers and captures the new CI and its interrelationships. In short, there should not be any changes to the rules when topology changes.	As per our understanding intent is to use the related events function to identify and show events that are historically related and to deploy chosen correlation rules, which are derived from related events configurations. With this one can create a pattern based on a related events group. The pattern applies the events in the group, which are specific to a resource, to any resource. Is our understanding correct? Please confirm	Refer RFP
1257	Annexure B	3.5.3 # 11 The Event Correlation Engine must be based on the discovered information and relationships present in a central Service Dependency Database that contains infrastructure elements from all IT Domains, namely network, storage, hosts, applications and business services. The Correlation Engine shall use detailed, comprehensive, and automatically updated discovery and relationship information to analyze alerts and events and ultimately determine the event that is most likely the cause of an incident.	As per our understanding intent is to use the related events function to identify and show events that are historically related and to deploy chosen correlation rules, which are derived from related events configurations. With this one can create a pattern based on a related events group. The pattern applies the events in the group, which are specific to a resource, to any resource. Is our understanding correct? Please confirm	Duplicate



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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1258	Annexure B	3.6.3 SIEM	General - Sizing related	Please provide sustained EPS count for which the solution is to be sized for.	SI to propose
1259	Annexure B	3.6.3 SIEM	General - Sizing related	Please provide what is the number of days for which logs and flows need to be kept online.	SI to propose
1260	Annexure B	3.6.3 SIEM	General	We understand that the system to be monitored for security events will be deployed only at Mini Data Center 1 and 2, and log & flows will be collected only from these two sites and no other sites. Is this understanding correct?	Duplicate
1261	Annexure B	3.6.3 SIEM	General	SIEM is to be proposed for Mini Data Center 1 as well as 2. Is this correct understanding?	Duplicate
1262	Annexure B	3.6.3 SIEM	General	What is the minimum bandwidth that will be ensured between Mini Data Center 1 and 2?	Duplicate
1263	Annexure B	3.6.6 #12	The system should support automation of servers across multiple Mini Data Center, with overlapping IP addresses, create and manage policies in any location and apply them to the entire environment.	Please clarify what is meant by automation of servers so that appropriate solution can be proposed.	Duplicate
1264	Annexure B	3.6.6 #20	Scalability – a single instance should be capable of managing the entire lifecycle of servers for at least 3000 servers	Please clarify what comprises "entire lifecycle" of a server?	Duplicate
1265	Annexure B	6.5.1	In Comprehensive Pension Package, the system will use combination of forecasting methods like Extrapolation of historical data and Regression Analysis, based on the relationship between independent variables (factors that have predictive power for expenditure source) and a dependent	<p>Please clarify if the requirements for budget estimation requires statistical tool to be proposed?</p> <p>If yes, please provide number of users who would use such tools to carry out these activities.</p>	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
			variable (expenditure source being predicted) to arrive at a budget estimate.		
1266	Annexure B C D	3.5.2 Server/VM Availability for Key Services	The average availability of the Servers/ VM (at DC/DR level) for hosting: 1. CPP application at DC- 1 2. DAD Application at DC-2 3. Security tools at both Mini Data Center Quarterly average) shall be at least 99.9% in a quarter.	This SLA does not apply for EMS solution. Is this correct understanding?	Duplicate
1267	Annexure C	2.1.1	Quality assessment of minimum 11.1 Lakh pdf files, which consists of pages in the range of 5-27 (average 20 pages/record)	We request that few samples of these pdfs be provided. It would help if one sample is that of pdf with worst quality.	Duplicate
1268	Annexure C	2.2.3	2.2.3 Creation of Meta-data Scanned documents are required to be uploaded in the DMS with 8 to 10 meta-data fields averaging 15 characters length. Metadata fields will consist of primary and unique keys like PPO No., CORR PPO No., Service Number, Unit/ Department Name, Pensioner name, Binder number, etc. The System Integrator shall finalize meta-data fields with DAD in the beginning of the project.	a) Are the meta-data fields such as PPO No., CORR PPO No., Service Number, Unit/ Department Name, Pensioner name, Binder number, etc. hand written or typed in the documents (scanned or otherwise). b) Please provide sample images to asses the effort required. c) Please confirm that all data in the these forms will be in English and no other language.	Duplicate
1269	Annexure C	2.2.6	2.2.6 Loading already scanned images provided by DAD	a) Please provide the size and count of these images which will have to be imported into DMS of CPP system. b) Are these over and above the PDFs mentioned in section 2.1.1?	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1270	Annexure C	Scanning of existing records	a) What is the minimum bandwidth from centers in Allahabad, Mumbai and Delhi and mini-data centers? b) Can the scanning solution be hosted centrally in mini data center and accessed from these 3 locations?	Duplicate
1271		General	Please provide count of users who will participate in the following modules of CPP: - Initiation - Section - Disbursement - Grievance Management - Legal - Dak	Duplicate
1272		General	A) How many users would be there from RO, HOO and HQs? B) How many users would be there from Sanctioning Authorities C) How many user would be there from Disbursement Agencies D) what is the year-on-year growth that can be taken for internal users (i.e. users of CPP modules on intranet) E) For each of the disbursement of agency, please provide approximate number of users who will be users of Disbursement modules	Duplicate
1273		General	a) Will Service Centers (aka DPDOs) like Banks, Treasuries, Post Office, Embassies connect to CPP system over DAD WAN? b) How will those users be authenticated?	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1274		General	How many distinct eforms are to be designed?	Duplicate
1275		General	Please provide average duration it takes to complete activities for following modules: - Initiation process - Saction process - Disbursement process.	Duplicate
1276		General	a) How many pensioners get added every year? b) Can this figure be assumed as constant for each year of the project tenure?	Duplicate
1277		General Query about IDAM	a) Is there a LDAP where profiles of all internal users of CPP system is maintained ? Or there is none and all profiles will have to be captured and maintained in new LDAP? b) If a new LDAP is to be implemented, what will be the master sources of user profile details, and how often would reconciliation need to be done with these sources. c) What will be approval cycle for user id provisioning?	Duplicate
1278		General - Software for project lifecycle management	We suggest that a collaborative project management system be deployed for the duration of the project by the contracted SI. This system be used to capture and manage requirements, design documents, test plans, defect list etc. Such a system hosted in a Govt of India Cloud environment will help track, record and manage the project deliverables between	Duplicate



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			various stakeholders, viz, CGDA, PMU and contracted SI	
1279	Annexure B (Specifications)	2.5.2 Fire Detection and Suppression	Fire Suppression System: Please confirm which agent (FM200 or NOVEC1230) to be proposed?	Refer Corrigendum 1
1280	Annexure B (Specifications)	Civil Interior	Vitrified flooring is proposed, for BMS and office rooms, in specification but layout of these rooms is not provided. Confirm whether these rooms are in scope or not. If these to be considered, share the layout for ascertaining quantity.	Refer Corrigendum 2
1281	Annexure B (Specifications)	Electrical system	EPO- It is not a mandatory requirement as per Data Center standards and not considered in modern Data Centers, as it could be possible cause of downtime due to malfunction or due to human error. Confirm whether EPO to be considered in scope or not.	Refer Corrigendum 3
1282	Annexure B (Specifications)	Electrical system	No of server racks shown in layout is 10 no, but as per BOQ it is 08No. Confirm number of racks and power per rack.	Refer Corrigendum 4
1283	Annexure B (Specifications)	Electrical system	Site plan with location of DG sets, Earth pits and Electrical panels, from where Utility power to be tapped, to be shared for sizing of power cables and earth strips.	Refer Corrigendum 5
1284	Annexure B (Specifications)	Electrical system	K rated Isolation Transfer in UPS circuit: Confirm whether Isolation Transfer is to be considered, when IGBT based UPS system with THDi is <5% is proposed in design.	Refer Corrigendum 1



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1285	Annexure B (Specifications)	IBMS	No separate UPS is considered for BMS system in RFP. Confirm whether to consider this in SOW.	Refer Corrigendum 1
1286	Annexure B (Specifications)	HVAC	Location of out door units to be shared	Refer Corrigendum 1
1287	Annexure B (Specifications)	3.7.5 Racks 42 U	Intelligent PDU with remote monitoring using suitable technology such as SNMP	SI to select PDU compatible with Servers
1288	Vol II	3.2 Technical Proposal	Bids from more than one consortium partners is not allowed. Only a single consortium partner for data center is permissible. Subcontracting is permissible for scanning activity, required civil & electrical work for data center.	No change
1289	Vol II	3.2.4 Evaluation of Technical Proposals Proposal Presentations	The actual team that is proposed for the project shall make the proposal presentation.	Refer RFP
1290	Vol I	10.2 Project B	2 lakh Binders (each consisting of appx. 350 Pages) at three locations shall be targeted for the scanning and creating document repository by uploading scanned documents to DMS with meta data entry of 8-10 fields	Refer RFP



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1291	Vol I	11.1.4 Security – CPP Application 1. Solution should comply with latest Information Technology Act including all amendments thereon. 2. The solution should comply with the latest IT security policies as published by the Government of India.	Solution will comply to the latest available till the time of Bid submission. However in case of any delay on award of contract and meanwhile if GOI releases any new guideline that will not be considered even post award. Cost implications will be worked out accordingly. Request to comment upon our understanding.	Refer RFP
1292	Vol I	11.1.5 Data migration Data Migration is recommended to be planned in 3 phases. First phase at the time of CPP rollout and 2nd & 3rd Phase, after 6 months post rollout, when the CPP environment is fully established.	Please specify the application wise Volume of data, format of the data that needs to be migrated as this is needed for factoring and accordingly passing on the benefits to CGDA.	Refer to similar query being answered in this document.
1293	Vol I	11.1.5.2 Key data migration (legacy Pensioners) requirements n) The data migration work shall be done at places designated by DAD only. The SI shall provide / establish the entire infrastructure necessary for carrying out the data migration at the selected place.	Entire infrastructure is Subjective. Request to elaborate upon the requirement & the required location in this regard. This is must in order to factor it accordingly and pass on commercial benefits to CGDA.	Refer RFP. Self explanatory
1294	Vol I	11.1.5.2 Key data migration (legacy Pensioners) requirements In view of the data security / confidentiality, the SI shall take backup of the data entered at the end of the day on appropriate backup device / media. The backup data must be kept in the custody of DAD officials.	SI will provide the backup on Tape/media and DAD will facilitate with the necessary access to the Vault in this regard. Request to confirm upon our understanding.	Refer to similar query being answered in this document.
1295	Vol I	12.1 Mini Data Center DR mechanism shall be hosted at Mini DATA CENTER-2, which is located in Bengaluru.	Generally it is DC DR mechanism. Request more elaboration on emphasizing DR Mechanism to be in DC2.	Refer RFP
1296	Vol I Annexure B	DAD Wide Area Network BSNL also provides Network equipment (Router/ Modem) at office premises.	This is also applicable for the DC and DR MPLS and Internet Router requirement where bidder shall recommend the bandwidth sizing and according	Confirmed.



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			the DAD will provisioned the bandwidth along the Router from the BSNL .pls confirm our understanding is correct.	
1297	Vol I Annexure B	19.2.2 It is planned to procure following:- a) Distribution switches = 2 (for DC-1) b) Access switch = 10 (for each DC)	Access and distribution switch Qty is differ as mention in Volume I ,19.2.2 BOQ	Refer BoM
1298	Vol I Annexure B	3.1 General Specifications RPO should be equal to ZERO and RTO shall be less than or equal to 30 minutes. However, during the change from DC-1 to DC-2 or vice-versa (regular planned changes) there should not be any data loss.	This is to bring to notice that synchronous replication between the said DC1 New Delhi and DC2 Bengluru will not be feasible considering the distance between the two cities. Hence A 3-way DC-DR topology is recommended to ensure the 'equal 0' RPO as required. Request to comment upon our understanding.	Refer Corrigendum-1
1299	Vol I Annexure B	3.1 General Specifications RPO should be equal to ZERO and RTO shall be less than or equal to 30 minutes. However, during the change from DC-1 to DC-2 or vice-versa (regular planned changes) there should not be any data loss.	Also in the same regards help us understand if there are instances for any existing Application running from DC1 & DC2 has 'equal 0' RPO.	No
1300	Vol II	2.2.1 Services & Data Availability Strategy 3.1 General Specifications The maximum tolerable period of disruption is the period of time following a disaster after which an organization would be irrevocably affected if service delivery cannot be resumed. For CGDA, following RTOs are planned:- For CPP instance RTO 5 minutes Other applications RTO 6-8 hrs	These 2 clauses are contradictory for RTO to be considered. Request explicit elaboration in this regard and which one to be considered for calculations perspective.	Refer Corrigendum-1



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S. No.		Reference	Content of RFP requiring Clarification	Points of clarification required	Response
			RPO should be equal to ZERO and RTO shall be less than or equal to 30 minutes. However, during the change from DC-1 to DC-2 or vice-versa (regular planned changes) there should not be any data loss.		
1301	Vol II	2.4.1.4.1 Software and Environmental Factors	1. Separate Software Instance:	Kindly clarify if all proposed Environments such as Prod., Testing/QA, Dev, Training etc. set is also required in DC1 as well as DC2?	Only for CPP Application at DC-1
1302	Vol I Annexure B	2.2.1 Services & Data Availability Strategy	Redundant system components: Services run in High Availability mode on a Virtualized Infrastructure.	Kindly specify is HA required for all the environments OR specific to only prod.	2.2.1 is indicative information provided for understanding of SI. Refer RFP
1303	Vol I Annexure B	3.1 General Specifications	The bidder should carry out sizing of the hardware to support the scalability and performance requirements of the solution.	Please clarify if the infrastructure for incremental transactions shall be provisioned from day-1, which should suffice the incremental load till project duration of 5 years.	SI to propose Sizing and provisioning
1304	Vol I Annexure B		Generic	Please confirm if CGDA has any of the following in the existing DC1 DC2 setup: SMS gateway/server Load balancers Router Firewall Please share the details of the same	No.
1305	Vol I Annexure B		Generic	If so, can bidder utilize the same components for this project?	No



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1306	Vol I Annexure B	Generic	Does CGDA has an existing EULA directly with any of the OEMS such as Microsoft, Oracle, RedHat etc. Please specify the same	No
1307	Vol-III	3.2 Interpretation of the Scope of Work	Sign-off on the deliverables by DAD does not necessarily indicate the complete approval of the deliverables. Any gap that is found in a deliverable with respect to the above, even after the sign-off, will have to be addressed by the SI without any additional cost to DAD.	Request to elaborate/Specify the Acceptance Criteria for the overall mentioned Project deliverables.
1308	Vol I Annexure B	2.1.4 Storage	Various applications of DAD use storage (hard disk) available in a server. CPP Application and database server shall operate in failover high availability mode, so Data is required to be stored in common storage i.e. SAN.	As understand, Application in HA i.e. Active-Active mode and DB in Active Passive mode. Kindly confirm on same
1309	Vol I Annexure B	2.1.4.1 Key Functionalities	Snapshot based Architecture	Kindly elaborate on snapshot quantity and retention period in days for same.
1310	Volume 1 – Annexure – B	3.6.3	16. The solution must support high availability requirements.	Do you need high availability at all layers of SIEM architecture or some of Log collection, Log processing, Correlation, Log retention and Management layer ? As it will cost implications
1311	Volume 1 – Annexure – B	3.6.3	36. The solution must have a log collection and archive architecture that supports both short-term (online) and long-term (offline) event storage.	For what duration you wanted to retain online log data on short-term storage ? Similarly what will be retention period for offline storage ?



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response
1312	Volume 1 – Annexure – B	3.6.3 37. The solution must support log archives on 3rd party storage.	Please clarify log archives are the purpose of online or offline retention? What kind of 3rd party storage, SAN / NAS ?	As per Best practices, SI need to propose.
1313	Volume 1 – Annexure – B	3.6.3 42. The solution must support long-term access to detailed security event and network flow data. The system must be able to provide access to at least x months' worth of detailed information.	Please share average and peak requirements for EPS and Flow for which the solution and licensing need to sized. Also share event log source list with details of no of servers/security devices/network devices/applications.	As per Best practices, SI need to propose.
1314	Volume 1 – Annexure – B	3.6.3 48. The solution must provide long term trend analysis of events.	For the long term trend analysis the long-term storage has to be online or near-line instead off-line. Please clarify do you want long-term storage to be online/near-line instead off-line, if yes please revise the Feature 36.	No change
1315	Volume 1 – Annexure – B	3.6.3 67. The solution must provide alerting based on observed anomalies and behavioral changes in network activity (flow) data.	What would be the flow rate in terms FPS peak and average coming to SIEM solution ?	Flow rate must meet the Solution and Security requirement
1316	Volume 1 – Annexure – B	3.6.3 70. The solution must provide the ability to transmit alerts using multiple protocols and mechanisms to other management solutions	What are those other management systems would consume the alerts sent by SIEM, provide make, model and version details.	Management systems are those being proposed by SI only.
1317	Volume 1 – Annexure – B	3.6.3 2. The Security Intelligence solution must provide central management of all components and administrative functions from a single web based user interface.	Can the SIEM solution deployed as virtual or should it be in form of appliance with pre-loaded SIEM software ?	SI to select solution, which meets the functionality/ specifications



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
1318	Volume 1 – Annexure – B	2.2	2.2 Business Continuity Planning & Disaster recovery	Out of to be DC1 and DC2 where do you want the core SIEM solution to be deployed? for the BCP do you need the replica of entire core SIEM setup or just the log collection and retention functionalities to support receive and storage of logs in event of disaster, and forward to SIEM when it resumes the services ?	DC-1 only. At DR, the log collection and retention functionalities to support receive and storage of logs in event of disaster, and forward to SIEM when it resumes the services
1319	Volume 1 – Annexure – B	2.1 Mini Data Center	2.1 Mini Data Center	<p>In pre-bid conference where CGDA has mentioned about co-location hosting services as an option to choose b/w BSNL or any equivalent co-location data centre versus Establishing two Mini Data Center to host various services should be looked at.</p> <p>Please elaborate in detail as the given specification will then have deeper commercial considerations which needs to be made instead so that benefits can be passed onto CGDA accordingly.</p>	Refer to Corrigendum-1 for location of DC at BSNL under Co-Location Services
1320	01 CPP RPF Vol 1 Signed	Section 11.1.4 Security	Directory based Authentication and Authorization to cater to user requests for access to CPP solution which shall be handled through a directory based solution providing access to various users, based on the privileges provided to each user	What is the directory service used currently? (MS AD etc?) Is all the users, groups and OU info are structured in the directory service already?	No directory service in use



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S. No.	Reference	Content of RFP requiring Clarification	Points of clarification required	Response	
1321	01 CPP RPF Vol 1 Signed	Section 9 Overview of Existing Systems As Is	9.2 Existing IT Systems	What is the integration scope with proposed CPP? Is there any expectation to intergate with existing IT Systems? Or CPP will be replacing all or few of the existing IT Systems?	Refer to clarification provided for similar nature query
1322	04 CPP- RPF Volume I - Annexur e A- signed	5. Future To- Be State Logical Architecture	Accessability - Non Smart Phone	What is the expectation for non smart phone? USSD interface or IVRS interface or something else?	Not in scope
1323	04 CPP- RPF Volume I - Annexur e A- signed	5.1.1	Diagram for Network accessability	Is the proposed CPP directly connect to payment gateway and trigger payments to pensioners bank account without any manual intervention ?	No

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End of the document