

Response to Pre-Bid Queries
Request for Proposal For Selection of Agency For
Development Implementation of Comprehensive Pension Package And Data Center Setup

S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
1	2_Request for proposal 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
2	2_Request for proposal Vol - I signed, Pg 32	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 any SLA violation on account of non-availability of the Internet, WAN, replication links shall not be attributable to the SI.	No SLA violation on account of non-availability of WAN/internet.

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3	2_Request for proposal Vol - I signed, Pg 32	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	For System generated emails only. - Number of mail boxes to be defined - 20 approx. - As per Solution Desgin - As per Solution Desgin - As per Solution Desgin
4	2_Request for proposal Vol - I signed, Pg 33	11.1.3.3 SMS solution for system generated content	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 borned by DAD.
5	2_Request for proposal Vol - I signed, Pg 34	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
6	2_Request for proposal Vol - I signed, Pg 34	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.	As per UIDAI authentication best practices.

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7	2_Request for proposal Vol - I signed, Pg 37	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 connectivity's like Ethernet shall be done based on Machine ID, Location ID, password, etc. The solution shall provide password management and protection.	- 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	Directory solution is not in place. Bidder is expected to propose Directory solution for internal users as per the solution proposed.
8	2_Request for proposal Vol - I signed, Pg 37	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."	As per RFP

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9	2_Request for proposal Vol - I signed, Pg 43	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
10	2_Request for proposal Vol - I signed, Pg 46	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
11	2_Request for proposal Vol - I signed, Pg 48	The SI's responsibility would be to setup an on premise SOC	DAD to confirm SOC is to be separate for respective Data centers	One SOC for both the Data Centers.
12			DAD to confirm SOC is to be separate for Internet and Intranet layers because of air gapped environments	SI need to propose
13			Please confirm the location of SOC set up.	DAD provided premise in New Delhi
14	2_Request for proposal Vol - I signed, Pg 48	The SI shall be responsible for 24/7 security monitoring of CPP.	Please clarify will DAD provide the requisite infrastructure for 24/7 operations beyond the Prime Business Hours like power, cooling etc. for the monitoring staff.	Yes

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15	2_Request for proposal Vol - I signed, Pg 48	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?	2 separate monitoring environments. Sharing of monitoring and security tools to be proposed by SI, if required.
16	2_Request for proposal Vol - I signed, Pg 62	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/may not be generated by the EMS tool. However, it must be a system generated report.

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17	2_Request for proposal Vol - I signed, Pg 62	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.	<p>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?</p> <p>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.</p> <p>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.</p>	<p>Yes.</p> <p>SLA monitoring tool: SI need to propose feasible quantity for the environment.</p> <p>However, penalty has to be calculated separately.</p>

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18	2_Request for proposal Vol - I signed, Pg 63	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.	As above
19	2_Request for proposal Vol - I signed, Pg 64	13.8.2 Application Software Maintenance and support services i) Routine functional changes	Please clarify how are these defined	As per RFP
20	2_Request for proposal Vol - I signed, Pg 65	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	SI need to propose as per optimum utilization of total hardware.
21	2_Request for proposal Vol - I signed, Pg 65	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.	DC 1

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22	2_Request for proposal Vol - I signed, Pg 66	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.	As per RFP
23	2_Request for proposal Vol - I signed, Pg 67	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.
24	2_Request for proposal Vol - I signed, Pg 67	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,	Bidder believes that this clause is not necessary as bidder is bound by various availability SLAs and 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.	No change
25	2_Request for proposal Vol - I signed, Pg 68	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.	As per RFP

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26	2_Request for proposal Vol - I signed, Pg 68	I) 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
27	2_Request for proposal Vol - I signed, Pg 71	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 want daily backups to be full backup or incremental / differential is acceptable.	SI to propose backup plan which ensures optimum utilization of tapes.
28	2_Request for proposal Vol - I signed, Pg 71	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 III.

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29	2_Request for proposal Vol - I signed, Pg 73	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.	As per RFP
30	2_Request for proposal Vol - I signed, Pg 73	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 it's own premise/physical storage. Providing the firesafe is not in scope of SI.
31	2_Request for proposal Vol - I signed, Pg 73	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
32	2_Request for proposal Vol - I signed, Pg 73	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 periodicity of movement of media to off-site locations.	DAD shall decide the priodicity based on the solution design recommendations by the SI. However, physical movement of the media shall be responsibility of DAD.

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33	2_Request for proposal Vol - I signed, Pg 74	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.	Yes. SI shall be responsible for any security breach at Data Center viz. data loss, virus outbreak etc. arising out infected end user computing devices.
34	2_Request for proposal Vol - I signed, Pg 74	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.	Anti-virus is required for the Servers as well as for desktops being used as Admin Console by SI.
35	2_Request for proposal Vol - I signed, Pg 74	13.8.12 Antivirus Solution Management	Bidder assumes that AV for department users is out of this RFP's SoW. Pls reconfirm.	Yes

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36	2_Request for proposal Vol - I signed, Pg 76	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 sysetm. 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 no. of phone connections/extensions for helpdesk operation.
37	2_Request for proposal Vol - I signed, Pg 76	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 RFP b. Only for the application support perspective.

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38	2_Request for proposal Vol - I signed, Pg 76	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.	As above
39	2_Request for proposal Vol - I signed, Pg 78	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.	As per RFP. Service desk tool shall be accessible to the department users only.
40	2_Request for proposal Vol - I signed, Pg 78	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.	Yes
41	2_Request for proposal Vol - I signed, Pg 80	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.	As per RFP

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42	2_Request for proposal Vol - I signed, Pg 88	Keep all system software i.e. OS, antivirus, etc. at Mini Data Center site and various locations, up to date by installing regular upgrades / patches.	This clause as per our understanding is applicable only at the two Mini Data Centers. Request DAD to clarify the Scope of Work for SI for the "various locations".	Term "Various Locations" refers to the locations where the project h/w shall be deployed.
43	2_Request for proposal Vol - I signed,		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.	For Mini Data Center 1, the BOM provided in the RFP is indicative. SI shall do the provisioning as per the proposed solution requirements. However, for Mini Data Center 2 (for DAD Legacy Applications) h/w requirements given in RFP are fixed. The proposed h/w should meet the minimum specifications mentioned in the RFP.
44	2_Request for proposal Vol - I signed, Pg 95	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.	As above
45	2_Request for proposal Vol - I signed, Pg 95	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.	2 applications one each for Internet and Intranet zones. One tool deployed at either zone should take care of both the data center requirements.
46	2_Request for proposal Vol - I signed, Pg 96	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.	SI has choice to select single/multiple boxes.

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47	2_Request for proposal Vol - I signed, Pg 99	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.	Duplicate
48	2_Request for proposal Vol - I signed, Pg 101	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 need to propose appropriate cabling.
49	2_Request for proposal 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.	Not in SI Scope
50	2_Request for proposal 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.	From DAD provided premises. As per RFP

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51	2_Request for proposal 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.	No. DAD shall do the needful arrangements.
52	2_Request for proposal 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 Data Center Legacy Applications, SI shall be responsible upto maintaining VM level SLAs.
53	2_Request for proposal 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	As above.

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54	2_Request for proposal 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.	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 suitability and performance SLAs for existing applications deployed on purchaser specified infrastructure.	SI shall be responsible to maintain SLAs pertaining to H/w and VMs availability.
55	2_Request for proposal Vol - III signed, Pg 70	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 DC2, any change in quantity shall be dealt using Repeat purchase.
56	2_Request for proposal Vol - III signed, Pg 96	18.2 Sub-contractors System Integrator shall not subcontract any work related to Mini Data Center services, Disaster Recovery Centre services, Backup Site Center service and CPP solution.	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.	As per RFP

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57	2_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	No change
58	2_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.	SI shall provide the application/module for Contact Center, however the SI is not required to run/support the infrastructure available at the Contact Center.

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59	2_RPF Volume I - Annexure B signed, Pg 7	BSNL also provides Network equipment (Router/ Modem) at office premises.	Please confirm DAD / BSNL will provide the necessary termination equipments like Routers, modems, Multiplexers etc. along with the Internet, MPLS and Replication bandwidths and that bidder need not account for the same.	Yes
60	2_RPF Volume I - Annexure B signed, Pg 125	10. Should protect the end points even when they are off network.	In DC environment server are static considering network placement instead of roaming. Hence please remove this clause as the same is not relevant for servers.	No change
61	2_RPF Volume I - Annexure B signed, Pg 125	14. HIPS should prevent external USB/CD/DVD drivers	Device control functionality is relevant for endpoint users having Laptop and Desktop. Hence please remove this clause as the same is not relevant for servers.	No change
62	RFP Vol1, Annexure-B	Legacy DAD applications server sizing required	Though the bidder will calculate the server and other infra components required for CPP application, but the exact server sizing and quantity for DAD legacy applications required at DC and DR is not clear. Please provide the same along with detailed breakup of items for each legacy application separately. Pls note this information is required as it has commercial implications and also for ensuring all bidders are in level playing field	Refer RFP

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63	RFP Vol1, Annexure-B 2.4.3 :- Storage sizing	a) External Zone (Internet) = 30 TB (raw) b) Internal Zone (Internet) = 10 TB (raw) c) For RDBMs backup at same city = 10 TB (raw)	As per the RFP the entire pensioners' data will reside in the intranet zone, please clarify why is 30 TB needed in Internet zone and only 10 TB in Intranet zone?	Refer Corrigendum 1
64	Corrigendum v 1.2 2.10 SAN storage 30 TB	2. The Storage array shall also support three ways (3 Mini Data Centers) replication to ensure zero RPO in native fashion with or without using any additional replication appliance. Has to be provided as per the solution.	As per RFP requirements, there shall be only two Data Centers viz. BSNL IDC Faridabad and IDC Mumbai. To achieve RPO of ZERO there has to be a Near DC site for each of the DCs and also these have to be inter-connected on FIBER. Please clarify whether BSNL will provide a Near DC at both the proposed IDC's in Faridabad and Mumbai. Else this zero RPO cannot be achieved and request to delete this clause accordingly. In response to one of the pre-bid queries it is also mentioned near Zero RPO. Please help us understand and qualify what is near Zero RPO.	Connectivity at Local backup sites, as specified in the RFP, shall be provided by DAD.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
65	2_RPF Volume I - Annexure B signed	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). LR optics are used in a campus (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	As per RFP
66	2_RPF Volume I - Annexure B signed	Tape Library	As per RFP Tape Library is required for taking backup of the servers. We can consider Tape Library for the Intranet zone which is having main data of pensioners, however the data in the internet zone is less so for that can we consider single tape drive. Pls note this information is required as it has commercial implications	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
67	2_RPF Volume I - Annexure B signed	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 ather than what is supplied by bidder, then please provide full detailed bill of material for items which it will be used for monitoring.	New EMS system asked for in the RFP is meant for monitoring and managing only the bidder supplied infrastructure.
68	2_RPF Volume I - Annexure B signed	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 RFP
69	2_RPF Volume I - Annexure B signed	Load Balancer	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 such requirement is referred to under the cited RFP reference.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
70	2_Request for proposal Vol - II-signed, 2.1 General Instructions, page 5	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	Request that the bid security forfeiture clause may kindly be removed	No change
71	2_Request for proposal Vol - II-signed, 2.23 Disqualification, page 17	f) The bidder qualifies their bid with their own conditions or assumptions	The SI may be required to provide assumptions related to the technical solution, hence request that this clause may be removed as a condition for disqualification.	No change
72	2_Request for proposal Vol - II-signed, 1.7.1 Pre-Qualification Compliance, page 64	Experience in Data Center 3. Training service 4. Handholding services	Please clarify the scope for Training and Handholding services in the context of Data Center setup	As per RFP
73	2_Request for proposal Vol - II-signed, 3.2.1 Technical Proposal Guidelines, page 25	9. In case if the bidder is proposing a COTS product for CPP solution, the bidder shall submit an undertaking as given at Annexure - 1.7.9.13.	This undertaking has also been asked for in the pre-qual proposal. Request you to remove the same from technical proposal	No change
74	2_Request for proposal Vol - II-signed, 3.2.3 Mandatory Compliance Criteria, page 31	1.9 Performance Bank Guarantee	We understand that the PBG has to be submitted by the successful bidder only after 15 days of notification of award of contract. Request you to remove this compliance from here	Refer Corrigendum 1

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
75	2_Request for proposal Vol - II- signed, 3.2.3 Mandatory Compliance Criteria, page 29	Technical Bid 1.7.1 Pre-Qualification Compliance; 1.7.2 Details of Bidder; 1.7.3 Financial Information of bidder; 1.7.9.1 Undertaking of not being black listed; 1.7.9.13 Undertaking on proposing COTS product for CPP solution (and associated forms); 1.7.10 Certifications	These Annexures have already been asked for under the pre-qual bid document, request that compliance for these annexures be moved under the pre-qual head.	Refer Corrigendum 1
76	2_Request for proposal Vol - II- signed, 3.2.5.1 Technical Evaluation, page 39	O&M - Proposed Manpower - 10	Please clarify whether the manpower required during the Implementation phase also has to be mentioned under this heading.	Yes
77	2_Request for proposal Vol - I signed, 13.4 SI's project team, page 55	project manager	request that the criteria of minimum 15 years of experience similar to envisaged in CPP be relaxed to 5 years	No change
78	2_Request for proposal Vol - I signed, 13.4 SI's project team, page 56	Solution architect	Request that the criteria of minimum 5 projects experience be relaxed to atleast 2 projects because at times the resource may have worked on the same project for a very long duration.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
79	2_Request for proposal Vol - II- signed - 3.2.5.1 Technical Evaluation Page 39	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.	Refer Corrigendum 1
80	2_Request for proposal Vol - II- signed- 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)	This statement shows that Bidders can propose indicative profiles. 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 We request that Bidders should be allowed to submit the Indicative profiles and Associates having equivalent profiles should get deployed during the project execution.	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
81	2_Request for proposal Vol - II- signed, 3.2.3 Mandatory Compliance Criteria, page 29 AND Vol II, 3.2.1 Technical Proposal Guidelines, page 25	1.2 List of Pre-Bid conference Participant; 1.3 Authorization for representation at bid opening; 1.4 Bid Covering Letter; 1.5 Details of Bidder AND 7. Technical proposal to include the covering letter as given at Annexure-1.4.	A) Please clarify whether the Annexures 1.2, 1.3,1.4, 1.5 have to be provided as part of the pre-qual document. B) Annexure 1.5 and Annexure 1.7.2 are same. Please remove one of these and confirm C) Please confirm whether the Annexure 1.4 Bid Covering Letter is to be included as part of the pre-qual document or the technical document, since there is a discrepancy between the sections 3.2.3 and 3.2.1	Refer Corrigendum 1
82	2_Request for proposal Vol - II- signed, 3.2.1 Technical Proposal Guidelines, page 25	10. The bidder is expected to submit all the undertakings as defined in Annexure - 1.7.9.	1.7.9.1 - undertaking for not being blacklisted ; and 1.7.9.13 Undertaking on proposing COTS product for CPP solution (and its associated Forms 1 to 4), has also been asked for under the pre-qual proposal. Request you to remove the same from technical proposal	Refer Corrigendum 1
83	2_Request for proposal Vol - II- signed, 3.2.1 Technical Proposal Guidelines, page 25	8. Technical proposal should contain all the required documents as per Annexure - 1.7	Annexure - 1.7 contains several documents / information (1.7.1, 1.7.2, 1.7.3, 1.7.10) which have already been asked for as part of the Pre-qualification proposal . Please clarify which documents / forms/ information should be covered as part of the technical proposal.	Refer Corrigendum 1

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
84	2_Request for proposal Vol - I signed - Annexure A, Section 6.3.1.1 First Payment (Page 181)	Point b) Identification using Aadhaar bio-metrics	<p>For the purpose of computation of volumes for Aadhaar based authentication, please clarify the following:</p> <ol style="list-style-type: none"> 1. Please clarify whether Aadhaar based Bio-metric authentication for identification is to be done for all 30 lakh pensioners as part of the annual Life Certificate identification process, through the proposed CPP system ? 2. From which all offices will the Aadhaar based Bio-metric authentication for Life certificate be carried out? 3. Please clarify if Aadhaar based verification of pensioners is envisaged for any processes, other than First pension payment and Annual Life Certificate. 	<ol style="list-style-type: none"> 1. All the pensioners shall be identified as part of Aadhaar based bio-metric authentication. 2. At all Service Centers 3. As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
85	2_Request for proposal Vol - I signed, 11.1.3.5 Aadhaar Authentication, page 32	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	1. We understand that only Aadhaar based authentication mechanism (using AUA / ASA) is required for pensioners, and no eKYC for pensioners (using KUA/KSA) is needed. Please confirm. 2. In case eKYC is required, please confirm at which stage in the pensioner's lifecycle is the eKYC required, i.e. when would CGDA need to fetch all demographic details including the photograph of the pensioner from the UIDAI database? 3. In case eKYC is required, at which locations would the eKYC facility be provided?	1. eKYC required as per functional scope provided in RFP and solution proposed by SI. 2. Details to be collected at the time of System study phase. 3. Service Centers
86	2_Request for proposal Vol - I signed, 19.8 Estimated Number of Users, page 101	Back office portal (Head of offices) 600 (Concurrency 5%) - (Concurrency 2%)	Please clarify whether the concurrency to be considered is 5% or 2%	Refer Corrigendum 1 2%
87	Volume II, 1.8.7 Change Requests, page 108	A. Minimum Man months 500	1. Please confirm whether the intent of quoting a blended rate is only for the purpose of calculation of cost of changes or is there a capping of 500 MM on the change request also? 2. We understand that these Change Request rates will be applicable once the limit of "10% of MM effort of CPP application" as mentioned under Section 13.9 Change Request of Vol I, has been exhausted. Please confirm	1. The cost of 500 manmonths is to be included in the total project cost. The same rate shall be applicable on further change requests, if any. 2. Yes

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
88	Volume I, 16 Implementation approach, page 84	<ol style="list-style-type: none"> 1. All documentation related to Stage 2 submitted by SI and accepted by DAD 2. All required functional points of Stage 2 modules deployed by SI 3. Submission of training completion report for Stage 2 by SI and acceptance by DAD. 4. Successful completion of UAT, including closure of observations, bugs, etc. Stage 2- Stabilization	<ol style="list-style-type: none"> 1. We understand that all functional modules of CPP application need to be developed and delivered as part of Stage 1, and we understand that Stage 2 is only for data migration. Please confirm if this understanding is correct. 2. In case Stage 2 is only for migration, please specify the need for UAT. Will this mean that multiple UATs are to be carried out? 3. What will Stabilization of Stage-2 comprise? 	<ol style="list-style-type: none"> 1. Yes 2. As per Section 16 of RFP volume I. 3. As per Section 16 of RFP volume I.
89	Volume I - Annexure A, 6 -To Be Processes	General - Sizing related query	For the purpose of computation of Storage sizing, please clarify the following: <ol style="list-style-type: none"> 1. The approximate no. of vouchers that are prepared in one month for making the pension payment to all 30 lakh pensioners 2. What would be approx. record size of each voucher? 3. If Monthly pension payment is done through Banks, will monthly payment vouchers be prepared in the CPP application 	As per the solution proposed.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
90	Volume I - Annexure A, 6 -To Be Processes	General - Sizing related query	<p>For the purpose of computation of Storage sizing, please clarify the following:</p> <ol style="list-style-type: none"> 1. For the estimated 85,000 pensioners retiring in every year, can the no. of pensioners retiring per month be considered uniform / near to uniform all the year? 2. For first pension payment, will the payment to the retiring pensioner be done through the Pay and Accounts Office? 3. In the above case, will individual bill and voucher be prepared for each retiring pensioner? 4. What additional documents like DCRG order, CVP order etc are generated for the retiring pensioners? 5. What would be approx size of a record? 	Refer RFP
91	Volume I - Annexure A, 6 -To Be Processes	General - Sizing related query	<p>For the purpose of computation of Storage sizing, please clarify the following:</p> <ol style="list-style-type: none"> 1. What is the approx count of challans that are prepared from the application whenever any refunds is made by the pensioner? 2. What would be approx size of a challan record? 	Refer RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
92	Volume I - Annexure A, 6 -To Be Processes	General - Sizing related query	For the purpose of computation of Storage sizing, please clarify the following: 1. What is the approximate count of attachments getting uploaded along with each new Pension claim form? 2. How many mandatory attachments are to be uploaded with each new Pension claim form? 3. What is the approx. size of attachments for each new Claim case?	Refer RFP
93	Volume I - Annexure A, 6 -To Be Processes	General - Sizing related query	1. payslip for how many months is expected to be readily made available for the pensioner for viewing on the CPP portal? 2. Can this be limited to maximum 3 Months, after which it can be mandated for a the pensioner to submit a service request?	Refer Section 8 of Annexure A of RFP volume I.
94	Volume I - Annexure A, 6 -To Be Processes	General - Sizing related query	For the purpose of computation of server and Storage sizing, please provide details of the expected transaction volumes for different types of transactions (e.g. vouchers, challans etc) and the year on year growth expected for each type of transaction.	Refer RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
95	Volume I - Annexure A, 6 -To Be Processes	External Integration	<p>1. Please clarify whether the payment to beneficiaries would be only through SBI CMP from the time of rollout of the CPP application</p> <p>2. OR is there a requirement for integration with other Banks also? If so with how many Banks?</p> <p>3. If integration is needed with other Banks for obtaining the Scroll for reconciliation, will this integration be through SFTP i.e. Both entities placing the file for data transfer over the SFTP server?</p>	All payments to the pensioners would be through single interface i.e. SBI CMP.
96	Volume I - Annexure A, 6.10, page 209	6.10 DAK Management	<p>1) Please specify the number of documents and average size of the each document which will be scanned and uploaded in the Dak Management.</p> <p>2) Kindly provide the types of Dak which will be uploaded in the DMS.</p> <p>3) Please specify the number of Daks which will get inwards in a year / month / day.</p>	Refer Section 6.10.1 of Annexure A RFP Volume I.
97	Volume I, Section 13.2.5.5, Page No : 55	13.2.5.5 Master Trainer Training	We understand that each training session will be of 2-3Hrs in a day. Please confirm our understanding	As per training plan formulated by SI and approved by DAD.
98	Volume I, Section 13.2.5.5, Page No : 55	13.2.5.5 Master Trainer Training	We understand that the training will be provided to the internal employees of CGDA only and not to any external stakeholders. Please confirm.	To the project stakeholders

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
99	Volume I, Section 13.3, Page No : 55	13.3 Onsite handholding support at various locations As part of the scope of work, the SI needs to provide handholding services for a period of 6 months from the start of O&M phase at the following locations:	We understand that SI will provide support for 6 months after GO LIVE to DAD CPP users i.e internal users only. Please confirm our understanding.	To the project stakeholders except pensioners.
100	Volume I, Section 13.3, Page No : 55	13.3 Onsite handholding support at various locations As part of the scope of work, the SI needs to provide handholding services for a period of 6 months from the start of O&M phase at the following locations:	1. We understand that no training and support on the CPP solution is to be provided by the SI to the personnel manning the Service Centers at Sainik Boards, Welfare Center, Banks, Post offices etc. Please confirm our understanding. 2. In case training to Service Center users is part of the scope, please specify the duration and batches. 3. We understand that separate no training and support on the CPP solution is to be provided to the personnel running the National Contact Center. Is this understanding correct?	1. Refer Section 13.2.5 and 13.2.6 of RFP Volume I.
101	Volume I - Annexure A, Page No : 274	Application Integration	We understand that proposed solution will be integrated with SBI CMP, SMS Gateway and Email Server only. Please confirm our understanding that integration with no other system is required	As per RFP
102	Volume I - Annexure A, Page No : 277, Section 8.15	The application should be portable with iOS , Android and Windows	Please confirm that CGDA will be responsible for hosting of the iOS App on the Apple Store and will also bear the cost for the same.	Yes

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
103	General		We understand that SI can follow the onsite and offshore model for the implementation of the solution where Onsite will be based at CGDA Office while the Offshore technical team will be the SI Development center Office. Please confirm our understanding	As per RFP
104	Volume I - Annexure B, Page No : 78	Document Management System	1) Please provide the approximate size of a document to be uploaded in the system 2) Please provide the number of documents which will be stored in a year / month / day	Refer RFP
105	Volume I - Annexure B, Page No : 68	Business Process Management Software	Please specify the number of users who would be accessing the BPM solution.	Refer RFP
106	Volume I, 12.3, Security, page 48	d) Database Masking	Please provide the use case for data masking	Refer RFP
107	Volume I, 13.2 Training, page 52	SI needs to conduct the training before Go-Live of each phase separately.	Our understanding is that the CPP application will be developed completely in a single phase 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 RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
108	Volume I, 11.1.3.5 Aadhaar Authentication, Pg. 32	3. Fusion Finger Authentication should be included which will result in higher accept rate of Biometric Authentication 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 clarify what the bidder is expected to deliver in this?	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
109	<p>Volume II, section 1.7.9.13 Undertaking on proposing COTS product for CPP solution, page 89</p> <p>AND</p> <p>Volume II, 1.7.1 Pre-Qualification Compliance, page 61</p>	<p>2. <<Bidders justification for exclusion of Open Source Software - to be filled in by bidder>></p> <p>AND</p> <p>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</p>	<p>The undertaking Annexure : 1.7.9.13 also has additional forms</p> <p>a) Organization/Company Details (Form 1)</p> <p>b) Financial information (Form 2)</p> <p>c) Undertaking by COTS OEM (Form 3)</p> <p>d) Central/state government/PSU COTS product implementation experience (Form 4)</p> <p>The Form 3 has the following clause "4. We hereby declare that the number of COTS core users for our COTS product <name> is at least 30,000 across the globe. This number does not include users of Employee Self Service."</p> <p>1. This clause can't be applicable for hardware, hence request the RFP clause to be modified as "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 Software components offered as a part of this project. Annexure : 1.7.9.13"</p> <p>2. We understand that this undertaking Annexure : 1.7.9.13 and the associated forms have to be provided only for the Document management System being proposed. Please confirm.</p>	<p>1. Form 3 applicable for S/w components.</p> <p>2. Undertaking Annexure : 1.7.9.13 to be submitted for all the proposed COTS products.</p>
110	<p>Volume II, section 1.7.9.13 Undertaking on proposing COTS product for CPP solution, page 89</p>	<p>d) Central/state government/PSU COTS product implementation experience (Form 4)</p>	<p>Please confirm that implementation experience can be given by SI/OEM.</p>	<p>Yes</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
111	Section 5 - page 53	Database solution should have advanced row compression technique that uses two levels of compression dictionaries (table-level and page/Row level)to improve compression ratios, particularly as data changes	Kindly remove. Row level or table level compression will result in slow DML execution. There are many other ways to deal with archive data. Mentioned specification seems to be qualifying only for specific RDBMS. This will not allow open source and open source based cost effective but equally competent RDBMS to be able to participate and to lower over-all cost of project.	No change
112	Section 6 - page 53	Database solution should provide temp table and index level compression with optimizer choosing the best algorithm.	Kindly Remove. Compression will result in slow DML execution. Mentioned specification seems to be qualifying only for specific RDBMS. This will not allow open source and open source based cost effective but equally competent RDBMS to be able to participate and to lower over-all cost of project.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
113	Para 7 - page 53	To increase ability to meet SLAs database solution should have capability to prioritize access to hot data and It should be able to automatically move and balance the data between different storage groups. Above said capability should be available with all types of file systems.	<p>Kindly Remove.</p> <p>Moving data from different storage group to get higher priority to get access is a limitation of the database not the feature. Row data shifting to different group will use unnecessary CPU, IO and memory. There are many other database features to get faster data (Partitioning, indexing, filtering, grouping).</p> <p>Effective database design also plays a very important part in it. Mentioned specification seems to be qualifying only for specific RDBMS. This will not allow open source and open source based cost effective but equally competent RDBMS to be able to participate and to lower over-all cost of project.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
114	Para 12 - page 54	RDBMS should support 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.	<p>The specification is proprietary in nature and provides only selected RDBMS product to be able to qualify. Requesting to remove this clause from the Database and RDBMS specifications wherever applicable in the RFP.</p> <p>Mentioned specification seems to be qualifying only for specific RDBMS. This will not allow open source and open source based cost effective but equally competent RDBMS to be able to participate and to lower over-all cost of project.</p>	No change
115	Para 19 - page 55	RDBMS should have ability to service concurrent multiple read and write requests without the need of building separate replicated environments. Also, it can handle deadlock situations.	<p>The specification is proprietary in nature and provides only selected RDBMS product to be able to qualify. Requesting to remove this clause from the Database and RDBMS specifications wherever applicable in the RFP.</p> <p>Mentioned specification seems to be qualifying only for specific RDBMS. This will not allow open source and open source based cost effective but equally competent RDBMS to be able to participate and to lower over-all cost of project.</p>	No change
116	Para 29 - page 56	For the compliance reason, Database solution should provide visibility of data at some point in the past.	Need more detail. Past data can be verify and seen by restoring the backup. Please let us know whether If it is referring to over all system data related to performance, storage , OS data etc.	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
117	Vol-I - Page-80 / 14.2	Scope of Work	(1) Documents for scanning are in loose sheets or hard bind book state?	Refer RFP
118	Vol-I - Page-80 / 14.2	Scope of Work	(2) In case documents are in hard bind book state than is it allowed to unbind for the purpose of ADF scanning.	Refer RFP
119	Vol-I - Page-80 / 14.2	Scope of Work	(3) Please specify approx percentage of torn or mutilated documents from total volume.	Refer RFP
120	Vol-I - Page-80 / 14.2	Scope of Work	(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.	Refer RFP
121	Vol-I - Page-80 / 14.2	Scope of Work	(5) Please specify average characters per meta data field for to be scanned and already scanned documents.	Refer RFP
122	Vol-I - Page-80 / 14.2	Scope of Work	(6) It is assumed that metadata entry will be done in English language only. Please confirm.	Yes
123	Vol-I - Page-80 / 14.2	Scope of Work	(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.
124	Vol-I - Page-80 / 14.2	Scope of Work	(8) It is expected that unbinded documents (if allowed) for scanning will be re-bound by DAD.	Refer RFP
125	Vol-I - Page-80 / 14.2	Scope of Work	(9) Please specify project timeline for document scanning/digitization activity	Refer RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
126	Vol-I - Page-80 / 14.2	Scope of Work	(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.	As per RFP
127	Vol-I - Page-80 / 14.2	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.	As per RFP
128	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.	Yes
129	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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
130	<p>2_RFP Volume I - Annexure B signed</p> <p>3.5 Security Solutions</p> <p>2. IPS for Internet Zone</p> <p>4. IPS for Intranet Zone</p>	<p><u>Intrusion Prevention System</u></p> <p>We are suggesting <u>DEDICATED</u> Network Intrusion Prevention solution <u>(NOT PART OF FIREWALL OR UTM Module)</u>.</p> <p>As per the existing Specs, the RFP is allowing <u>Firewall/UTM vendors to position IPS solution which are having limited IPS technical capabilities in terms of security capabilities, performance parameters, functionality feature set etc.,</u></p> <p><u>Firewall/UTM blade software DDoS protection is NOT TRANSPARENT in TRUE sense.</u> <u>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!</u></p>	<p><u>SUGGESTED CLAUSE:</u></p> <p><u>Dedicated Network Intrusion Prevention System- Appliance based (not a part of Firewall or UTM blade).</u></p> <p><u>Routing-Switching, Network Firewall OEM should be different from NIPS OEM.</u></p> <p>NIPS OEM should have TAC based in India & should have Indian presence for more than 10 years.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
131	2_RFP Volume I - Annexure B signed NEW COMPONENT REQUEST	<p>Server Load Balancer:</p> <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 NOTand mention the below parameters:</p> <p><u>NG SLB Features include:</u></p> <p><u>1) Virtualization</u></p> <p><u>2) Application Performance Monitoring</u></p> <p><u>3) Web Performance Optimization</u></p> <p><u>4) Security</u></p> <p><u>5) Automation</u></p> <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 presense for more than 10 years.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
132	2_RFP Volume I - Annexure B signed NEW COMPONENT REQUEST	<p>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, Swiches, Firewall as well as App. Servers resulting in DC outage & UNAVAILABILITY of the DC services to the users.</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>SUGGESTION:</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: 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>	No change
133		The Following mentioned below security components to be bundled as single/multiple component mentioned in a tabular form.	Considering data center security architecture it is always recommended to use dedicated point security solutions in critical DC infrastructure to maintain desired SLA. Considering the sophistication of threats	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
134	3.5 Security Solutions (3.5.1 Enterprise Network Security) Page No. 100	1. Firewall for Internet Zone with SSL VPN	desired SEA. Considering the sophistication of threats UTM is not capable enough to secure critical infrastructure. Current clause will only encourage bidders to quote UTM solution having partial functionality with lesser effective rate of respective components. kindly add separate specification for IPS, Anti-APT and URL filtering components considering Gartner and NSS recognised vendors.	
135		2. IPS for Internet Zone		
136		3. Firewall for Intranet Zone		
137		4. IPS for Intranet Zone		
138		5. Application Security for Internet Zone		
139		6. Application Security for Intranet Zone		
140		7. URL filtering		
141		8. Anti-APT Solution with sand-boxing for Internet Zone		
142		9. Anti-APT Solution with sand-boxing for Intranet Zone		
143	3.5.5 HIPS Page no. 124	10. Should protect the end points even when they are off network.	In DC environment server are static considering network placement instead of roaming. Hence please remove this clause as the same is not relevant for servers.	No change
144	3.5.5 HIPS Page no. 124	14. HIPS should prevent external USB/CD/DVD drivers	Device control functionality is relevant for endpoint users having Laptop and Desktop. Hence please remove this clause as the same is not relevant for servers.	No change
145	Additional point		Endpoint and server security solution should be APT ready, capable of submitting malicious samples to onpremise Sandbox offered by same OEM for analysis of zero day threat without additional License on Endpoint.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
146	3.5 Security Solutions (3.5.1 Enterprise Network Security) Page No. 100	The Following mentioned below security components to be bundled as single/multiple component mentioned in a tabular form.	Considering data center security architecture it is always recommended to use dedicated point security solutions in critical DC infrastructure to maintain desired SLA.Considering the sophistication of threats UTM is not capable enough to secure critical infrastructure. Current clause will only encourage bidders to quote UTM solution having partial functionality with lesser effective rate of respective components. kindly add separate specification for IPS, Anti-APT and URL filtering componants considering Gartner and NSS recognised vendors.	No change
147		1. Firewall for Internet Zone with SSL VPN		
148		2. IPS for Internet Zone		
149		3. Firewall for Intranet Zone		
150		4. IPS for Intranet Zone		
151		5. Application Security for Internet Zone		
152		6. Application Security for Intranet Zone		
153		7. URL filtering		
154		8. Anti-APT Solution with sand-boxing for Internet Zone		
155		9. Anti-APT Solution with sand-boxing for Intranet Zone		
156	3.5.5 HIPS Page no. 124	10. Should protect the end points even when they are off network.	In DC environment server are static considering network placement instead of roaming. Hence please remove this clause as the same is not relevant for servers.	No change
157	3.5.5 HIPS Page no. 124	14. HIPS should prevent external USB/CD/DVD drivers	Device control functionality is relevant for endpoint users having Laptop and Desktop. Hence please remove this clause as the same is not relevant for servers.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
158	Additional point		Endpoint and server security solution should be APT ready, capable of submitting malicious samples to onpremise Sandbox offered by same OEM for analysis of zero day threat without additional License on Endpoint.	No change
159	Vol I - page 44 -	12.2 Hardware and system software	DR should be minimum 50% of DC in terms of compute A) 50% capacity is to be of primary instances in DC. Is this correct? B) Is HA required for DR ? C) Is HA required for EMS components? D) SLAs will not be applicable when CPP is operational from DR (DC 2). Is that understanding correct?	a. Yes b. No c. No d. No
160	Vol I - page 62	13.6 a)	a) SI shall implement the SLA Monitoring System to measure performance against each of the service levels listed under SLAs... The critical factor of SLA management is collection of metrics. As long as metrics collection is automated and secured from tampering, SLA reporting for compliance and compensation calculation can be implemented through custom built reports also. Is this understanding correct?	No. As per RFP Vol-I, Section 13.6; "The SI will customize a commercially available web-based SLA Monitoring Tool"

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
161	Vol I - page 66	13.8.3	<p>13.8.3 O & M for the licensed software</p> <p>We understand that conditions listed in this section applies to any open source software also. Please confirm that this understanding is correct.</p>	<p>Yes. All Open source software used must have OEM Enterprise (highest level)Support for Project duraton.</p>
162	Vol I - page 96		<p>IT Operational Analytics (Log Correlation & Analysis, Predictive Analytics)</p> <p>a) Predictive Analytics of IT Operational Analytics is a specialized area. Please provide detailed specifications or use cases so that right solution can be proposed.</p> <p>B) Is Operational Analytics required for both zones in Mini DC 1?</p>	<p>a. Predictive Analytics of IT Operational Analytics is limited only to EMS.</p> <p>b. Operational Analytics deployment should be as per EMS deployment plan. However EMS Tool on Intranet preferably should be used for both the Mini DCs Intranet zones. Similarly EMS Tool on Internet preferably should be used for both the Mini DCs Internet zones.</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
163	Vol I - Annexure A - page 221	7.6	<p>7.6 Data Analytics and Business Intelligence</p> <p>a) Is data warehouse for CPP to be proposed? B) Is there a need to propose tools for doing predictive analytics also? C) Please provide an approximation of current volume of master data and historical transactional data in various existing applications which will have to be imported into database of the new CPP system. D) Out of 50 BI users, please indicate how many users would be requiring ad-hoc report creation feature?</p>	<p>a. No</p> <p>b. No</p> <p>c. Profile Data of approximately 25 lakh Pensioners, which exists in database need to be imported in CPP database. Transaction data volume shall be decided at the time of System study. For details refer Migration Strategy provided at RFP.</p>
164	Vol I - Annexure A - page 277	8.15 Mobile App	<p>The mobile application functionality should work on both touch, non-touch and dual-input (slider keyboard) devices</p> <p>Please clarify "dual-input (slider-keyboard) devices.</p>	Mobile App should work on touch based Smart phones as well as non touch phones.
165	Vol I - Annexure A - page 258	6.5.1 Process Flow	<p>... the system will use combination of forecasting methods like Extrapolation of historical data and Regression Analysis...</p> <p>Are tools for regression analysis, statistical analysis required to be proposed? If yes, please provide how many users will use these tools?</p>	No.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
166	Vol I - Annexure A - page 7	Applications available on DAD WAN:	<p>All applications pertaining to Pension shall continue running from existing premises till the time CPP Application, planned to be developed under this RFP stabilises.</p> <p>From the list of existing applications given in section 9.2 of document 2_Request for proposal Vol - I signed.pdf, please mention which applications will be phased out when CPP stabilizes.</p>	Legacy modules: Sanction, Disbursement and Pension Portal.
167	Vol I - Annexure A - page 18	2.1.5 Enterprise Management System (EMS)	<p>NOC-SOC Integration (NSOC): It is planned to setup Network Operations Center (NOC) and Security Operations Center (SOC) for monitoring Services, Infrastructure & Security.</p> <p>a) Since the two zones are air-gapped, each zone in mini DC1 will have dedicated SIEM, EMS, Backup s/w, NOC and SOC. Is this understanding correct?</p> <p>B) are SIEM, EMS required for each zone in mini DC2 for CPP application?</p>	<p>a. Mini DC1 will have dedicated SIEM, EMS, Backup s/w and SOC.</p> <p>B. Yes.</p>
168	Vol I - Annexure B - page 20	2.2.1 Services & Data Availability Strategy	<p>All comprehensive Pension Package Services Recovery time objective (RTO) 2 hrs</p> <p>Is RTO 2 hours or 30 minutes? SLA # 3.5.8 mentions a figure of 30 minutes, whereas it is mentioned as 2 hours in this section.</p>	Refer corrigendum-1

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
169	Vol I - Annexure B - page 23	2.3 Security Solutions Summary	b) RDBMs based User credentials for external user Is RDBMS based user credential service for pensioners only, or is it also for HOD users and to external service center users?	All users external to DAD WAN i.e. Pensioners , HOO users and external service center users.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
170	Vol I - Annexure B - page 46	3	<p>Specifications</p> <p>a) RFP does not mention specific quadrant for Gartner Magic Quadrant report for DMS and BPM. This may result in products getting quoted which are either Open Source or from Niche quadrant. This exposes the project to issues & risks emanating from unavailability of premium support in India, under developed ecosystem, sparse availability of skills, over dependence on single vendor for execution & support etc.</p> <p>b) Our submission, thus, is that RFP should include clauses in evaluation criteria which scrutinize proposed DMS and BPM solution - whether open source or COTS, against such risks, and how those risks have been addressed by the bidder. Special emphasis should be on provision of premium support services which are at par with what has been mandated for OEM provided COTS products. This will not only ensure a level playing field for all bidders but also safeguard CGDA against delays during execution of the project.</p> <p>c) In addition, our submission is that RFP specifies a tiered approach of Gartner ranking, as illustrated below, for BPM and DMS.</p> <ul style="list-style-type: none"> - Proposed products should be from Leader's quadrant of Gartner Magic Quadrant ranking report. - Products from vendors in Challengers quadrant can 	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
171	Vol I - Annexure B - page 51	3.2.2 Ser#1	<p>Database & Mgmt. Server, Database security</p> <p>The RFP asks for an Operational Database Management System, which is in the Gartner's Leader's Magic Quadrant. However, some of the technical specifications describe the way the features are implemented in one of the OEM ODBMS products. These have been highlighted in subsequent queries</p> <p>Please clarify that CGDA requires all the functionality and security aspects to be met by the ODBMS products. As long as the same is achieved, CGDA should not insist that the internal implementation mechanism by different ODBMS OEM products in the Gartner Leader's MQ should be exactly the same, as described in various technical specifications in the RFP.</p>	No query asked.
172	2_Request for proposal Vol - I signed.pdf - page 48	Level of Security	<p>4e) Integrating Controls</p> <p>This requirement is not clear. Please provide details on what is implied by "Integrating Controls" feature of database.</p>	Subject reference is from ToBe part, which is indicative.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
173	2_Request for proposal Vol - I signed.pdf page 48	Level of Security	<p>4b) Column level encryption</p> <p>We understand that by this requirement, the feature requested is the ability to have user data encrypted (including encryption of the database backup) at rest. As long as solution is able to provide these levels of data encryption , the requirement to just have column level encryption may not be necessarily needed (as it may just be a subset of it). Please confirm if this understanding is correct.</p>	Confirmed.
174	2_Request for proposal Vol - I signed.pdf page 48	Level of Security	<p>4c) Support of external encryption over SSL</p> <p>We understand that the database should have the feature of supporting SSL based communication with applications. Is this understanding correct?</p>	Subject reference is from ToBe part, which is indicative.
175	Volume I - Annexure B -Page 49	#8, 3.1 General Specifications	<p>RPO should be equal to ZERO</p> <p>Achieving zero RPO requires near line data centers. Can we assume that the two near line backup sites (in CGDA HQs), each of which will only have storage and no other sw component, will be used for this purpose?</p>	<p>As per RFP, near Zero RPO is required.</p> <p>Two backup sites shall have SAN, which can be used to achieve near Zero RPO.</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
176	Volume I - Annexure B -Page 49	#9 a) , 3.1 General Specifications	<p>Replication: a) Configure RDBMS based replication (frequency: as on change) between the DC-1 and DC-2 for CPP Database</p> <p>Will replication path be: Mini DC1-> Near Line DC 1 -> Mini DC 2 (i.e. DR for CPP) ? If yes, then RDBMS based replication, as asked in this point # 9 (a) is redundant as data will get replicated through storage based replication. Please clarify</p>	SI need to propose Solution/ methodology, which delivers desired RPO.
177	Volume I - Annexure B -Page 52	3.2.2 Database & Mgmt. Server, Database security #10	<p>RDBMS should provide controls over who, when, where and how applications, data and databases should be accessed.</p> <p>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.</p>	Database activity monitoring is mandatory for the solution.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
178	Volume I - Annexure B -Page 52	3.2.2 Database & Mgmt. Server, Database security #12	<p>RDBMS should support 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.</p> <p>While the database proposed should have support for active-active cluster, 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.</p>	Active-Active clustering for databases of Pensioner Portal system and back office CPP system may be implemented in future, so RDBMS should support active-active clustering.
179	Volume I - Annexure B -Page 52	3.2.2 Database & Mgmt. Server, Database security #15	<p>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.</p> <p>By "...the tool can facilitate the media recovery", we understand that you imply recovery from a media containing the backup. Is this understanding correct?</p>	Yes.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
180	Volume I - Annexure B -Page 53	3.2.2 Database & Mgmt. Server, Database security #16	<p>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.</p> <p>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?</p>	Yes.
181	Volume I - Annexure B -Page 54	3.2.2 Database & Mgmt. Server, Database security #25	<p>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.</p> <p>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.</p>	Database activity monitoring is mandatory for the solution.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
182	Volume I - Annexure B -Page 63	3.2.4 Application Server #56	<p>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.</p> <p>By "...side-by-side/production redeployment..." we understand that this refers to deployment on to clusters. Is this understanding correct?</p>	No.
183	Volume I - Annexure B -Page 66	3.2.4 Application Server #93	<p>Multiple Security Configurations</p> <p>By multiple security coniguration, we understand that you imply implementing security configuration using OS, LDAP, DB etc.. Please confirm that our understanding is correct.</p>	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
184	Volume I - Annexure B -Page 71	3.2.5 Business Process Management Software #22	<p>BPM platform should conform to industry workflow standards like BPEL, BPMN2.0. It shall provide a web interface should not require any proprietary software to be installed on client machines.</p> <p>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.</p>	Yes.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
185	Volume I - Annexure B -Page 93	3.4.3 Dashboard & Reporting # 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>a. 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 such adapters/probes/connectors need to be proposed as part of this rfp. Please confirm if this understanding is correct.</p> <p>b. If these are required to be proposed, please specify quantities required.</p>	<p>a. Confirmed.</p> <p>B. No requirement at thi stage.</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
186	Volume I - Annexure B -Page 40	3.5.5 CPP Application availability on Internet	<p>3.5.5 CPP Application availability on Internet</p> <p>Measurement of CPP application availability shall require use of synthetic transactions, which execute without manual intervention. Since synthetic transactions can not work with 2 FA (which require manual key in of 2nd factor token), end to end application availability monitoring shall not be possible with 2 Factor based authentication. Hence we request that measurement of this SLA with only 1st factor authentication be acceptable.</p>	Measurement of this SLA with only 1st factor authentication is acceptable.
187	General query		Will pensioners request for documents which are stored in Document Management System of intranet zone?	DMS documents shall not be accessible by the Pensioner Portal directly. It shall be provided to the pensioners in offline mode based on the pensioner's request.
188	General Query		<p>a) Out of 50 business intelligence users, how many users will use advanced features like ad-hoc analysis.</p> <p>b) how many people expected to consume static or dynamic reports</p>	<p>a. 10%</p> <p>b. Static reports can be published from Application level. It need not to be from BI.</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
189	Volume 2 page 93	Form 3	<p>Undertaking by COTS OEM</p> <p>We submit that relevant paragraphs in the OEM undertaking Form 3, viz, Para 2 (warranty & support), 4 (30000 users), 5 (10 implementation partners), 7 (sizing) and 8 (implementation support) should be made applicable to all open-source software components, if offered by any SI</p> <p>This will ensure a level playing field for all OEMs/ bidders for the software products chosen by them for the solution</p>	No change
190	Volume 2 page 93	Form 3	<p>Undertaking by COTS OEM</p> <p>Our request for changes in the format are given in a separate worksheet</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
191	Experience in Scanning: PQ+TQ	<p>Experience in Scanning: PQ+TQ 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/Established Business Organization Projects: - One of the above projects should be for Central/State Govt./PSU. - Establish Business Organization qualifying below parameters: o Registered under Companies Act 2013 o Listed in Bombay Stock exchange Request you to modify the criteria to Should have Completed/on-going at least two scanning</p>	<p>Experience in Scanning: PQ+TQ 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/Established Business Organization Projects: - One of the above projects should be for Central/State Govt./PSU. - Establish Business Organization qualifying below parameters: o Registered under Companies Act 2013 o Listed in Bombay Stock exchange Request you to modify the criteria to 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 	Post scanning documents uploading in any software, document management system, repository shall be considered.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
192	2_Request for proposal Vol - I signed, Pg 65	p) It is clarified that changes in software, hardware and other infrastructure required as a result of any administrative, policy changes in the DAD processes, Changes in Pension Rules, Pension Revisions and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD.	Please modify the clause as - p) It is clarified that changes in software, hardware and other infrastructure required as a result of any administrative, policy changes in the DAD processes and workflow shall constitute change of 'Scope of Work' and need to be undertaken by SI at an additional cost to DAD.	No change
193	2_Request for proposal Vol - I signed, Pg 80	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 the clause 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 till Go-live. Failure to comply with may invite forfeiture of 'Performance Bank Guarantee' and any other terms and conditions of RFP. However any increase in the scope of work which is not agreed shall be on mutually agreed terms and conditions.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
194	2_Request for proposal Vol - I signed, Pg 80	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.	Please remove this Clause	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
195	2_Request for proposal Vol - II signed, Integrity Pact - Pg 116	<p>10) 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 shall entitle the Buyer to rescind the contract without payment of any compensation to the Bidder.</p>	Please remove this Clause	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
196	2_Request for proposal Vol - II signed, Integrity Pact - Pg 118	13. Examination of Books of Accounts 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 and shall extend all possible help for the purpose of such examination.	Please modify the clause as 13. Examination of Books of Accounts 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 related to the service of the Bidder and the Bidder shall provide necessary information of the relevant documents in English and shall extend all possible help for the purpose of such examination. However anything which is confidential finance data of the Bidder shall not be disclosed.	No change
197	2_Request for proposal Vol - III signed, Pg 67	b) All risk in and title to the Assets to be transferred / to be purchased by the DAD pursuant to this Article shall be transferred to DAD,	b) All risk in and title to the Assets to be transferred / to be purchased by the DAD pursuant to this Article shall be transferred to DAD, at the time of its delivery.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
198	2_Request for proposal Vol - III signed, Pg 67	<p>21.2 Initiation</p> <p>1. The provisions for Exit Management Services are invoked at least six months prior to the expiry of the Agreement or on the day of notice of termination in case of termination till the time exit management services are executed to the satisfaction of the DAD.</p>	<p>Please modify the clause as</p> <p>21.2 Initiation</p> <p>1. The provisions for Exit Management Services are invoked at least six months prior to the expiry of the Agreement or on the day of notice of termination in case of termination till the time exit management services are executed as per the agreed terms.</p>	No change
199	2_Request for proposal Vol - III signed, Pg 107	<p>17.2 Limitation of Liability</p> <p>1. 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.</p>	<p>Please modify the clause as</p> <p>17.2 Limitation of Liability</p> <p>1. SI's aggregate liability for actual damages shall not exceed the total amount paid to SI by DAD in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose); . 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.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
200	2_Request for proposal Vol - III signed, Pg 107	17.2 Limitation of Liability 2. SI shall not in any event be liable for any indirect or consequential damages, or for loss of profit, business, revenue, goodwill, anticipated savings or Data, or third party claims except with respect to bodily injury (including death) and damage to real and tangible personal property.	Please modify the clause as 2. SI shall not in any event be liable for any indirect or consequential damages, or for loss of profit, business, revenue, goodwill, anticipated savings or Data, or third party claims except with respect to bodily injury (including death).	No change
201	2_Request for proposal Vol - III signed, Pg 90	17.1 Third Party Claims 1. 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 negligence or wilful default in performance or non-performance under this Agreement.....	Please modify the clause as - 17.1 Third Party Claims 1. 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.....	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
202	2_Request for proposal Vol - III signed, Pg 67	<p>12.8.1 Asset condition prior to transfer</p> <p>1. In the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the DAD or its nominees.</p> <p>2. All risk in and title to the Assets to be transferred / to be purchased by the DAD pursuant to this Article shall be transferred to DAD, on the last day of the exit management period.</p>	<p>Please modify the clause as -</p> <p>12.8.1 Asset condition prior to transfer</p> <p>1. In the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the DAD or its nominees.</p> <p>2. All risk in and title to the Assets to be transferred / to be purchased by the DAD pursuant to this Article shall be transferred to DAD, on the delivery.</p>	No change
203	2_Request for proposal Vol - III signed, Pg 58	<p>9.6 Risks</p> <p>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.</p>	<p>Please modify the clause as -</p> <p>9.6 Risks</p> <p>Until delivery 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.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
204	2_Request for proposal Vol - III signed, Pg 57	9.4 Obligations during Termination Period 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.	Please modify the clause as - 9.4 Obligations during Termination Period 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.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
205	2_Request for proposal Vol - III signed, Pg 56	<p>9.1 Material Breach</p> <p>1. In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party (s). In case the Material Breach continues, after the notice period, DAD as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:</p>	<p>Please modify the clause as -</p> <p>9.1 Material Breach</p> <p>1. In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party (s). In case the Material Breach continues, after the notice period, DAD or SI as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
206	2_Request for proposal Vol - III signed, Pg 53	<p>8.3 Arbitration</p> <p>2. Any dispute between the parties as to matters arising pursuant to this contract, which cannot be settled amicably within thirty (30) days after receipt by one party of the other party's request for such amicable settlement, may be submitted by either party for settlement. If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of the Indian Arbitration and Conciliation Act of 1996 by a sole Arbitrator.</p> <p>a) The CGDA shall appoint an arbitrator for settlement of any dispute and difference of any kind whatsoever arising out of or in connection with the contract agreement that will be entered with, whether during the progress of the contract agreement or after completion.</p>	<p>Please modify the clause as -</p> <p>2. Any dispute between the parties as to matters arising pursuant to this contract, which cannot be settled amicably within thirty (30) days after receipt by one party of the other party's request for such amicable settlement, may be submitted by either party for settlement. If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of the Indian Arbitration and Conciliation Act of 1996 by a sole Arbitrator to be appointed mutually by the parties.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
207	2_Request for proposal Vol - III signed, Pg 43 Section 6.2 Compliance with Laws	2. 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 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.	Please modify the clause as - 2. 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.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
208	2_Request for proposal Vol - III signed, Pg 43 Section 6.2 Compliance with Laws	3. 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 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.	Please modify the clause as - 3. 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	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
209	2_Request for proposal Vol - III signed, Integrity Pact - Pg 33 Section 5.1 Representations and warranties....	14. It has complied with Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Agreement. Further, System Integrator warrants that it will comply, at its cost, with all applicable laws, rules, regulations, ordinances, and codes (including identifying and procuring required permits, certificates, approvals, and inspections). System Integrator warrants that it will comply with all privacy and data protection laws, rules, and regulations that are or that may in the future be applicable to the Services or to information relating to customers and employees of DAD.	14. It has complied with Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Agreement. Further, System Integrator warrants that it will comply, at its cost, with all applicable laws, rules, regulations, ordinances, and codes (including identifying and procuring required permits, certificates, approvals, and inspections). System Integrator warrants that it will comply with all applicable privacy and data protection laws, rules, and regulations that are or that may in the future be applicable to the Services or to information relating to customers and employees of DAD.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
210	2_Request for proposal Vol - III signed,Pg 30	<p>4.5.3 Expiry of this Agreement</p> <p>In the event of the expiry of this Agreement, DAD shall retain the Performance Bank Guarantee till their validity period. Subsequently, the Performance Bank Guarantee shall be released provided an agency appointed by DAD certifies and DAD accepts that the handing over procedure as stated in Exit Management Schedule has been duly complied with. In the event that the compliance is not completed, the Performance Bank Guarantee shall be invoked and the amount appropriated and forfeited. 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.</p>	<p>Please modify the clause as</p> <p>4.5.3 Expiry of this Agreement</p> <p>In the event of the expiry of this Agreement, DAD shall retain the Performance Bank Guarantee till their validity period. Subsequently, the Performance Bank Guarantee shall be released provided that the handing over procedure as stated and agreed in Exit Management Schedule has been duly complied with. In the event that the compliance is not completed, the Performance Bank Guarantee shall be invoked and the amount appropriated and forfeited. 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.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
211	2_Request for proposal Vol - III signed, Pg 29	<p>4.4 Liquidated Damages</p> <p>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.</p>	<p>4.4 Liquidated Damages</p> <p>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 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.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
212	2_Request for proposal Vol - III signed, Pg 26	<p>4.1 Terms of Payment</p> <p>4. 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.</p>	<p>Please modify the clause as</p> <p>4.1 Terms of Payment</p> <p>4. 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 excluding taxes which are addressed in this Clause.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
213	2_Request for proposal Vol - III signed, Pg 24	<p>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. 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.</p>	<p>Please modify the clause as 2.8 Extension of the agreement This Agreement may be extended by the parties for a further term of up to two years, in blocks of one year each, by giving written notice of at least three months prior to the expiration date of the Initial Term on mutually agreed terms. In no case, the extension of term beyond two years shall be given by DAD. 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.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
214	2_Request for proposal Vol - III signed, Pg 20	<p>2.1 Overview This Agreement shall operate as a legally binding Agreement for the Project specifying the terms which apply to the Parties under this Agreement, including but not limited to terms in relation to operate and maintain the System with commitment for delivering the solution/software and services specified under this Agreement in accordance with roles and responsibilities set herein for maximum total consideration of Rs.</p> <hr/> _____ inclusive of all taxes except VAT/CST and service tax (or any new statutory tax introduced by the Government replacing VAT/CST and service tax) which will be payable at the applicable rate from time to time.	<p>Please modify the clause as</p> <p>2.1 Overview This Agreement shall operate as a legally binding Agreement for the Project specifying the terms which apply to the Parties under this Agreement, including but not limited to terms in relation to operate and maintain the System with commitment for delivering the solution/software and services specified under this Agreement in accordance with roles and responsibilities set herein for maximum total consideration of Rs.</p> <hr/> _____ exclusive of all taxes except VAT/CST and service tax (or any new statutory tax introduced by the Government replacing VAT/CST and service tax) which will be payable at the applicable rate from time to time.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
215	2_Request for proposal Vol - II-signed. 3.2.5.1 Technical Evaluation, page 34	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 >= 300 Crore - 10 Marks >= 150 and < 300 Crore - 8 Marks >= 70 and < 150 Crore - 5 Marks	Considering the quantum of the project we suggest that the clause be modified as- 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 >= 1000 Crore - 10 Marks >= 500 and < 1000 Crore - 8 Marks >= 300 and < 500 Crore - 5 Marks	As per RFP
216	2_Request for proposal Vol - II-signed. 3.2.5.1 Technical Evaluation, page 34	Certification CMMi - Level 5 - 5 Marks CMMi - Level 4 - 4 Marks CMMi - Level 3 - 3 Marks	Please modify as Certification CMMi - Level 5 - 5 Marks CMMi - Level 4 - 3 Marks CMMi - Level 3 - 2 Marks	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
217	2_Request for proposal Vol - II- signed. 3.2.5.1 Technical Evaluation, page 34	<p>3. Experience in Application Development/Customization & Support:</p> <p>Completed/On Going Project(s) for Central/State Govt. /PSU in India of value more than 10 Crores in last 5 years.</p> <p>On Going Project</p> <p>Project should have been successfully gone Live and in Operations Phase for last one year</p> <p>The Projects must have following components</p> <p>1. Application development/ customization 2. Training service/Handholding services 3. Operation and maintenance services</p> <p>>= 3 projects - 10 2 projects - 8 1 project - 5</p>	Considering the quantum of the project we suggest that the project value should be increased to 30 crores	As per RFP

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218	2_Request for proposal Vol - II- signed. 3.2.5.1 Technical Evaluation, page 35	<p>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:</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 2013 o Listed in Bombay Stock exchange <p>On Going Project Data Center should be in Operations at least for one year The Projects scope should have 1. Hardware/System software/network components supply 2. Data Center Commissioning & Operations 3. Training service/Handholding</p> <p>>= 3 projects - 10 2 projects - 8 1 project - 5</p>	Considering the quantum of the project we suggest that the project value should be increased to 25 crores	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
219	2_Request for proposal Vol - II- signed. 3.2.5.1 Technical Evaluation, page 35	<p>6. Pension/Similar Nature Projects</p> <ul style="list-style-type: none"> • Completed/On Going One or more Project (s) for Central/State Govt. /PSU in India in last 5 years. • Project/phase containing Pension Sanction and Disbursement module should have gone successfully Live. Pension Sanction, Pension Revision & Disbursement - 10 marks Pension Sanction OR Pension/ Payroll Revision & Disbursement - 8 marks Any of the other similar nature Projects- 6 marks * Other similar nature projects: Claim Reimbursements, Financial Accounting/Core Banking, Insurance, PF/ EPFO Dept. Application, Income Tax Dept. Application, Treasuries Dept. Application, Excise Dept. Application. 	<p>Please split this into 2 separate sections as given below:</p> <p>1) Similar Nature Project - Pension Project Completed/On Going One or more Pension Project (s) for Central/State Govt. /PSU in India of more than 3 Lac pensioners in last 5 years. On Going Project Project should have been successfully gone Live and in Operations Phase for last one year Pension Sanction - 5 Marks Pension Disbursement - 5 Marks</p> <p>2) 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 >= 3 projects - 10 Marks 2 projects - 8 Marks 1 project - 5 Marks</p>	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
220	2_Request for proposal Vol - II-signed. 3.2.5.1 Technical Evaluation, page 35	New Addition	<p>Success of the proposed CPP project would be largely dependent on the success of the Portal interface available to pensioners Hence we request that CGDA should consider Bidder's Experience in Portal Development & Support as given below -</p> <p>Experience in Portal Development & Support Completed/On Going Project(s) for Central/State Govt. /PSU in India of value more than 50 Crores in last 5 years.</p> <p>On Going Project Project should have been successfully gone Live and in Operations Phase for last one year</p> <p>>= 5 projects - 10 Marks 3 projects - 8 Marks 2 projects - 5 Marks</p>	As per RFP
221	2_Request for proposal Vol - II-signed - Page 20	c) The Consortium can be opted for Hardware/Network components, Supply, Data Center Setup, Commissioning and Operations only	<p>As security of the defense personnel pension information is critical, we would suggest the following in order to strengthen it further:</p> <p>a) Data Center Operations and support services should be managed by Employees on the rolls of the bidder. b) Consortium should be opted for scanning and digitization services</p>	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
222	2_Request for proposal Vol - I- signed. page 77	k) SI need to provide the following minimum number of resources as Helpdesk agents Number of resources - Duration 4 resources - Initial two years from the date of go-live 2 resources - 3rd year onwards – for the remaining duration of the project	Since CGDA is looking to cater to the queries of around 30 lac users, hence we believe with the proposed strength it will be not be possible to manage the helpdesk smoothly. The mininum should be 10 resources as per standards for Helpdesk for the given user count.	External users i.e. pensioners queries shall be responded by the contact center, operated by CGDA.
223	2_Request for proposal Vol - I- signed, page 54	13.3 Onsite handholding support at various locations As part of the scope of work, the SI needs to provide handholding services for a period of 6 months from the start of O&M phase at the following locations: 1. Allahabad – 2 resources 2. New Delhi – 1 resource.	We believe onsite handholding should be provisioned for the entire duration of contract with 5-6 resources performing this activity.Hence please amend accordingly.	No change
224	2_RPF Volume I - Annexure B signed, Section - 3 Specifications	Reference to Gartner Magic Quadrant requirement under several product specifications	GFR 2017 Rule 144 clause (iii) states "where applicable, the technical specifications shall to the extent practicable, be based on the national technical regulations or recognized nartional standards or building codes, wherever such standards exist, and in there absence be based on the relevant international standards" Hence instead of mandating the requirement of gartner magic quadrant, the RFP should detail out the technical/functional specifications as per the proposed project requirements.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
225	2_Request for proposal Vol - II-signed. Page - 43	23. Any conditional bid would be rejected	This clause conflicts with the deviations clause.	No change
226	2_Request for proposal Vol - II-signed.section 1.10 Integrity Pact Page - 114	4.4 Integrity Pact 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 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.	Please remove the requirement of extra BG i.e. IPBG	No change
227	2_Request for proposal Vol - II-signed. Page -117	11. Fall Clause	Please remove this Clause	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
228	2_RFP Volume III - Annexure B C D signed - Page - 53	<p>2 Annexure C: Service level agreement</p> <p>3.6.7 Maximum Penalty to SI for the SLA The maximum penalty levied (from the calculated penalty) at any point of time on an additive basis in any quarter shall not exceed 15% of quarterly payments due to the System Integrator. This is applicable only for the Operation and Maintenance phase.</p>	<p>Please modify the clause as -</p> <p>2 Annexure C: Service level agreement</p> <p>3.6.7 Maximum Penalty to SI for the SLA The maximum penalty levied (from the calculated penalty) at any point of time on an additive basis in any quarter shall not exceed 5% of quarterly payments due to the System Integrator. This is applicable only for the Operation and Maintenance phase.</p>	No change
229	Vol II, 2.27 Repeat Or	CGDA reserves the right to increase the quantity upto 30% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule till 2 years from the date of contract signing.	30% range is too high. Pls modify the clause to be read as "CGDA reserves the right to increase the quantity upto10% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule till 2 years from the date of contract signing."	No change
230	Vol II, 3.3.1 Commercd	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 as per repeat order clause of the RFP.	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.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
231	Vol II, 3.3.1 Commercial	19.The bid shall include all taxes and levies 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.	No change
232	Vol II, 3.3.1 Commercial	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
233	Vol III,4.2 Invoicing and	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.	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 payment against the milestone must be released with 30 days of submission of invoice.	No change
234	Vol III,4.2 Invoicing and	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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
235	Vol III,4.2 Invoicing ar	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
236	Vol III 4.4 Liquidated	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
237	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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
238		Payment Terms	Kindly Revise the Payment terms for Project A as below: Description Milestone Project A MS1 MS2 MS3 MS4 Comprehensive Pension Package Development 30% 20% 20% 30% Mini Data Center 1 Phase I 80% 20% Mini Data Center 2 90% 10% Mini Data Center 1 Phase II 100%	No change
239	Vol III 24.2 Payment S	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
240	Vol III 24.2 Payment S	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 Peanlty must be defined separately.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
241	Vol I 15 Project Time	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.	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).	Content of RFP is incorrectly referred. Please read the referred section again.
242		General requirement: The OEM should fall in the Gartner's Leader's magic quadrant for Operational Database Management Systems.	The requirement is discriminatory and restrictive. We would like the RFP to be modified to allow OEMs like TmaxSoft to participate in the bid process by eliminating the leaders quadrant criteria.	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
243	CPP-RFP-Vol-II 24 of 122	<p>3.1 PQ Criteria ,Experience in Scanning Should have Completed/on-going at least two scanning Projects in India in last 5 years.</p> <p>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</p> <p>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</p>	Pl. allow this PQ criteria to be fulfilled thru a sub-contractor/consortium member. Scanning activity is generally outsourced by an SI.	In case of subcontracting scanning activity, the required credentials shall be submitted by the Sub-Contractor.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
244	CPP-RFP-Vol-II 35 of 122	3.2.5.1 Technical Evaluation, section A, point no.3,4 ,5 For point no. 3,4,5 Refer On Going project definition.	Request to amend the definition of on going project as undermentioned: On Going Project should have successfully gone Live for at least phase one of the project. Reason: On going projects do not officially move to O&M phase until the full project has gone live. There is no certifications issued for O&M by the customer until the complete project has gone live, though the O&M continues.	As per RFP
245	CPP-RFP-Vol-II Pg.45 of 122	3.3.2.1 Total Weighted Score a)Weightage of Technical Bid=0.70 Weightage for commercial bid=0.30 b)	Request to amend the Weightage of technical bid to 0.60 and commercial bid to 0.40. Reason - QCBS in 70:30 scenario gives advantage to the bidder , whereas CGDA will not benefit commercially. QCBS 60:40 is a very balanced scenario where CGDA will get quality as well as commercial advantage.	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
246	CPP-RFP-Vol-II 36 of 122	<p>3.2.5.1 Technical Evaluation, section A, point no.7</p> <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.</p> <p>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>	Pl. allow this criteria to be fulfilled thru a sub-contractor/consortium member. Scanning activity is generally outsourced by an SI.	In case of subcontracting scanning activity, the required credentials shall be submitted by the Sub-Contractor.
247	Vol-III	24.2.1 Payments during development & implementation phase	Request to increase on delivery payment for servers & licenses to at least 90%.	As per RFP
248	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 after deducting the necessary penalties.	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 EMS tool, however, it must be a system generated report.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
249		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.
250	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
251	CPP-RPF Volume I - Annexure B -signed 2.1.5 Enterprise Management System (EMS), Pg-15	it is envisaged that there is a critical need of a comprehensive enterprise level management solution.	Here it is asked to have comprehensive enterprise level management solution. Please clarify if it is expected from bidder to propose enterprise level EMS tool only or Can bidder consider low cost tool as well to meet the requirement.?	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
252	CPP-RPF Volume I - Annexure B -signed 2.1.5 Enterprise Management System (EMS), Pg-17	To address these requirements, an Enterprise Management System software is needed, which will discover, store & monitor the infrastructure (tapping points, network elements, servers, database and applications) and there inter-relationship for comprehensive impact analysis. Also, it will help our environment to do cross domain root cause analysis, across the Mini Data Center, element managers, security management system, etc.	In this requirement, is it expected to discover application dependancy mapping and relationship as well ? Please clarify.	As per RFP
253	CPP-RPF Volume I - Annexure B -signed 3.5.1 Application Performance Management, Pg-91	4. Should have capability to monitor the third-party applications without any source code change requirements.	Please remove this specs as it is open term which can not be met by any OEM. Either clarify what all 3rd party application needs to be monitored and what would be 3rd party application platform or remove this point.	As per RFP
254	CPP-RPF Volume I - Annexure B -signed 3.5.2 Server Monitoring, Pg-94	7. EMS must support the backup server concept, which enables switching management responsibility from one management center to another in case of system failure. This eliminates single points of failure in the management system	Is it expected to have HA & DR instance of all EMS tools? Or only functionality should be supported? Please clarify.	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
255	CPP-RPF Volume I - Annexure B -signed 3.5.3 Dashboard & Reporting, Pg-100	18. Reports can be published in HTML, PDF, Word, and Excel formats.	In most EMS tools, HTML, PDF & Excel/CSV format is supported. Please remove the Word format in this point.	As per RFP
256	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 ?	As per RFP
257	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.	<p>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?</p> <p>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.</p> <p>Consequently it is not possible to have a unified view . Therefore it is not possible to automatically calculate the overall penalty for the project.</p>	<p>Yes.</p> <p>SLA monitoring tool: SI need to propose the feasible quantity for the environment.</p> <p>However Penalty has to be calculated.</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
258		Service Level Requirement - 3. Security and EMS tools at both Mini Data Centers		No Query
259		2.5 Training pg-26 of corrig		No Query
260		General Query		No Query
261		2.14 Patch management on pg-50 of corrig		No Query
262			E-mail solution: The clarity for email solution is required . What are the new number of user mailboxes needs to be considered. We understand that new open source email solution is being requested here	- Number of mail boxes to be defined - 20 approx - SI need to propose
263			Directory services: We understand that nay open source LDAP or MS AD can be considered for directory services. it is requested to share total number of users and organization units required to do sizing for solution.	As per RFP
264			please clarify, For domain name resolution DNS services some existing DNS will be considered or new DNS server need to be considered	Existing
265			kindly share more details for delivery time lines. more clarity to 50% deployment of DC 1 is required in terms how hardware will be considered 50%. Is there any specific piece of application (say 50%) will rolled out in phase 1	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
266			We understand DC applications will be deployed in HA mode, and DR will be considered as 50% of DC i.e. in NON HA mode. Please clarify	As per RFP
267			Do CGDA needs Bidder to propose DR Automation and monitoring solution to be capable of automate the DR scenarios	As per RFP
268		AS per the RFP we need to maintain the Uptime of 99.9% per quarter and all the devices to hosted in the BSNL Data center in Faridabad and Mumbai. To achieve the same in the hosted environment we require the solution mentioned here	1. IP PDU in each and every racks. 2. Temperature and humidity sensor in each rack.3. Access Control system at Rack level or Cage level.4. Caging for the racks to do the physical separation. 5. Cameras to in the front and back of the racks 6. DCIM software to manage the IPDU, Cameras, Access devices and sensors. Quarterly/Half yearly audit/visit to verify the parameters of cooling, power and physical security and safety devices are performing as per the SLA offered	SI need to decide and propose as per industry best practices.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
269	Volume - 1, 12 Project A – Mini Data Center, Page-41	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 IT Infrastructure, is sizing of various network component which is included Core Switches, WAN Routers and load balancer etc. with access network to build a Mini Data center. Is it same understanding or we need to use the existing switches/router for connectivity.	As per RFP
270	Volume - 1, Annexure - B, Page 12	1. Separate Zones for Internet and Intranet users. Inter-connecting link between two Zones shall be physically separated.	Please share the Internet router specification as per given diagram	Information need to be collected from BSNL authorities. Contact details are provided in RFP.
271	Volume - 1, Annexure - B, Backup / Upgrade / Redundancy / High Availability Page 141	53. The proposed solution should have the ability to support auto load balancing and active- active high availability (HA) out-of-the-box to cater for current requirements and future expansion.	Can we propose separate Physical/Virtual load balancer for this requirement as part of Solution	As per RFP
272	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 RFP
273	10.2 Project B, Vol 1		Is documents are printed or hand written? How many approximate characters are there in each page	Refer RFP
274	10.2 Project B, Vol 1		Please share a sample page for reference	Can be examined by visiting PCDA (P), Allahabad office with prior appointment from the department.
275	10.2 Project B, Vol 1		Is there any requirement of Zone Mapping, OCR, ICR?	As per RFP

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276	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 volumne, per unit rate will be considered for additional volumne on pro-rata basis.	Extra pages shall be paid as per the scanning rate quoted by the SI in commercial bid.
277	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
278	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
279	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	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
280	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 arrange Desktop/laptops for data entry as per RFP.
281	19.6, Vol 1	19.6 BoM - Data entry	As per our understanding it is separate scope and it not metadata entry of 7 crore and 11 lakh records. Please confirm.	Yes.
282	19.6, Vol 1	19.6 BoM - Data entry	Do we need to perform metadata entry from scanned images or from physical documents	SI need to decide.
283	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 ?	No. of pensioners
284	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
285	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 DAD before starting of scanning activity.
286	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.
287	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 ?	Average 20 Alphnumeric charaters per Field.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
288	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
289	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 RFP
290	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
291	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.
292	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.
293	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
294	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.
295	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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
296	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 than 10 users) for R1 impact.	Impact on business process shall prevail.
297	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
298	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 1000) 2. For Each R2 = 4 X Per hour Penalty (The Penalty per hour is INR 500) 3. For Each R3 = 1 X Per hour Penalty (The Penalty per hour is INR 250)	No change
299	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.	As per RFP
300	Vol - I Page No.84	Project Timelines	As per the project timeline DC1 & DC2 Setup is happening at month 7 and CPP development starting from month 4 after the system study. On which server the development & testing happen in this case.	Development shall be on SI's premise. Data Center 1 shall be available for UAT.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
301	Vol - I Page No.84	Project Timelines	As per the project timeline DC1 & DC2 Setup is happening at month 7 and CPP development starting from month 4 after the system study, where will the scanned documents will stored with the metadata.	One 10 TB SAN and one Entry level server (as specified in BOM) be positioned in advance for Scanning activity. During interim period the above server shall be positioned at CGDA HQ Server Room, New Delhi. The required bandwidth shall be provisioned by DAD for the interim period.
302	Vol-I - Page-80 / 14.2	Scope of Work	a) It is assumed that metadata entry relating to scanned documents shall be done in English language only. Please confirm. b) (7) On which page of the records, metadata entry information will be available like first page or specific page or any page.	a. Yes b. 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.
303	Vol-I - Page-80 / 14.2	Metadata entry (8-10 fields) of 11 Lakh already scanned records (average 20 Pages/ record) and uploading to DMS	Please specify details of already scanned records such as image format TIFF/PDF etc, scanned mode Color/BW and scanning DPI.	Refer RFP
304	Vol-I - Page-80 / 14.2	Scope of Work	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 and other relevant things.	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
305	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 3, Page 101	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
306	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 8, Page 102	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	Invalid reference
307	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 19, Page 104	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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
308	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 27 Page 105	The performance must be measured using Mini Data Center Environment with all Traffic enabled (not just internet traffic). The OEM must furinsh details of the testing methodology.	Please define Mini Datacenter Environment	Refer RFP
309	Volume I : Annexure B 3.6.1 Enterprise Network Firewall, Clause 30 Page 106	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 propososed both 1G and 10G interfaces are asked	No change
310	Volume I : Annexure B 3.5.4 DLP, Clause 14, Page 122	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 be protected and if allowed as exeption it needs to be encrypted to prevent Data Loss.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
311	Volume I : Annexure B 3.5.4 DLP, Clause 16, Page 123	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
312		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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
313		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
314		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
315		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 help in identifying the top risky users.	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
316		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
317	URL FILTERING Page 109, We suggested to have a separate Web and URL filtering solution instead of UTM.	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 intratnet and then propogate across the network.	No change
318		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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
319		New	<p>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 maintianing 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</p>	No change
320		New	<p>The solution should in the Gartners leaders and challengers in the 2016 Report.</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
321		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
322	CPP-RPF Volume I - Annexure B -signed / Clause 5, Page 100	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 agianst web related attacks including OWASP TOP 10. Request to have a dedicated section to include WAF as a separate security device requirement	As per RFP
323	CPP-RPF Volume I - Annexure B, Section 3.5.1, Page 102, Point no. 10	The admins must be able to view report on the CPU usage for management activities and CPU usage for other activities.	This is specific to one OEM kindly remove it	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
324	CPP-RPF Volume I - Annexure B, Page 103, Point no. 17	The proposed solution must support different actions in the policy such as deny, drop, reset client, reset server, and reset both client and server.	Every OEM has different option to allow or block policy Request to please modify the clause or ask for The proposed solution must support different actions in the policy such as allow and deny.	Ap per RFP
325	Volume 1 – Annexure – B/3.3.1 Anti-Virus, Antispyware/Page 107, Clause 10	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 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."	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
326	Volume 1 – Annexure – B/3.3.1 Anti-Virus, Antispyware	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 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.	No change
327	Volume 1 – Annexure – B/3.3.1 Anti-Virus, Antispyware	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
328	Volume 1 – Annexure – B/3.3.1 Anti-Virus, Antispyware	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
329	Volume 1 – Annexure – B/3.3.1 Anti-Virus, Antispyware	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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
330	Volume 1 – Annexure – B/3.5.3 SIEM/107	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 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>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
331	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 application layer DDoS attacks such as slowloris, RUDY and slow read attacks 10. Should be able to protect Cookie Poisoning and Cookie Tampering	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
332	Vol 1, Page 21 9.2 Existing IT Systems	Defense Pension Software Applications: The following In-house Applications related to Pension process are being used by DAD.	<p>a) Please clarify how these systems are planned to be migrated to the new solution to be proposed. Please provide a column indicating the following classification - To be retained/ To be replaced / To be retained & integrated / <other classification, if any></p> <p>b) Please also provide the migration requirements for systems to be replaced (the number of tables/ records & overall DB size) and integration requirements for those to be integrated (interface exposed, if any, data expected to be exchanged)</p> <p>c) Please clarify whether any parallel run to be planned if so please provide the requirements in terms of data sync expected etc.</p>	<p>a. SI need to collect further details on Legacy applications during system study phase.</p> <p>b. List of applications for data migration is provided in Section 11.1.5 Data migration of RFP Volume I.</p> <p>c. Refer RFP</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
333	Vol 1 Page 23	Other DAD Applications: DAD also uses following applications for non-Pension work areas. <Table>	<p>a) Our understanding is that these application details are given for information purposes and these are expected to be hosted in the Data Center 2. However The SI (Selected bidder) scope will be limited to the activities mentioned in section 12.2.2 (Mini Data Center-2) of Volume 1 of RFP (page 45-46) - That is unto setting up the data center h/w & system software including OS. The current part maintaining the legacy applications mentioned above will continue to maintain the same and will perform the migration to data center 2. Please confirm. If there are any change in understanding, please define the related scope as well (for example, if maintenance of the legacy applications are to be taken over, details such as current ticket volumes, SLAs for the same etc.).</p> <p>b) Also please confirm the understanding that the sizing for the data cater 2 will need to be done only based on the BOM for these applications provided in RFP.</p> <p>c) Please clarify whether any of this systems needs to be integrated (automated data exchange) with the proposed solution (CPP Application)? If yes, please provide the data exchange scenarios expected.</p>	<p>a. Yes b. Yes</p>
334	General	< Integration requirements with all existing & external systems>	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	Refer RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
335	General	< Migration & Retention requirements>	a) Please provide the complete data migration requirements: - Data from DB - No. of tables/ records, overall size, approx.. data quality rules to be defined, if any - Documents - No. of documents to be migrated & size. How much existing/ how much to be scanned - Data Entry requirements, if any - Approx. number of tables./ records/ fields - Whether historical data to be migrated, if yes, for how many years and what is the expectation in terms of storage (Application DB, Separate DB, Archive). b) What is the data retention policy - for how many years data to be kept in database?	SI need to collect further details at the time of system study.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
336	Vol 1 , page 45	Based on the current data, the envisaged number of transactions in the CPP solution is as follows:	<p>a) Though the number of pensioners etc. are defined in Annexure to volume 1, 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 (users accessing systems at the same instance) expected to access the system.</p> <p>b) Similarly, please provide the same details for external users.</p> <p>c) Please provide the above information for both the Web portal as well as the mobile channel.</p>	Refer RFP
337	Vol 1 - Page 28	3. Recommendations for Business Process Reengineering for the CPP applications/ services 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.	Our understanding is that a BPR activity is already carried out for the CPP requirements. Hence the functional scope & processes described in this RFP & its annexures are based on the report of the same. As part of the Requirement Analysis phase the selected bidder will only need to gather & analyze the details of the same and get it approved with CGDA. If there is any requirements which comes out, which are outside the scope defined in the RFP, the same will be considered as a change and handled via change management process - Please confirm.	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
338	<p>Vol 1 13.9, Page 80</p> <p>Vol 1 page 64, 13.8.2 Application Software Maintenance and support services</p> <p>Vol1, page 80 - 13.9 Change request</p>	<p>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>d) 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 priorities, perform any changes and upgrades to applications as requested by the DAD.</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>a) As mentioned in previous clarification, the changes from scope boundary defined in the RFP should be considered as a change, even if it is prior to SRS/ Design, as the estimations will be done based on the information & expectations defined in the RFP (Please understand that, it is not be possible to assume what can be added in expectation by the purchaser in future). This can be included to the cap of 10%, if that is finalized.</p> <p>b) By defining the cap of 10% change (due to functionality or performance above what is defined in the RFP), please note that the bidders will be forced to include a 10% buffer, which may not be utilized, depending on the volume of change. In such a scenario, won't that be better to ask for the quote and add a 10% buffer to the implementation time so that all will be compared equally and for a smooth execution later?</p> <p>c) Please note that in case of performance SLAs are changed there will be impact on hardware cost and software licenses, which have to be borne by CGDA. Please confirm.</p> <p>d) The implementation of these changes will be mutually decide, please confirm (There could be technically not feasible/viable requirements, especially, if we consider performance),</p> <p>e) Our understanding is that this cap is across engagement including the complete support &</p>	No change

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
339	Vol 3 - Annexure B C D, page 42 - 3.5.7	<p>The application response time at DC location should not exceed 3 Sec</p> <p>Penalty: Response time exceeds 3 sec – 0.1% per second per request of quarterly payment</p>	<p>a) This response time depends on the page size and per user bandwidth. Please define or allow SI to define as part of assumptions/ deviations. Suggest to have a 5 seconds response time for 50K page size.</p> <p>b) The penalty of 0.1 % for each additional second for each violation of quarterly payment is too high. Request to change to average response time measured in a quarter and to 0.01 % for each additional 3 seconds.</p>	As per RFP
340	Vol 3 - Annexure B C D, page 36 3.5.1 Team Mobilization Definition and Description Team mobilization	It is expected that the SI shall mobilize the team for commencement of work within 30 calendar days from the date of the signing of MSA.	Request to change this to 8 weeks	No change
341	24.2.2 Page 123 of Vol III	SLA Value achieved for the said Quarter = X%	Please define clearly how will X% be calculated? Is our understanding correct that this will be defined by deducting the penalty percentages for violated SLAs from 100%?	As per RFP
342	Vol 1, 13.8.6, Pg 69	13.8.6 System Administration, Maintenance & Management Services	<p>Please confirm whether 24X7 support is required for complete application maintained & support activity? Recommend to consider the actual need and define this for various levels of support and type of support required (on premise, offshore, On-call)</p> <p>Recommend to have L2 & L3 support to be 8 X 6. Please clarify.</p>	Refer Annexure BCD of RFP Volume III for further details.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
343	CPP-RPF Volume I - Annexure A-signed.pdf 8.15 Mobile App Page No. 277	<p>The application should be portable with iOS , Android and Windows</p> <p>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.</p>	<p>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.</p> <p>Please clarify for which platforms, the development to be done for, and make it mandatory so that all bidders will be compared equally.</p>	Refer Section 8.15 of Annexure A RFP Volume I.
344	CPP-RPF Volume I - Annexure A-signed.pdf 7.4 Mobile Apps Page No. 219	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.	<p>Which is the preferred way of mobile app development</p> <p>>> "Developed Once - Use for multiple platform" approach (i.e. Hybrid/Cross Platform Mobile App with all the required native features)</p> <p>or</p> <p>>>"Developed separately for each platform" (i.e. Native Mobile App) approach ?</p> <p>Please suggest.</p>	SI need to propose the best approach.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
345	Vol 1, page 82 - 15 Project Timelines	15 Project Timelines	Considering the about of development of functionalities and extensive requirement gathering needs, suggest to have the overall time line till roll out to be increased to 18 months. Comparing to the overall schedule, the UAT + STQC timelines (currently 6 months) seems to be higher in percentage - this may be reduced to 4 months,	No change
346	CPP-RPF Volume I - Annexure A-signed.pdf 8.15 Mobile App 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	a) 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. b) Please clarify the mandate/ preference for or reservation against open source products in case of all categories of COTS products asked for.	SI need to propose as per best practices.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
347	CPP-RFP-Vol-II_signed, Pg no. 70/1.7.4	<p>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.</p> <ol style="list-style-type: none"> 1. Client letter 2. Work order/contract copy 3. Completion/go-live certificate 4. Client email <p>The above document(s) should be duly certified by authorized signatory.</p>	<p>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.</p>	<p>Refer footnote of the table at 3.1 Pre-Qualification (PQ) Criteria of RFP Volume II.</p>
348	2_Request for proposal Vol - I signed, 11.1.5.2 Key data migration (legacy Pensioners) requirements, pg.38	<p>Based on the current data, the envisaged number of transactions in the CPP solution is as follows</p>	<p>Could you please provide projected volume of structured and unstructured data that needs to be managed in the proposed solution?</p>	<p>As per RFP</p>
349	2_Request for proposal Vol - I signed, 12.2.1 Mini Data Center-1, pg.43	<p>ii. Format unstructured data in other systems</p>	<p>Could you please specify the examples for other systems here? Also specify what kind of data formatting is expected on unstructured data.</p>	<p>As required for data migration into CPP application.</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
350	2_RFP Volume I - Annexure A signed, 7.6 Data Analytics and Business Intelligence, pg. 221	The intent is to expand the use of analytics, particularly insight from advanced analytics, to a broad range of consumers and non-traditional BI users — increasingly on mobile devices and deployed in the cloud.	Could you please specify whether a Big Data solution is envisioned for advanced analytics needs?	No
351	11.1 Comprehensive Pension Package	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 RFP
352	11.1 Comprehensive Pension Package	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	As per RFP
353	11.1 Comprehensive Pension Package	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
354	11.1.5.2 Key data migration (legacy Pensioners) requirements	d) Limited Data Cleansing and Transformation:	Please provide more details on the number of source systems with the table counts and volume for extraction	Refer RFP
355	11.1.5.2 Key data migration (legacy Pensioners) requirements	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.
356	11.1.5.2 Key data migration (legacy Pensioners) requirements	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 CPP Solution design.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
357	11.1.5.2 Key data migration (legacy Pensioners) requirements	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.
358	11.1.5.2 Key data migration (legacy Pensioners) requirements	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.
359	11.1.5.2 Key data migration (legacy Pensioners) requirements	Identify data cleansing needs and expectations	Is there a requirement for a real-time/near real-time or post facto data cleansing?	No
360	11.1.5 Data migration	Data Migration	Are there any requirement for application migration? Please provide more details	As per RFP
361	11.1.5 Data migration	Data Migration	What is the expected data volume of in initial history load from existing application source systems?	As per RFP
362	11.1.5 Data migration	Data Migration	SI assume that all the source system applications will be able to provide the historical data in readable format to be loaded into the staging platform.	Yes
363	11.1.5 Data migration	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
364	11.1.5 Data migration	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.
365	11.1.5 Data migration	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
366	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
367	General	Data governance	Currently is there any proactive monitoring mechanism for data exceptions?	No
368	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.
369	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
370	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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
371	General	Master data management	Are there any requirement on master data management?	No
372	General	Metadata management	Is Metadata management implementation part of scope? Please confirm.	As per scanning requirements.
373	11.1 Comprehensive Pension Package	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	No requirement of data warehouse for pension data and reports and dashboard separately.
374	11.1 Comprehensive Pension Package	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.	No
375	11.1.5.1 Indicative Migration methodology	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
376	11.1 Comprehensive Pension Package	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
377	11.1.5.2 Key data migration (legacy Pensioners) requirements	d) Limited Data Cleansing and Transformation:	How many tables to be considered as volume to be handled as part of ETL source systems?	SI need to collect further details at the time of system study.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
378	11.1.5.2 Key data migration (legacy Pensioners) requirements	d) Limited Data Cleansing and Transformation:	Is there a requirement on history retention and audit requirements.	As per RFP
379	11.1.5.2 Key data migration (legacy Pensioners) requirements	d) Limited Data Cleansing and Transformation:	Any data model available for the current implementation	SI need to collect further details at the time of system study.
380	11.1.5.2 Key data migration (legacy Pensioners) requirements	d) Limited Data Cleansing and Transformation:	Please share the detailed architecture of ETL tables and definitions for data extraction	SI need to collect further details at the time of system study.
381	11.1.5.2 Key data migration (legacy Pensioners) requirements	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)	SI need to collect further details at the time of system study.
382	11.1.5.2 Key data migration (legacy Pensioners) requirements	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?	Data cleansing activity is one time activity at the time of Data Migration. Details available in RFP.
383	11.1.5.2 Key data migration (legacy Pensioners) requirements	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
384	11.1.5.2 Key data migration (legacy Pensioners) requirements	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 need to propose as per best practices.
385	11.1.5.2 Key data migration (legacy Pensioners) requirements	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?	Data cleansing activity is one time activity at the time of Data Migration. Details available in RFP.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
386	11.1.5.2 Key data migration (legacy Pensioners) requirements	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.
387	11.1.5.2 Key data migration (legacy Pensioners) requirements	Identify data cleansing needs and expectations	Are there serious data gaps in today's scenario that need to be plugged as part of quality?	SI need to study at the time of system study phase.
388	11.1.5.2 Key data migration (legacy Pensioners) requirements	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
389	11.1.5.2 Key data migration (legacy Pensioners) requirements	Identify data cleansing needs and expectations	Please provide the Key Data Elements for which the data profiling to be done (with each source table)	As per RFP
390	13.8.15 Dashboard and reporting	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?	As per RFP
391	11.1.5 Data migration	Data Migration	What is the customer expectation on the OEM tool for ETL/DQ/data migration? Proprietary or Open source?	As per RFP
392	11.1.5 Data migration	Data Migration	Are the history data completely structured one or are there any migration of data for unstructured and semi structured data?	As per RFP
393	11.1.5 Data migration	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

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
394	11.1.3.2 E-mail solution for system generated content	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
395	11.1.3.2 E-mail solution for system generated content	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?	N/A
396	General	Data governance	Are there any requirement on data governance?	As per RFP
397	General	Real time data - CDC	Is there any requirement for real time data processing with ODS to be built? Please confirm	As per RFP
398	2_Request for proposal Vol - I signed	Compilation System is an in-house developed application of DAD, developed by DAD IT&S wing, which is being used for expense booking and MIS reports generation purpose. The application is centrally hosted at DAD, New Delhi. The application generates variety of reports for the purpose of Ministry, Accounts & Budget forecasting	Will the users consume reports through a Reporting Application? Or will the reports be embedded within other application (New Compilation System or any other)?	Solution has to provide output in a data interchangeable format, which can be uploaded/ pushed to New Compilation System. Its one way data transfer.
399			Are there any operational reports in requirement? If yes, please specify in detail.	
400			Whether the existing reports have to be migrated? If so, please specify the number of reports with complexity and other details.	
401	2_Request for proposal Vol - I signed	13.8.5 O&M services for the IT infrastructure at the Data Centers`	Please specify the type and configuration details of devices installed at DC. Will the report formats/template be provided?	Data Center means Mini Data Center 1 and 2 as specified in the RFP. Devices means all the assets being provisioned by the SI in these mini data centers.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
402	2_Request for proposal Vol - I signed	13.8.15 Dashboard and reporting The proposed system shall provide extensive reporting options to address the needs of all the levels of management (operations, middle level as well as top management).The system shall provide drill down options and alert facilities for the various levels of management to effectively control, monitor and review DAD operations.	Please specify the number of reports and dashboards to be generated with complexity level. (Simple, Medium and Complex)	Indicative list of MIS reports are provided in Annexure A RFP Volume I.
403			Please specify the types of alerts, recipients and mode of delivery, Whether any rule-based alerts required, etc.,	Indicative requirement is provided in RFP. Details to be collected by SI during system study phase.
404			What is the approxiamte number of users provisioned for analytics and business intelligence system? What is the y-o-y user growth rate? Will there be any role based dashbaords?	Refer RFP
405			Is dedicated landing page expected for each level?	As per solution proposed by SI
406			Could you please elaborate on options expected in extensive reporting.	As per RFP
407	2_Request for proposal Vol - I signed	13.8.15 Dashboard and reporting The different modules described above will have the necessary reports / outputs to meet the requirements of the transaction processes	Please provide the usage frequency of reports.	Details to be collected during system study phase.
408			What is the expected report output format?	Details to be collected during system study phase.
409			Are there any condition based reporting expected? If yes, will there be centralized definition or will it be user defined?	Details to be collected during system study phase.
410			Is Mobile BI required ? If yes, please provide the number of reports required and details of those reports. Who are the various stake holders, who will use mobile app for reports and dashboards?	No

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
411	2_RPF Volume I - Annexure A signed	As Organizations implement a more decentralized and bimodal governed data discovery approach to BI, users are also demanding access to self-service capabilities beyond data discovery and interactive visualization of IT-curated data sources.	Please specify the number of users who require self-service/ad-hoc capability.	As per RFP. Further details to be collected during system study phase.
412	2_RPF Volume I - Annexure A signed	8.17 MIS-Reports Sanction & Revision	49 reports mentioned under Sanction & Revision section are the MIS reports to be considered for development?	As per RFP. Further details to be collected during system study phase.
413	2_RPF Volume I - Annexure A signed	8.18 Analytics Analytics module should allow user to create and save a report/query using the ad hoc query interface. User should be able to open the saved report/query and enhance it.	Please elaborate on the level of enhancement capabilities expected here.	As per RFP. Further details to be collected during system study phase.
414	Business Intelligence (BI)	Generic	While proposing licenses, do we go for Perpetual licenses which would help beyond implementation and support or subscription based licenses.	SI need to understand the requirement provided in RFP and propose the appropriate solution.
415			Are there any analytical cubes expected to be built?	
416			Are there any metadata layers expected for reporting ? If yes, please specify in number.	
417			What are the other features expected from the BI system?	

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
418	Vol. 1, Page 31	d) SI shall submit the SRS document to the department within 2 months. In next one month SI has to take up the reviews and approval from the department. The acceptance of the SRS by DAD is necessary before proceeding to the next stage of the project.	There is no deemed acceptance mentioned. Please add that if no feedback received in 4 days then it will be deemed accepted.	No change
419	Vol.1, Page 32	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. The system integrator shall be responsible for procurement, supply, installation, configuration and maintenance of email solution for the project period.	In case DAD chooses new solution , only Migration will be in scope of bidder. Procurement , implementation of new solution will be out of scope. Pls confirm.	Yes
420	Vol III , Page 27	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.	Atleast , SRS should be considered as baseline document for the scope and once signed off , additional requirement need to be mutually agreed. Pls confirm	As per RFP

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
421	Vol 3, 14.3 SLA Reporting System Audit pg-76	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 after deducting the necessary penalties.	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 EMS tool, however, it must be a system generated report.
422	CPP-RPF Volume I - Annexure B -signed 2.1.5 Enterprise Management System (EMS), Pg-17	it is envisaged that there is a critical need of a comprehensive enterprise level management solution.	Here it is asked to have comprehensive enterprise level management solution. Please clarify if it is expected from bidder to propose enterprise level EMS tool only or Can bidder consider low cost tool as well to meet the requirement.?	Duplicate query
423	CPP-RPF Volume I - Annexure B -signed 2.1.5 Enterprise Management System (EMS), Pg-19	To address these requirements, an Enterprise Management System software is needed, which will discover, store & monitor the infrastructure (tapping points, network elements, servers, database and applications) and there inter-relationship for comprehensive impact analysis. Also, it will help our environment to do cross domain root cause analysis, across the Mini Data Center, element managers, security management system, etc.	In this requirement, is it expected to discover application dependancy mapping and relationship as well ? Please clarify.	Duplicate query

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
424	CPP-RPF Volume I - Annexure B -signed 3.4.1 Application Performance Management, Pg-87	4. Should have capability to monitor the third-party applications without any source code change requirements.	Please remove this specs as it is open term which can not be met by any OEM. Either clarify what all 3rd party application needs to be monitored and what would be 3rd party application platform or remove this point.	Duplicate query
425	CPP-RPF Volume I - Annexure B -signed 3.4.2 Server Monitoring, Pg-89	7. EMS must support the backup server concept, which enables switching management responsibility from one management center to another in case of system failure. This eliminates single points of failure in the management system	Is it expected to have HA & DR instance of all EMS tools? Or only functionality should be supported? Please clarify.	Duplicate query
426	CPP-RPF Volume I - Annexure B -signed 3.4.3 Dashboard & Reporting, Pg-94	14. Reports can be published in HTML, PDF, Word, and Excel formats.	In most EMS tools, HTML, PDF & Excel/CSV format is supported. Please remove the Word format in this point.	Duplicate query

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
427	<p>CPP-RFP-Vol-I_signed 13.6 Implementation of web-based SLA Monitoring Tool. Page 61</p>	<p>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.</p>	<p>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?</p> <p>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.</p> <p>Consequently it is not possible to have a unified view . Therefore it is not possible to automatically calculate the overall penalty for the project.</p>	<p>Duplicate query</p>
428	<p>CPP-RPF Volume I - Annexure B -signed 3.5.6 Patch management Pg-126</p>	<p>3.5.6 Patch management</p>	<p>1- is it expected to have separate patch management sol for both the DC. 2- Patch management is expected for servers only or do we need to consider desktop/laptops as well?</p>	<p>1. Single patch management solution to update servers on internal zone. 2. Only for servers.</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
429		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.	Duplicate query
430		General Query	How many end user are expected to access help desk application? This information is required for hardware sizing.	Refer RFP
431	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
432	Application Software Maintenance and support services (13.8.2/64) (Vol 1)	<p>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.</p> <p>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.</p>	<p>Bidder requests modification: -</p> <p>The SI shall be required to provide operational & maintenance services for Solution including, but not limited to, consisting of 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.</p> <p>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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
433	Application Software Maintenance and support services (13.8.2/65) (Vol 1)	<p>It is clarified that changes in software, hardware and other infrastructure required as a result of any administrative, policy changes in the DAD processes, Changes in Pension Rules, Pension Revisions 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 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.</p>	<p>Bidder requests modification: -</p> <p>It is clarified that changes in software, hardware and other infrastructure required as a result of any administrative, policy changes in the DAD processes, Changes in Pension Rules, Pension Revisions 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 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.</p>	No Change.
434	Warranty for IT Hardware (13.8.4/67)	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.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
435	Warranty for IT Hardware (13.8.4/68)	As per RFP	The extended warranty period is still embedded in Vol III of the RFP.	No Change.
436	Antivirus Solution Management (13.8.12/75)	<p>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 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>Bidder requests modification: -</p> <p>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 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>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
437	Change Request (13.9/80)	<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</p>	<p>Bidder requests modification: -</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 on mutual agreement of both parties 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 application.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
438	Vol 2 Earnest Money Deposit (2.3/8)	<p>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.</p> <p>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.</p>	<p>Bidder requests modification: -</p> <p>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.</p> <p>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.</p>	No Change.
439	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.	<p>Bidder requests modification: -</p> <p>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> depending upon project priorities vis-à-vis urgent commitments.</p>	No Change.
440	Vol 2 Bid Opening Session (2.17/15)	The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.	<p>Bidder requests modification: -</p> <p>The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations <u>which are not expressly carved out as deviations by the bidder.</u></p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
441	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 intentional 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 materially 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>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
442	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
443	Vol 2 Disqualification(2.23 /19)	<p>2. Non-compliance to the conditions of the bidding process</p> <p>f) The bidder qualifies their bid with their own conditions or assumptions</p> <p>4. Inability to respond in accordance with the bidding guidelines</p> <p>a) The successful bidder, invited to sign the agreement qualifies the letter of acceptance of the agreement with its own conditions.</p> <p>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.</p> <p>c) “Unfair trade” practices means supply of goods (computer hardware, software, printers, networking equipment, etc.) different from what is mentioned in the bid documents, and includes change of parts/components, use of refurbished/repaired/substandard/ duplicate parts instead of genuine new parts or change the specifications and/or make of the company for which the supply order was given by Purchaser.</p>	<p>Bidder requests modification: -</p> <p>2. Non-compliance to the conditions of the bidding process</p> <p>f) The bidder qualifies their bid with their own conditions or assumptions</p> <p>4. Inability to respond in accordance with the bidding guidelines</p> <p>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></p> <p>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.</p> <p>c) “Unfair trade” practices means <u>intentionally supplying</u> supply of goods (computer hardware, software, printers, networking equipment, etc.) <u>competely</u> different from what is mentioned in the bid documents, and includes change of parts/components, use of refurbished/repaired/substandard/ duplicate</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
444	Vol 2 Right to the Content of the Proposal (2.26/21)	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.	Bidder requests modification: - 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. <u>However, CGDA shall be bound by the confidentiality provisions expressly mentioned by the bidder in their proposal.</u>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
445	Vol 2 Pre- Qualification (PQ) Criteria (3.1(1)/22)	h) The sole responsibility under the contract would be that of the lead partner only. CGDA shall only correspond and hold the lead partner responsible for the execution of the project. i. The lead bidder will be liable for the entire scope of work and risks involved thereof ii. Liability of non-lead bidder is in the scope of work for which they are responsible, along with the lead bidder (the lead bidder still carries the liability for the entire scope of work)	Bidder requests modification: - h) The sole responsibility under the contract would be that of the lead partner only. CGDA shall only correspond and hold the lead partner responsible for the execution of the project. i. The lead bidder will be liable for the entire scope of work and risks involved thereof ii. Liability of non-lead bidder shall be restricted only to the is in the scope of work for which they are responsible, along with the lead bidder (the lead bidder still carries the liability for the entire scope of work)	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
446	Vol 2 Technical Proposal Guidelines (3.2.1/27)	<p>2. Bidders declared to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices by CGDA, shall not be eligible.</p> <p>3. Bidders whose EMD was forfeited by CGDA serious/grave grounds i.e. submission of false/forged/tampered/ fabricated/ manipulated documents/information at any occasion during last five years from the date of issue of RFP, shall not qualify.</p> <p>4. Breach of general or specific instructions for bidding, general and special conditions of contract with the Government of India in the past 5 years may make a firm ineligible to participate in the bidding process.</p>	<p>Bidder requests modification: -</p> <p>Bidders <u>who are, as on the date of submission of the bid,</u> declared to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices by CGDA, <u>shall not be eligible to participate for this opportunity.</u></p> <p>3. Bidders whose EMD was forfeited by CGDA <u>on</u> serious/grave grounds i.e. submission of false/forged/tampered/fabricated/manipulated documents/information at any occasion during last five years from the date of issue of RFP, shall not qualify <u>for the current tender process.</u></p> <p>4. Breach of general or specific instructions for bidding, general and special conditions of contract with the Government of India in the past 5 years may make a firm ineligible to participate in the bidding process.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
447	Vol 2 Technical Proposal Guidelines (3.2.1/29)	<p>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 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>15. Since a process can be described in different manners, the bidder should clearly understand that any possible variations in the processes during the Business Design phase from the way they are specified in this RFP should not be considered as deviations or extensions to the original process specifications.</p>	<p>Bidder requests modification: -</p> <p>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 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>15. Since a process can be described in different manners, the bidder should clearly understand that any possible variations in the processes during the Business Design phase from the way they are specified in this RFP should not be considered as deviations or extensions to the original process specifications.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
448	Vol 2 Commercial Proposal Guidelines (3.3.1/43)	<p>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 implementation and operationalization 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 as per repeat order clause of the RFP.</p>	<p>Bidder requests modification: -</p> <p>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 implementation and operationalization 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 as per repeat order clause of the RFP.</p>	No Change.
449	Commercial Proposal Guidelines (3.3.1/45)	25. Any conditional bid would be rejected	<p>Bidder requests modification: -</p> <p>25. Any conditional bid would be rejected</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
450	Commercial Proposal Guidelines (3.3.1/46)	No adjustment of the price quoted in the Commercial proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the agreement. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the agreement.	No adjustment of the price quoted in the Commercial proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the agreement. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the agreement.	No Change.
451	Commercial Proposal Guidelines (3.3.1/46)	30. All costs incurred due to delay of any sort, due to the reasons attributable to the bidder, shall be borne by the bidder.	Bidder requests modification: - 30. All costs incurred due to delay of any sort, due to the reasons attributable <u>solely</u> to the bidder, shall be borne by the bidder.	No Change.
452	Commercial Proposal Guidelines (3.3.1/46)	31. CGDA reserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames. 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	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	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
453	Vol 2 Confidentiality (3.4/47)	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 and upto two (2) years 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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
454	Vol 2 Fraud and Corrupt Practices (3.5(1)/46)	<p>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.</p> <p>In such an event, the Department shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.</p>	<p>Bidder requests modification: -</p> <p>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 a court of competent jurisdiction 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.</p> <p>In such an event, the Department shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
455	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.....	<p>Bidder requests modification: -</p> <p>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 a court of competent jurisdiction 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....</p> <p>Bidder also requests Customer to define the term 'Conflict of Interest'.</p>	No Change.
456	Vol 2 Notification of Award (4.2/49)	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.	<p>Bidder requests modification: -</p> <p>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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
457	Vol 2 Signing of Contract (4.3/50)	<p>c) Notwithstanding any delay in signing of agreement, upon acceptance of letter of intent the bidder shall commence work on the project.</p> <p>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 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>Bidder requests modification: -</p> <p>c) Notwithstanding any delay in signing of agreement, upon acceptance of letter of intent the bidder shall commence work on the project.</p> <p>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 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>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
458	Vol 2 Integrity Pact (4.4/51)	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.	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.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
459	Vol 2 Performance Guarantee (4.5/51)	<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 from the date of signing of the contract 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, <u>provided such completion of the project and/or Warranty period is attributable solely to the selected bidder.</u></p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
460	Vol 2 Failure to agree with the terms and conditions of the RFP (4.7/52)	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.	Bidder requests modification: - <u>Except for the provisions for which deviations have been submitted by the bidder, failure of the successful bidder to agree with all other provisions constituting</u> 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.	No Change.
461	Vol 2 Bespoke Development (4.9.2/53)	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.	Bidder requests modification: - 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.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
462	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 of infringement of any or all the rights mentioned above.	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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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
463	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>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</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,</u> We agree for unconditional acceptance of all the <u>other</u> 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 <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> <p>a) Comply to the <u>mutually agreed</u> requirements of this</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
464	Vol 2 Undertaking of not being blacklisted (1.7.9.1/77)	We confirm that our company is not blacklisted in any manner whatsoever by any State Government, Central Government or any other Public sector undertaking or a Corporation or any other Autonomous organization of Central or State Government as on Bid submission date.	Bidder requests modification: - We confirm that our company is not blacklisted in any manner whatsoever by any State Government, Central Government or any other Public sector undertaking or a Corporation or any other Autonomous organization of Central or State Government as on Bid submission date.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
465	Vol 2 Undertaking on Patent Rights (1.7.9.2/78)	<p>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.</p> <p>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 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</p>	<p>Bidder requests modification: -</p> <p>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.</p> <p>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 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>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
466	Vol 2 Underraking on No Conflict of Interest (1.7.9.3/79)	<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 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.</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 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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
467	Vol 2 Undertaking on Deliverables (1.7.9.8/84)	3. We also understand that the acceptance, approval and sign-off of the deliverables by us will be done by CGDA or CGDA nominated agency. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by CGDA.	Bidder requests modification: - 3. We also understand that the acceptance, approval and sign-off of the deliverables by us will be done by CGDA or CGDA nominated agency. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by CGDA <u>or until the deliverables are deemed to be accepted by CGDA.</u>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
468	Vol 2 Undertaking on Support to Third Party Audits and Certification (1.7.9.9/85)	<p>1. I/We as Service Provider understand that third party audits may be carried out on deliverables, processes, applications, infrastructure, and all aspects of the project. Also, third party certification will also be carried out for the final acceptance of each phase in the project.</p> <p>2. I/We understand that the responsibility to ensure successful third party audit and certification lies with the Service Provider.</p>	<p>Bidder requests modification: -</p> <p>1. I/We as Service Provider understand that third party audits may be carried out on deliverables, processes, applications, infrastructure, and all aspects of the project. Also, third party certification will also be carried out for the final acceptance of each phase in the project. <u>However, it stands clarified that such audits shall be carried out at the cost of CGDA and shall not include internal cost records or price sensitive information of the successful bidder. Such audits shall be conducted not more than once every twelve (12) months and only after giving a prior notice of at least thirty (30) days to the successful bidder.</u></p> <p>2. I/We understand that the responsibility to ensure successful third party audit and certification lies with the Service Provider.</p>	<p>Audits before start of O&M phase, as specified in RFP, shall be carried out by SI at their cost. However, any third party audit after start of O&M phase shall be carried out by DAD at their cost.</p>

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
469	Vol 2 Undertaking on Work Environment and Personnel (1.7.9.10/86)	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.
470	Vol 2 Undertaking on Changes to the Contract Clauses (1.7.9.11/88)	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 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.	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. 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.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
471	Vol 2 Undertaking on Personnel (1.7.9.12/89)	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.
472	Vol 2 Commercial Bid Formats (1.8/100)	As per RFP	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 Tender Due Date. 5. We understand and agree that assumptions made in the bid proposal shall not have any commercial implications. 8. 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 LoI, shall constitute a binding agreement between us.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
473	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
474	Vol 2 Pre Contract Integrity Pact (1.10/117) - Section 8 : Integrity Pact Bank Guarantee	<p>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.</p> <p>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.</p>	<p>Bidder requests modification: -</p> <p>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.</p> <p>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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
475	Vol 2 Pre Contract Integrity Pact (1.10/117) - Section 10 : Sanctions for Violations	<p>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.</p> <p>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 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</p>	<p>Bidder requests modification: -</p> <p>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.</p> <p>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 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</u> minimum period of twelve (12) months 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</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
476	Vol 2 Pre Contract Integrity Pact (1.10/119) - Section 11 : Fall Clause	<p>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 last 2 Years (from the date of bid submission) in respect of any other of any other project of similar size Ministry/Department of the Government of India and if it is found at any stage that the similar system of sub-system was supplied by the Bidder to any other Ministry / Department of the Government of India at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.</p> <p>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.</p>	Bidder requests deletion of the entire clause.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
477	Vol 3 Definitions (1.1(3)/15)	<p>“Applicable Laws” includes all applicable statutes, enactments, acts of legislature or parliament laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Governmental authority, tribunal, board, court or other quasi-judicial authority or other governmental restriction or any similar form of decision applicable to the relevant Party and as may be in effect on the date of execution of this Agreement and during the subsistence thereof, applicable to the Project.</p>	<p>Bidder requests modification: -</p> <p>“Applicable Laws” includes all applicable statutes, enactments, acts of legislature or parliament laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Governmental authority, tribunal, board, court or other quasi-judicial authority or other governmental restriction or any similar form of decision <u>having the force of law under Article 13(3) of the Constitution of India and</u> applicable to the relevant Party and as may be in effect on the date of execution of this Agreement and during the subsistence thereof, applicable to the Project.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
478	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>For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and Annexures / Schedules shall prevail over the contents and specifications of the RFP.</p>	<p>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>e) The Proposal of the System Integrator;</p> <p>For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and the <u>RFP Annexures / Schedules shall prevail over the contents and specifications of the RFP.</u></p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
479	Vol 3 Agreement Documents (2.7/25)	<p>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.</p> <p>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.</p> <p>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.</p>	<p>Bidder requests modification: -</p> <p>In the event of any ambiguity or conflict between the Agreement Documents listed above, the order of precedence shall be as specified in Clause 1.5 of this Agreement 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.</p> <p>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.</p> <p>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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
480	Vol 3 Interpretation of the Scope of Work (3.2/27)	<p>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.</p> <p>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.</p>	<p>Bidder requests modification: -</p> <p>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.</p> <p>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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
481	Vol 3 Payment Terms in other conditions (4.5/32)	As per RFP	<p>4.5.1 Premature Termination Prior to Project Commencement by the SP-In the event of premature termination of this Master Service Agreement prior to the commencement of the Project by the Service Provider, the Service Provider shall not be eligible to receive any compensation or payment.4.5.2</p> <p>Premature Termination Post Commencement of Operations-</p> <p>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.</p> <p>DAD will have option to invoke the Performance Bank Guarantee furnished by the SP in case of SP's event of default.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
482	Vol 3 Article 5: Representations and Warranties (18/36)	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, <u>on a best effort basis</u> , 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.
483	Vol 3 Article 5: Representations and Warranties (21-23/36)	As per RFP	These are contractual clauses and do not come under the ambit of warranties.	No Change.
484	Vol 3 Article 5: Representations and Warranties (24(a)/37)	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
485	Vol 3 Article 5: Representations and Warranties (24/37-40)	<p>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.</p> <p>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 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</p>	<p>Bidder requests modification: -</p> <p>e) 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.</p> <p>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 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</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
486	Vol 3 Article 5: Representations and Warranties (24/40)	<p>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.</p> <p>q) 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.</p>	<p>Bidder requests modification: -</p> <p>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.</p> <p>q) 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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
487	Vol 3 Article 5: Representations and Warranties (25/41)	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 period during	Bidder requests modification: - 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 period during	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
488	Vol 3 Performance Bank Guarantee (5.3/43)	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.
489	Vol 3 Insurance Cover (5.5/44)	As per RFP	Wipro provides a Company wide insurance cover and not any transaction specific insurance.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
490	Vol 3 Compliance with Laws (6.2(2)/45)	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 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.	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, 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.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
491	Vol 3 Compliance with Laws (6.2(3)/45)	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 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.	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 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.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
492	Vol 3 Force Majeure - Avoidance of Doubt (7.3/51)	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 hygiene, best practices, processes and technology to prevent any breach of security and any resulting liability therefrom (wherever applicable).	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 gross 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 of security and any resulting liability therefrom (wherever applicable).	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
493	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	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
494	Vol 3 Arbitration (8.3/2(a))	The CGDA shall appoint an arbitrator for settlement of any dispute and difference of any kind whatsoever arising out of or in connection with the contract agreement that will be entered with, whether during the progress of the contract agreement or after completion.	<p>Bidder requests modification since subclause is violative of Section 12(5) of the amended Arbitration and Conciliation Act, 1996.</p> <p>The clause is to be modified as follows -</p> <p><u>The CGDA-Both the selected bidder and CGDA shall</u> appoint a mutually agreed n arbitrator for settlement of any dispute and difference of any kind whatsoever arising out of or in connection with the contract agreement that will be entered with, whether during the progress of the contract agreement or after completion.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
495	Vol 3 Obligations during Termination Period (9.4/59)	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
496	Vol 3 SI obligations during termination period (9.5/60)	<p>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 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</p>	<p>Bidder requests modifications: -</p> <p>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 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</p>	No Change.
497	Vol 3 The Assets Categories and Description (12.2(2)/63)	<p>2. The third party contracts for works and services deployed for the purpose of this project are also governed by this Article.</p>	Bidder requests deletion of the clause.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
498	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 continously 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 legal proceedings and claim relief (including damages) against SI for the misuse of the supplied assets.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
499	Vol 3 Third Party Contracts (12.5/66)	<p>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.</p> <p>4. SI will share these contracts and licenses in entirety with DAD.</p> <p>5. The DAD will have the right to overrule any restrictive clauses or clauses limiting the ownership of these contracts.</p> <p>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 discretion as per Schedule III: Exit Management hereof.</p>	<p>Bidder requests modification: -</p> <p><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></p> <p><i>4. SI will share these contracts and licenses in entirety with DAD.</i></p> <p><i>5. The DAD will have the right to overrule any restrictive clauses or clauses limiting the ownership of these contracts.</i></p> <p><i>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 discretion as per Schedule III: Exit Management hereof.</i></p>	No Change.
500	Vol 3 Asset condition prior to transfer (12.8.1/69)	As per RFP	Request to delete this clause as it is contrary to clause 12.6 Transfer of Project Assets (Page 66 Vol. III) which says 1. The risk and title in all Project Assets shall be transferred to DAD upon delivery of the same.	Refer Corrigendum 1

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
501	Vol 3 Required Consents (12.8.2/69)	<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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
502	Vol 3 Exercise of Rights (12.8.3/69)	For Equipment leases, Software licenses, or Third-Party Contracts for which the Service Provider has financial responsibility but DAD retains legal responsibility, Service Provider shall exercise termination or extension rights as directed by the DAD or after consultation with DAD, provided that the Service Provider shall be responsible for the costs, charges, and fees associated with the exercise of such rights.	Bidder requests modification: - For Equipment leases, Software licenses, or Third-Party Contracts for which the Service Provider has financial responsibility but DAD retains legal responsibility, Service Provider shall exercise termination or extension rights as directed by the DAD or after consultation with DAD, provided that the Service Provider shall be responsible for the costs, charges, and fees associated with the exercise of such rights.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
503	Vol 3 Refresh and Standardization (12.8.5/70)	<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 that may involve risk to the business.</p> <p>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.</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 that may involve risk to the business.</p> <p><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></p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
504	Vol 3 Audit and Certifications (Article 14, 74)	<p>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. The audits will be carried by DAD OR a 3rd party nominated by DAD at its own expense. The service provider shall be responsible for getting the audit completed by the nominated agency of DAD and shall ensure all necessary support for such audits are provided. The observations and suggestions of the auditor shall be addressed by the service provider</p>	<p>Bidder requests modification: -</p> <p>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. The audits will be carried by DAD OR a 3rd party nominated by DAD at its own expense, <u>provided such nominated 3rd party shall not be the competitor of the selected bidder.</u> The service provider shall be responsible for getting the audit completed by the nominated agency of DAD and shall ensure all necessary support for such audits are provided. The observations and suggestions of the auditor shall be addressed by the service provider. <u>It stands clarified that such audits shall be carried out at the cost of CGDA and shall not include internal cost records or price sensitive information of the successful bidder. Such audits shall be conducted not more than once every twelve (12) months and only after giving a prior notice of at least thirty (30) days to the succesful bidder.</u></p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
505	Vol 3 Supervision and Management (15.1/77)	<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 employees, agents, contractors, subcontractors, etc. which is outside the scope of power vested or instructions issued by the DAD.</p> <p>12. Neither Party will solicit for employment or knowingly hire an employee of the other Party with whom such Party has contact pursuant to</p>	<p>Bidder requests modification: -</p> <p>5. The System Integrator shall use commercially reasonable 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 the scope of power vested or instructions issued by the DAD.</p> <p>12. During the term of this Agreement and for a period of one (1) year thereafter, Neither Party will solicit for employment or knowingly hire an employee</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
506	Vol 3 Personnel during Exit Management (15.4/79)	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
507	Vol 3 Information Security (16.1/81)	<p>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 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>Bidder requests modification: -</p> <p>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 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>Bidder requests DAD to share its security policies.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
508	Vol 3 Confidentiality (16.2/82)	<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 legal 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.
509	Vol 3 Managing Confidential Information (16.4(5)/86)	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 will survive for two (2) years post the termination of this Agreement.</p>	No Change.
510	Vol 3 Managing Confidential Information (16.4(10)/87)	SI understands and agrees that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.	<p>Bidder requests modification: -</p> <p>SI understands and agrees that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
511	Vol 3 Information Ownership (16.5(15)/88)	The System Integrator will (i) comply with all DAD security policies, information protection, and privacy policies, procedures, standards, requirements, and specifications provided to the System Integrator; (ii) provide appropriate Equipment and Software to implement security solutions; (iii) segregate all DAD Data from that of any other client; (iv) provide direct access to assets and information pertinent to DAD’s investigations, compliance reviews, and audits and (v) be in line with ISO27001 standards.	DAD to provide all its security and privacy policies to the bidder. Please note that compliance with any change of DAD's policies during the term of the contract will involve mutual agreement between DAD and the selected bidder.	No Change.
512	Vol 3 Access for Audit (16.7(5)/90)	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
513	Vol 3 Third Party Claims (17.1/92)	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 negligence or wilful default in performance or non-performance under this Agreement.	Bidder requests modification: - 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 gross negligence or wilful default in performance or non-performance under this Agreement.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
514	Vol 3 Third Party Claims (17.1/93)	<p>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;</p> <p>e) All settlements of claims subject to indemnification under this Clause will:</p> <p>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</p>	<p>Bidder requests modification: -</p> <p>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;</p> <p>e) All settlements of claims subject to indemnification under this Clause will:</p> <p>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</p>	No Change.
515	Vol 3 Limitation of Liability (17.2(2)/94)	<p>2. SI shall not in any event be liable for any indirect or consequential damages, or for loss of profit, business, revenue, goodwill, anticipated savings or Data, or third party claims except with respect to bodily injury (including death) and damage to real and tangible personal property.</p>	<p>Bidder requests modification: -</p> <p>2. <u>Notwithstanding anything contained to the contrary elsewhere,</u> SI shall not in any event be liable for any indirect or consequential damages, or for loss of profit, business, revenue, goodwill, anticipated savings or Data, or third party claims except with respect to bodily injury (including death) and damage to real and tangible personal property.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
516	Vol 3 Subcontractors (18.2/97)	<p>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 from any claims on the grounds stated hereinabove. The following are the key governing aspects of sub-contracts:</p> <p>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>Bidder requests modification: -</p> <p>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 from any claims on the grounds stated hereinabove.</p> <p>The following are the key governing aspects of sub-contracts:</p> <p>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>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
517	Vol 3 Change Control Procedure Guidelines (20.4(6)/107)	<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 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</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 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</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
518	Vol 3 Transfer of Assets (21.6/111)	<p>4. Transfer/assign or cause to be 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. 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</p>	<p>Bidder requests modification: -</p> <p>4. Transfer/assign or cause to be 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. 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-</p>	No Change.
519	Vol 3 Transfer of Assets (21.6/111)	As per RFP	Request to delete this clause as it is contrary to clause 12.6 Transfer of Project Assets (Page 66 Vol. III) which says 1. The risk and title in all Project Assets shall be transferred to DAD upon delivery of the same.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
520	Vol 3 General obligations of the system integrator (21.13(7)/118)	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.
521	Vol 3 Transfer of Certain Agreements (21.11/117)	On request by the DAD or its nominated agency the System Integrator shall effect such assignments, transfers, licenses and sub-licenses as DAD or its nominated agencies or its Replacement System Integrator in relation to any equipment lease, maintenance or service provision agreement between System Integrator and third party lease providers, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the DAD or its nominated agency or its Replacement System Integrator .	Bidder requests deletion of the clause.	No Change.
522	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.	All taxes and levy shall be paid by DAD on actuals.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
523	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.
524	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 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.	No Change.
525	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
526	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.
527	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.
528	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.
529	sla - risk and cost factor	2. Risk and Cost Factor In the event of termination of the MSA on the basis of non-performance by the SI as per SLA, SI will be solely responsible for risk and cost factor thereon.	2. Risk and Cost Factor In the event of termination of the MSA on the basis of non-performance by the SI as per SLA, SI will be solely responsible for risk and cost <u>subject to maximum of 10% incremental cost</u> factor thereon.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
530	Vol.1, Page 16, Earnest Money Deposit:	Validity: 225 days from Bid Submission Closing Date.	Validity: 225 180 days from Bid Submission Closing Date.	No Change.
531	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.	Following to be Added: 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	No Change.
532	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.	Following to be Added: 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	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
533	Vol.1, Page 64, Clause 13.8.2 Application Software Maintenance and support services	<p>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.</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>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.</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>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
534	Vol.1, Page 66, 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 necessary approvals from DAD about the same	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	No Change.
535	Vol.1, Page 67, 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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
536	Vol.1, Page 68, Clause 13.8.4 Warranty support for the IT hardware	<p>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.</p> <p>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 and patches to ensure that the system is properly updated.</p>	<p>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.</p> <p>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 <u>updates</u> and patches to ensure that the system is properly updated.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
537	Vol.1, Page 80, 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 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</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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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
538	Vol.2, Page 7, 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.
539	Vol.2, Page 8, 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 the <u>Proposal.</u>	No Change.
540	Vol.2, Page 15, 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.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
541	Vol.2, Page 16, Clause 2.18 Evaluation Process	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 : d) With incomplete information, subjective, conditional offers and partial offers submitted	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 : d) With incomplete information, subjective, conditional offers and partial offers submitted	No Change.
542	Vol.2, Page 17, 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.	No Change.
543	Vol.2, Page 18, 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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
544	Vol.2, Page 19, Clause 2.23 Disqualification	<p>2. Non-compliance to the conditions of the bidding process f) The bidder qualifies their bid with their own conditions or assumptions</p> <p>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.</p>	<p>2. Non-compliance to the conditions of the bidding process f) The bidder qualifies their bid with their own conditions or assumptions</p> <p>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) from the date of signing the contract 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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
545	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.
546	Vol.2, Page 22, 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.	To be added : 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.	Incorrect reference.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
547	Vol.2, Page 29, Clause 3.2.1 Technical Proposal Guidelines	<p>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 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>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 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>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
548	Vol.2, Page 43, Clause 3.3.1 Commercial Proposal Guidelines	<p>6. Commercials 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. Commercials for all components including optional components should be valid and firm for the entire duration of the project <u>for the quoted BOQ.</u> <u>Commercials 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, 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</u> contract.</p>	No Change.
549	Vol.2, Page 51, 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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
550	Vol.2, Page 52, 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.
551	Vol.2, Page 52, 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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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
552	Vol.2, Page 58, Clause 1.4 Bid Covering Letter	<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>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>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.</p> <p>9. We do hereby confirm to deliver and upgrade <u>update to the latest versions of</u> the software, as applicable & available during the entire project duration at no additional cost</p>	No Change.
553	Vol.2, Page 85, 1.7.9.9 Undertaking on Support to Third Party Audits and Certification	<p>1. I/We as Service Provider understand that third party audits may be carried out on deliverables, processes, applications, infrastructure, and all aspects of the project. Also, third party certification will also be carried out for the final acceptance of each phase in the project.</p>	<p>1. I/We as Service Provider understand that third party audits may be carried out on deliverables, processes, applications, infrastructure, and all aspects of the project. Also, third party certification will also be carried out for the final acceptance of each phase in the project. <u>Provided the third party should not be competitor of the Bidder.</u></p>	No Change.
554	Vol.2, Page 100, Clause 1.8.1 Commercial Bid Covering Letter	<p>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.</p>	<p>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.</p>	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
555	Vol.2, Page 119, Fall clause	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	Request to detete this clause	No Change.
556	Vol.3, Page 19, Clause 1.5 Priority of documents	<p>..... 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>..... 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) The Proposal of the System Integrator.</p> <p>c) Request for Proposal and Addendum / Corrigendum to the Request for Proposal (if any).</p>	No Change.
557	Vol.3, Page 27, 3.2 Interpretation of the Scope of Work	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.	Request to detete this clause	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
558	Vol.3, Page 29, 3.2 Interpretation of the Scope of Work	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.	Request to detete this clause	No Change.
559	Vol.3, Page 29, 3.2 Interpretation of the Scope of Work	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 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.	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 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.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
560	Vol.3, Page 28, 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 twelve 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 :</p> <p><u>h) 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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
561	Vol.3, Page 30, 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 correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified	3. If, after the date of this Agreement submission of commercial proposal , 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 delivering the goods and 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	No Change.
562	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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
563	Vol.3, Page 32, 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 deduction of any dues recoverable by DAD as on the termination date.	The DAD shall pay to the SP a termination payment equal to the market price of the Assets <u>Commercials quoted by the SI. 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.</u> This payment shall be made after deduction of any dues recoverable by DAD as on the termination date.	No Change.
564	Vol.3, Page 32, 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.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
565	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.
566	Vol.3, Page 43, 5.3 Performance Bank Guarantee	A Performance Bank Guarantee (PBG) of 10% of total value of the contract would be furnished by the successful bidder in the form of a Bank Guarantee as per the format provided in the RFP from Scheduled Indian Banks. The PBG should be furnished within 30 working days from the date of notice of award and should be valid till the entire term of the agreement and for an additional period of 90 days after the completion of term of agreement including warranty obligations.	A Performance Bank Guarantee (PBG) of 10% of total value of the contract would be furnished by the successful bidder in the form of a Bank Guarantee as per the format provided in the RFP from Scheduled Indian Banks. The PBG should be furnished within 30 working days from the date of notice of award <u>signing of contract</u> and should be valid till the entire term of the agreement and for an additional period of 90 days after the completion of term of agreement including warranty obligations.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
567	Vol.3, Page 59, 9.4 Obligations during Termination Period	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.	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.
568	Vol.3, Page 60, 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 <u>On delivery of Project Assets to DAD</u> , the Project Assets shall remain at the sole risk of <u>SP DAD</u> except for any loss or damage caused to or suffered by <u>SP DAD</u> due to any direct default on the part of the <u>DAD SP</u> under this Contract.	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
569	Vol.3, Page 60, 9.7 Title Transfer	Title transfer of hardware and system software shall take place after requisite audits and certifications as well as meeting commissioning criteria as specified in the RFP.	Title transfer of hardware and system software shall take place after requisite audits and certifications as well as meeting commissioning criteria as specified in the RFP <u>on delivery of such hardware and system software.</u>	No Change.
570	Vol.3, Page 90, 16.7 Access for audit	1. SI shall be obliged to extend all co-operations to the DAD personnel or the experts appointed by the DAD for purposes of verifying that the Project Systems and the project facilities and the activities within the Project team are operated and maintained in compliance with Information Technology Security Policies of DAD.	1. SI shall be obliged to extend all co-operations to the DAD personnel or the experts appointed by the DAD <u>(Provided such expert/third party should not be a competitor for wipro)</u> for purposes of verifying that the Project Systems and the project facilities and the activities within the Project team are operated and maintained in compliance with Information Technology Security Policies of DAD.	No Change.
571	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. 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.	1. SI's aggregate liability for actual damages shall be capped at 100% of the value of the Agreement. <u>Amount received under the contract</u> 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.	No Change.

Response to Pre-Bid Queries
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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
572	Vol.3, Page 121, 24.1 Performance Bank Guarantee	1. A Performance Bank Guarantee ("PBG") will be issued in the form of a bank guarantee by (.....SI's BANK.....) through a Nationalized/Scheduled Bank for a sum equal to 10% of the Agreement value. The PBG should be valid till the entire term of the agreement and for an additional period of one year after the completion of term of agreement including warranty obligations.	This is contrary to clause 5.3 (page 43 Vol. III) which is saying PBG valid for an additional period of 90 days after the completion of term of agreement including warranty obligations. So request to modify accordingly.	Refer Corrigendum 1
573	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 incurred. * For Sustenance/Support: Quarterly basis	No Change.
574	Vol.3 Anneture B,C, D Penalty for nonachievement of SLA Requirement	The Penalty per day is INR 1,00,000/- (Rupees One Lakh).	The Penalty per day is INR 1,00,000/- (Rupees One Lakh).	No Change.

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S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Response
575	Vol.3 Anneture B,C, D 3.6.7 Maximum Penalty to SI for the SLA	The maximum penalty levied (from the calculated penalty) at any point of time on an additive basis in any quarter shall not exceed 15% of quarterly payments due to the System Integrator. This is applicable only for the Operation and Maintenance phase.	The maximum penalty levied (from the calculated penalty) at any point of time on an additive basis in any quarter shall not exceed 15 5% of quarterly payments due to the System Integrator. This is applicable only for the Operation and Maintenance phase.	No Change.