

**Clarifications of the queries received from the interested bidders for the Tender No: SW06052017134
Request for Proposal for Selection of Service Provider for Development and Maintenance of Web
Application for office of the Charity Commissioner, Govt. of Gujarat.**

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by OCC/GIL
1.	8	one project has to be in the Government sector of contract value more than Rs. 30 lacs	Are you able to make it govt / private sector project?	As per the RFP
2.	8	Turn Over Issue	See, we know Excellency are not going to measure with Turn over. We requesting to give other option to provide Security Deposit. Like 15 Cr of Turn Over OR Else Security Deposit as you authority decide.	As per the RFP
3.	Pre-qualification Criteria, point no. 3 page number-8	The bidder must have turnover of at least Rs. 5 crore for each of the last three financial years or cumulative of Rs. 15 crore in last three years (2013-14, 2014-15, 2015-16) as on 31st March,2016 from Software/IT product Development and Software Support service activities. It should not include cost of Hardware procurement & Third party software license procurements.	Sir, we are Gujarat based IT company having similar experience and implemented the similar and greater than this required solutions in the Public/ Government sector. We have proven record and capable of implementing required solution within stipulated timeframe. We would request you to change this clause as: The bidder must have turnover of at least Rs. 2 crore for each of the last three financial years or cumulative of Rs. 10 crore in last three years (2013-14, 2014-15, 2015-16) as on 31st March, 2016 from Software/IT product Development and Software Support service activities. It should not include cost of Hardware procurement & Third party software license procurements.	As per the RFP
4.	Technical and Commercial evaluation, Technical Evaluation	Quality Certifications ISO 9001:2008 for software development =2 Marks ISO 27001 = 2 Marks ISO 20000 = 2 Marks	Respected sir, This would be only for few large companies. We request you to allow more marks for ISO to promote MSME.	As per the RFP

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	Criteria, Point No. 2 page number-13-14	CMMI 3 = 2 Marks or CMMI 5 = 4 Marks		
5.	Technical and Commercial evaluation, Technical Evaluation Criteria, Point No. 5 page number-14	No. of full time IT professionals, involved in Project Management, System design, System analysis, software development & coding, Testing.	We hereby request you to add marks for 25-35 employees category, so that MSME companies can participate.	As per the RFP
6.	Section-II- Clause - 2 - Pre Qualification Criteria - Point No.4	Bidder should have completed /ongoing at least 3 projects of Web Applications (Excluding Hardware procurement cost & Third party software license procurements.) each of value more than 30 lacs in the last three years (2013-14, 2014-15, 2015-16) out of 3 projects at least one project has to be in the Government sector of contract value more than Rs. 30 lacs Completion Certificates from the client + Work Order	In reference to this clause, private sector work experience is also allowed to claim the experience of web applications. There are huge difference in the working procedure and process in both the sectors. Since the end customer is a government department; specific experience in government sector should be asked for. Further, we request to have well experienced and capable bidders for execution of the project of Web Application. Hence, we request to ask for at least one project experience of web application with a minimum value of Rs. 1.5 crore from only web application ((Excluding Hardware procurement cost & Third party software license procurements.)	As per the RFP
7.	Section-II, Clause - 2 Pre- Qualification Criteria - Point	The Bidder Should have CMMi (level 3 or above) or ISO 9001:2000 in IT Related Services.	In reference to this clause we would like to highlight that ISO certification is more related to manufacturing industry and certifies businesses whose processes conform to the laid down	As per the RFP

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	No.5		standards. Although, CMMI is a set of related "best practices" derived from industry leaders and relates to product engineering and software development and more specific to the software industry only. CMMi evaluates the process maturity in the business / company specific to the software development while ISO certify some set of process existence only. In view of above we request department to review this clause and allow bidder with ISO 9001 AND CMMi certification; which is more relevant certification requirement considering the project requirement.	
8.	Section-II, Clause - 19.5 Technical Evaluation Criteria Point no.2	ISO 9001:2008 for software development =2 Marks ISO 27001 = 2 Marks ISO 20000 = 2 Marks CMMI 3 = 2 Marks or CMMI 5 = 4 Marks	ISO/IEC 20000 is a service management system (SMS) standard; it is required when an organization seeking services from service providers and requiring assurance that their service requirements will be fulfilled. Whereas, CMMi is an integrated model which evaluates and certify the process maturity of an organization not only the standards specific to service delivery. Hence, we request GIL to please remove the weightage assigned to ISO 20000 which is not relevant considering the project requirement.	As per the RFP
9.	Section-II, Clause - 19.5 Technical Evaluation Criteria Point no.4	No. of "similar" Development projects completed/ongoing in last 3 years each of value more than 30 lakh (i.e. FY 2013-14, 2014-15 and 2015-16). (Excluding Hardware procurement cost & Third party software license procurements.)	In reference to this clause, Project scope of work covers Application Processing, Document Management System and Work Flow management. However, there is no weightage for the experience of similar type of project is given in the technical evaluation criteria. Hence, we request you to kindly give a weightage to bidder having experience of	As per the RFP

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		<p>3 -4 projects = 15 Marks 5 -6 projects = 20 Marks >6 projects = 30 Marks</p>	<p>similar development projects having Documents Management System and Work Flow management based projects. No. of “similar” Development projects completed/ongoing in last 3 years having integrated document Management System and Work Flow management for Government Sector. 1 projects = 20 Marks More than 1 project = 30 Marks</p>	
10.	Section – V Scope of Work– Page 38	Application Processing, Workflow and Document Management - – Functional requirement specifications	<p>In reference to the scope of work, it covers Application Processing, Work Flow and Document Management. However, there are no specific functionality related requirements is mentioned for the work flow and File Management System. we recommend to incorporate following functionalities assuring best practices and technologies available in the market. 12. The proposed solution will be a centralized repository for all Documents, Drawings, Reports, Operational Manuals, Contracts etc. across the organization 13. The proposed solution should be COTS based and the OEM of the proposed products should have presence in latest Gartners Magic Quadrant and Forrester Wavereport for ECM and BPM /iBPM. 14. The proposed solution should be Platform independent and should support open, scalable, Multi-tier architecture with each tier fully independent with support for clustering. 15. The Proposed solution should be compliant to standards like CMIS, ODMA, WebDAV, BPEL, BPMN, WFMC etc</p>	The functional workflow of the OCC has to be developed as per RFP. Bidders may propose and offer any additional features.

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			16. The proposed DMS shall support separate Document/Image server for better management of documents and store only metadata information in database. Additional features of File and Notesheet Management and Letter/Tappal Management.	
11.	7 Inspection/Testing 7.1 Application : / Page #20	7.1.2 As per Govt. Of Gujarat circular dated 10th March 2006, the applications must be tested at EQDC , GIDC, Gandhinagar or at the location specified by OCC at the cost of SP.	1. We assume that only one time EQDC testing will be require before GO LIVE and during Maintenance & Support period of 5 years. Please confirm 2. if not then let us know how many times EQDC testing will be required to carried out during the project period.	1. Yes EQDC Testing is a onetime task.
12.	7 Inspection/Testing 7.2 Application Security Audit: / Page #21	7.2.1 In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In Empanelled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empanelled Security Auditors.	1. We assume that only one time security audit will be require before GO LIVE and during Maintenance & Support period of 5 years. Please confirm 2. if not then let us know how many times security audit will be required to carried out during the project period.	1. Yes, Security Audit is a one time task.
13.	7 Inspection/Testing 7.2 Application Security Audit: / Page #21	7.2.1.6 Before the Application modules are taken over by OCC, the SP shall supply operation manuals. These shall be in such details as will enable OCC to use the software as stated in the specifications. The documentation shall be in the English/Gujarati language	1. Should SP require to provide operational manual in both languages (i.e. English and Gujarati)?	SP shall supply operation manuals in the both English and Gujarati language.
14.	32 Taxes and	32.1 Service providers shall be entirely responsible for all taxes, duties,	1. As you are aware that GOI is in the process of restructuring the taxes. In that situation GST or any	As per the RFP

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	Duties / Page #28	license fees, octroi, road permits, etc., incurred until delivery of the contracted software / service to OCC. However, VAT/Service Tax in respect of the transaction between OCC and the service provider shall be payable extra, if so stipulated in the Notification of Award.	other taxes may be introduced for the services. We assume that such unforeseen taxes will be borne by OCC. Please confirm	
15.	Summary of Services Components to be delivered under this project is given below: / Page #36	Integration with exiting website of OCC http://charitycommissioner.gujarat.gov.in/	<ol style="list-style-type: none"> 1. What kind of integration is required with existing website of OCC? 2. Will this be one way or two way integration? 3. We assume that web services will be provided by OCC. Kindly confirm. 4. What information / data need to be integrated? 	<ol style="list-style-type: none"> 1. SP has to create an interface for exchange important informations (i.e. Trust information) from proposed application to website and vice versa. 2. two way integration 3. Both SP and current service provider of website will provide the web services. 4. Trust related data need to be integrated.
16.	User Authentication, Registration module / Page #37	The authentication will made through Aadhaar Number + OTP password.	1. We assume that required APIs for Aadhar Number verification will be provided by OCC. Please confirm	Yes
17.	Features for proposed application / Page #37	System should be able to calculate the applicable fee payable for the various services and accepts online payment through debit cards/credit cards/Internet Banking/Wallet or various known channels.	1. Please provide list of payment gateway through which payment will be carried out.	Currently payment gateway is not decided; at the time of system study OCC will provide that information.

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18.	Features for proposed application / Page #37	There should also be facility of refund the money for any failed transactions	1. Payment Refund will be taken care by Payment Gateway only. There is no role of Development company in this process. Kindly correct if we are wrong.	Yes Payment Refund will be taken care by Payment Gateway but necessary interface for the same will be developed by SP.
19.	Features for proposed application / Page #37	There is also an option to make offline payment at designated banks through challan generated by the system	1. We assume that actual payment will be registered by back office staff with the help of bank statement. There will not be any kind of integration with bank. Please confirm	Payment Gateway will be provided by the OCC. However, bidder has to develop the necessary interface.
20.	Features for proposed application / Page #37	There shall also be provision to digitally sign (eSign) an electronic documents	1 We assume, that all hardware and software (like server, digital signature dongles, digital certificate etc...) required for Digital Signature will be provided by the OCC and the SP will only integrate these into the system. Kindly confirm. 2 If SP has to procure Digital Signature then please provide number of dongles needed to be supplied.	1. The Application will be hosted in State Data Center. State Data Center will provide computing infrastructure on x86 platform. The bidder has to develop the application compatible with x86 platform. Bidder is required to propose & installed the Server OS and Database on x86 platform with 5 years of AMC/ATS 2. SP has not required to procure Digital Signature
21.	Features for proposed application / Page #37	Provide facility to upload the supporting checklist documents (PDF/JPG files)	1. What would be the avg. size of documents that would be uploaded by the applicant? 2. What will be the average number of documents that would be uploaded by the applicant?	1.,2 As per the RFP
22.	(1) Application for the Registration of a Public Trust (Annexure 2) /	System should have facility to provide information about predefined objects i.e. medical, education, Religious and others	Please provide more detail on this feature. 1. From where these information (predefined objects) will need to be retrieved / fetched?	The Department will help to provide some predefined objects for citizens. i.e medical, education, Religious and others.

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	Page #40		<p>2. If it is to be retrieved / fetched from 3rd Party System / Application then please provide more details on the same.</p> <p>3. In this case we assume that required web services will be provided by OCC.</p>	
23.	Functional Requirements / Page #42	(7) Application to the Charity Commissioner for framing or modifying a scheme - 10 Proposed scheme details	<p>1. What is expected from Framing or Modifying a Scheme by applicant?</p> <p>2. Will applicant just enter or modify scheme related information only? If not then please provide more details on this functionality.</p>	1,2 The SP has to design and develop online form for framing or modifying scheme of Trust by applicants.
24.	Indicative MIS Registers (Reports) but not limited to: / Page #44	SP has to create an interface (online Register) for following type of information;	<p>1. We don't find any data entry module for below registers. Kindly let us know from where these information will come?</p> <p>2. Should SP has to provide accounting system and for creating below online registers?</p> <p>--</p> <p>5. Funds and Liabilities, Property and Assets Register</p> <p>6. Expenditure and Income Register (Annexure 11)</p> <p>7. Gross Annual Income Register and liable to Contribution (Annexure 12)</p> <p>8. Information of Audit compliance Reports (Annexure 13)</p> <p>11. Register of public charitable trust by inheritance charity (Annexure 16)</p> <p>12. Register of collected fund for religious purpose (Annexure 17)</p> <p>13. Donation Details Register (Annexure 18)</p> <p>14. Demand Notices Register (Annexure 19)</p>	SP has to create an interface (online Register) for MIS Registers mentioned in the RFP. In these registers, some of the informations will available from already entered information or available databases in this system and may be some of the information will enter manually as information available in physical documents.

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			15. Register of objections against Demand Notices (Annexure 20) 16. Register of Appeal filed before Charity Commissioner (Annexure 21) 17. Register of Demand Performa sent to the Collectors (Annexure 22) 19. Cash Book Register (Annexure 25) 20. Ledger of Trust (Annexure 26) 21. Receipt Register (Annexure 27) 22. Guarantors Register (Annexure 28) 23. Interest Book Register (Annexure 29) 24. Rent Book Register (Annexure 30) 25. Book of Charges and Fees (Annexure 31) 26. Reserves Guarantors Register (Annexure 32) 27. Expense Register (Annexure 33) 28. Income Register (Annexure 34) 29. Letter of Administration Certificate 30. Appeal and Revision Appeal case details (Annexure 14) 31. Register of Appeal filed before Charity Commissioner (Annexure 15) 32. Hearing Schedule 33. Inquiry Register	
25.	The expected functions are / Page #47	19. O&M Support, the Selected Bidder has to propose the appropriate team to achieve the requirement of OCC and maintain quality standard also.	1. Do bidder need to deploy resources onsite during O & M Support period? 2. If yes, then please specify location for deployment.	1. 2 The SP shall deploy mutually agreed number of resources at OCC Ahmedabad to deliver the services as mentioned in this RFP and meet the SLA during maintenance period.
26.	The expected functions are /	20. The Application and Database Server will be hosted in State Data	1. Please provide hardware specification for Application and Database Server so that we can	The Application will be hosted in State Data Center. State Data Center

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	Page #47	Center, as per provisions provided by Department of Science & Technology	calculate license cost for OS and Database.	will provide computing infrastructure on x86 platform. The bidder has to develop the application compatible with x86 platform. Bidder is required to propose & installed the Server OS and Database on x86 platform with 5 years of AMC/ATS
27.	Training to all the system users / Page #47	SP shall provide hand holding training support to OCC personnel all the offices across Gujarat.	1. We assume that required infrastructure for handholding training will be provided by OCC at all the offices. Kindly confirm.	Yes, the required infrastructure for training will be provided by OCC at all the offices.
28.	Operation and Maintenance support (for 5 years) / Page #48	Add/modify of subsidy schemes when any new schemes or modification approved by Govt.	1. How many schemes are envisaged to be added or modified during O & M period?	SP has to add/modify of subsidy schemes when any new schemes or modification approved by Govt.
29.	Handholding Support - Resource Requirements (3 months after Go-Live) / Page #49	The SP shall submit the resumes/bio-data of all deployed resources. OCC reserve the rights to verify the same.	1. We assume that SP dose not required to submit resource with the bid. It will be required before staring of the project for the winner bidder. Please confirm.	Proposed Team structure with profiles will be required at the time of starting of the project.
30.	General	Information pages	1. We assume that content of information pages for both languages will be provided by OCC. Please confirm.	Yes
31.	General	Technology preference	1. Looking at the size and complexity of the project we suggest .NET platform for this project. Kindly confirm.	As above
32.	General	Data Migration	1. Is there any kind of data migration will be required?	1,2,4 Data Migration is not required 3 There is no data entry works

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			<p>2. if yes, then kindly provide the below details</p> <p>2.1 Which will be the cut of date for migration of data?</p> <p>2.2 What will be the quantum and format of data that needs to be migrated?</p> <p>2.3. Does the project scope include scanning of physical documents? If yes, please let us know</p> <p>2.3.1 size-wise quantum of such physical documents</p> <p>2.3.2 quality of such documents.</p> <p>3. Is there any data entry work is involved in the scope of work? If yes, then let us know the quantum of the data.</p> <p>4. Who will collect & provide migration required data?</p> <p>4.1 If SP has to collect it then please provide the location details from where data needs to be collect.</p>	required
33.	Subcontract/Out source - page no.28	The chosen solution provider or system integrator will pass on job work or will outsource part of the work of a value ranging between 5% to 10% of the contract value to the eligible startups and to students of shortlisted Technical Colleges in Gujarat	<p>1) Please provide list of companies and Institutes</p> <p>2) Do vendor have to submit any document of outsource contract? If yes, please specify the document(s)</p>	Eligible startup and technical colleges details is available on GIL website.
34.	Pre-qualification Criteria – page no. 8	7. Bidder should not have violated infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights. >> Certificate / affidavit regarding	Please explain this point	Self-declaration certificate required duly signed by authorized signatory of bidder

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		non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights.		
35.	Summary of Services Components to be delivered – page no. 36	Onsite Training	Please specify the number of training per year	The type and frequency of training shall be mutually decided
36.	Scope - User Authentication, Registration module – page no. 37	System should have also provision for biometric Aadhaar based authentication in future if required	Will there be any integration with Aadhaar using API? Will it be only by aadhaar number or there need any fingerprint authentication using devices?	Yes, System should have integration with Aadhaar number and also provision for biometric Aadhaar based authentication in future if required
37.	General	Data entry/migration of existing data	Is there any requirement of data entry or migration of existing data? If yes, please specify the approx. volume/records of the data	No, data entry and data migration is not required
38.	General	10. The TSP shall be responsible to get application security audited by CERT-In Empanelled application security Auditors at the cost of the TSP and submit the Security Audit Clearance Certificate issued by CERT-In Empanelled Security Auditors	We request either to bare this cost by department as vendors are not receiving exact/nearly exact cost from CERT-In. OR keep it as on actual amount	As per the RFP
39.		16. System should have the configurable front end	Please mention the configuration specification like for which users, up to which level etc.	At the time of system study, OCC will provide the type of user's information.
40.	Training to all the	Training to Users of the application –	Users are citizens. We don't know who exactly will	Training for only OCC users.

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	system users	page no. 47	going to use this application. So it's difficult to target them. Please clarify this point.	
41.	Ref Page 8 Pre-qualification criteria-Point no. 4	Bidder should have completed /ongoing at least 3 projects of Web Applications (Excluding Hardware procurement cost & Third party software license procurements.) each of value more than 30 lacs in the last three years (2013- 14, 2014-15, 2015-16) out of 3 projects at least one project has to be in the Government sector of contract value more than Rs. 30 lacs	Request you to modify this clause so that we can provide all three project references in private/government sector.	As per the RFP
42.	Ref: 19.5 Page 13-14 Point no. 2	Quality Certifications	Since CMMI certification carries much value, OIT would like to request GIL if they can allot maximum marks in CMMI category and ISO certifications carry less marks as compared to CMMI	As per the RFP
43.	Ref: Page 48	Handholding Support - Resource Requirements (3 months after Go-Live)	Please suggest if we need to provide CVs for all the 31 resource profiles along with this proposal or, we need to submit them once the project is awarded.	At the time of project start, SP has to provide CVs of all the required resources.
44.	General	Budget of project	OIT would like to know if there is any specific budget set by GIL for this project which vendors need to adhere to.	Not specified
45.	Page 30 Clause 34 – 1.1.2	These SLAs shall be strictly imposed and a software audit/certification shall be carried out	What are the normal operating hours for consideration of SLAs? What if the Severity 1 issue is reported at 2 am?	Operating hours are defined as 10:00 hours till 19:00 hours
46.			There is no mention of the hardware cost for the project? Will hardware be a part of this project or will it be supplied by a different team? If it is part of the project, where do we define the cost of procuring the hardware as well as the cost for hardware maintenance	Hardware procurement is not required.

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47.	Page 45 Services to be provided by the SP	Design application screens, forms, modules and develop the application as per the requirements	Are there any specified UI design specifications or criteria? Is there any reference website/ application?	It is a part of solution
48.	Page 8 Pre-qualification Criteria	out of 3 projects at least one project has to be in the Government sector of contract value more than Rs. 30 lacs	Any flexibility in this? There are many companies which do lots of Private B2B work but this might be their first try at a Govt. Project. Also, by Govt sector, you mean Govt project in India or anywhere in the world?	Out of 3 projects one project has to be in the Government sector of contract value more than Rs. 30 lacs anywhere in the world.
49.	Point 2 Pre-qualification Criteria, Page 8	The bidder must have turnover of at least Rs. 5 crore for each of the last three financial years or cumulative of Rs. 15 crore in last three years (2013-14, 2014-15, 2015-16) as on 31st March, 2016 from Software/IT product Development and Software Support service activities. It should not include cost of Hardware procurement & Third party software license procurements	Kindly decrease the turn over criteria in pre qualification criteria to the Rs. 2 Crore for last three years. Or Total of turn over for last three years 6 crore	No change, As per the RFP
50.	2 Pre-qualification Criteria, Page 8	The bidder must have turnover of at least Rs. 5 crore for each of the last three financial years or cumulative of Rs. 15 crore in last three years (2013-14, 2014-15, 2015-16) as on 31st March, 2016 from Software/IT product Development and Software Support service activities. It should not include cost of Hardware procurement & Third party software license procurements	Our kind request to consider that with good experience of executing similar projects covering similar technology and volume we request you to lower the turn over criteria to average annual INR 3 Crore or total 10 Crore for last 3 financial years (2013-14, 2014-15, 2015-16) from Software Development and IT activity.	No Change, As per the RFP
51.	Section II: Instructions To Bidders (The company should be registered under Companies Registration act 1956	We understand that Limited Liability Partnership (LLP) is also eligible to bid under this clause as	As per the RFP

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	ITB), 2 Pre-qualification Criteria, Point No 1, Page No - 8	or 2013	Limited Liability Partnership (LLP) act 2008 is an extension of the Companies act and is legally permissible under the Corporate Law. Hence, request you to kindly modify the clause as mentioned below – The company should be registered under Companies Registration act 1956 / 2013 / LLP registered under Limited Liability Partnership (LLP) act 2008. Kindly Confirm	
52.	Section II: Instructions To Bidders (ITB), 2 Pre-qualification Criteria, Point No 9, Page No - 8	No Consortium is allowed	Keeping in view the scope of the project it is suggested that participation in consortium should be allowed. Request you to kindly modify the criteria as mentioned below - Consortium is allowed	No Change, As per the RFP
53.	Section II: Instructions To Bidders (ITB), 19 Technical and Commercial evaluation, 19.5 Technical Evaluation Criteria, Point No 2, Page No - 13	Quality Certifications - ISO 9001:2008 for software development =2 Marks ISO 27001 = 2 Marks ISO 20000 = 2 Marks CMMI 3 = 2 Marks or CMMI 5 = 4 Marks	For Application development CMMI Level is an apt parameter for evaluation of the quality of the software to be deployed. Request you to allow other quality certifications and modify the clause as mentioned below - Quality Certifications -CMMI 3 = 5 Marks or CMMI 5 = 10 Marks	As per the RFP
54.	Section V: Scope of Work, Project Background, Page 36	Integration with exiting website of OCC	Please clarify in detail the scope of integration activities. Need technical details of existing website/application (Like Technology Platform, Language, Database, any other please mention). Do you have any API available for integration	As above
55.	Section - V : Scope of Work : page no. 46	2. The Application need to be developed in both Gujarati & English language. 3. Requirements for both Gujarati and English for data entry, display label, input and output and storage	We assume that vendor will prepare the file with labels, messages and master data in English and same would be shared with OCC to provide the translation in Gujarati. Kindly confirm.	As per the RFP

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		4. Gujarati typing should be in Standard Unicode Indic Gujarati font. Unicode format should be used for data storage and Gujarati language display and support. The solution proposed should be Unicode compliant.		
56.	NA	General	OCC will make provisions of all Infrastructure requirement (including software, etc.) for developing and maintenance of application. Please confirm	SDC will provide network connectivity and hardware infrastructure
57.	Section - V : Scope of Work : page no. 47	20. The Application and Database Server will be hosted in State Data Center, as per provisions provided by Department of Science & Technology	We assume that all arrangements and operations of network connectivity including DC-DR will be managed by OCC.	As above
58.	Section - V : Scope of Work : page no. 46	6. Compatible with the major browser like Chrome, Mozilla Firefox, Internet Explorer, Safari, Opera etc.	We request OCC to share the requirement in terms expectation of support for lowest version browsers listed.	As per the RFP
59.	Section - V : Scope of Work : page no. 36	3. Electronic storage of the documents	We request you to kindly confirm the estimated size of documents per application?	As per the RFP
60.	Section - V : Scope of Work : page no. 50	Web application has to be deployed on the load balanced cluster. The web servers will be configured in Active / Passive mode. High availability for the databases can also be achieved in following ways: 1. By putting two database servers configured in an active/passive server cluster configuration. 2. As the failover uptime requirement is high, it's suggestive to have near real time replication with DR site.	We Request OCC to confirm the followings: -All infrastructure related activity (configuration of/on Load balance, OS, software installations & configuration, etc.) will be responsibility of OCC. - Connectivity between DR-DC will be managed by OCC. Please confirm - What is the expected capacity of DR in comparison to DC?	The Application will be hosted in State Data Center. State Data Center will provide computing infrastructure on x86 platform. The bidder has to develop the application compatible with x86 platform. Bidder is required to propose & installed the Server OS and Database on x86 platform with 5 years of AMC/ATS

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61.	Section - V : Scope of Work : page no. 45	SP is expected to reengineering the current existing process	We request OCC to share information (Users, Technology Platform, Data Size) on existing system in place & any requirement for data Migration?	Data Migration is not required. Type of users and role of the users will provide at the time of system study.
62.	Section - V : Scope of Work : page no. 45	<p>Project Background</p> <p>The primary scope of the project is to implement/roll out the web based software application across all offices of OCC.</p> <p>To digitize the functional operations of the OCC and its various services.</p> <p>Trust/societies will access this system to avail these services.</p>	We request OCC to confirm the mechanism for application access. Will all the officer access this application through intranet only?	All the OCC users will access this application through GSWAN network.
63.	Section - V : Scope of Work : page no. 37	<p>User Authentication, Registration module</p> <p>· The Applicant (trustee) of a public trust to make an online application for the registration of the public trust. Applicants will registration with basic details. In registration process, applicant can register online with submitting basic details like Aadhar number, First Name, Middle Name, Last Name, Birth Date, Mobile Number, Email etc. The authentication will made through Aadhar Number + OTP password. After submitting the details, applicants will get system generated password on their email and/or registered mobile. Allow users to change default password with their own password.</p>	We assume that all administrative and commercial arrangements for SMS & Email gateway will be provided by OCC	SMS & Email Gateway will be provided by OCC. However, bidder has to develop the necessary interface.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by OCC/GIL
64.	Section - V : Scope of Work : page no. 37	System should have also provision for biometric Aadhar based authentication in future if required.	Kindly confirm if Aadhar Integration with UIDAI is required? It is assumed that OCC will facilitate with integration with UIDAI. We also assume that Biometric devices will be procured by OCC. Please confirm	Yes, Aadhaar integration is required and OCC will help for integration. In future if required biometric integration then OCC will purchase the devices.
65.	Section - V : Scope of Work : page no. 39	The system shall also allow officers to scan and upload the scan images to the system.	We assume that Scanning devices and related software will be procured by OCC	Yes, if required any Scanning devices and related software that will be procured by OCC.
66.	Section - V : Scope of Work : page no. 50	Helpdesk Operations SP shall develop helpdesk application accessible to all users through the system.	We request OCC to confirm whether helpdesk application will be accessible to officers and trust/societies also. We also request you to confirm whether COTS is expected or basic functionality to be developed from scratch covering logging of information till resolution of incidents and No Voice calling/ IVRS expected.	Yes, helpdesk application will be accessible to officers and trust/societies also. The SP will have to develop fresh & customized application