

Responses of the Pre-bid queries of Tender no: SW02032017125 – RFP for “Selection of Service Provider for Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System” for Finance Department (FD), Government of Gujarat

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
1	2.4 Qualification Criteria; Sno-4	12	The bidder should have experience in development and implementation, support services of at least One Solution including IT infrastructure in financial sector in India, like banks or state government/PSU authorities/Private Organization in last 5 years/ongoing from last 1 year having project value of 10 crore and having 50 site/branch location.	Request you to modify this criteria as follows - "The bidder should have experience in development and implementation, support services of at least One Solution including IT infrastructure in financial sector in India, like banks or state government/PSU authorities/Private Organization in last 5 years/ongoing from last 1 year having project value of 10 crore and having 35 site/branch location."	As per revised RFP.
2	2.4 Qualification Criteria; Sno-4	12	Work Order/ Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users	Request you to modify this criteria as follows as the projects are under Non-Disclosure or Confidentiality Agreement and cannot be shared - "Work Order. / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users / Letter Signed by Authorized Signatory or Company Secretary with details of project value, sites and no. of users ". Also request you to modify to above where ever "Work Order / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users" in pre-qualification and Technical Evaluation to "Work Order / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users / Letter Signed by Authorized Signatory or Company Secretary with details of project value, sites and no. of users" as the projects are under Non-Disclosure / Confidentiality Agreement and cannot be shared	As per revised RFP.
3	2.4 Qualification Criteria; Sno-6	12	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 2000 users or resources any time in last five years.	Request you to modify this criteria as follows - "The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 1000-1100 users or resources any time in last five years."	As per revised RFP.
4	2.4 Qualification Criteria; Sno-12	13	In case bidder is offering the COTS Product (ERP Solution), The OEM of the offered solution must have turnover of at least Rs. 10000 Crores for each of the last three financial years as on 31.03.2016	Request you to modify the criteria as follows - "In case bidder is offering the COTS Product (ERP Solution), The OEM of the offered solution must have turnover of at least Rs. 5000 Crores for each of the last three financial years as on 31.03.2016"	As per revised RFP.
5	2.4 Qualification Criteria; Sno-2	12	Bidder should be an established IT Total Solution Provider and should have been engaged in similar IT Projects/ solutions business for a period of at least five years from the last date of submission of bids.	Request you to modify the criteria as follows - "Bidder should be an established (Implemented Go-Live or Completed) IT Total Solution Provider and should have been engaged in similar IT Projects/solutions business for a period of at least five years from the last date of submission of bids."	As per revised RFP.
6	page 12 section 2.4	12	Qualification Criteria	We request for Self Certification by Authorized signatory to be allowed for various proofs to be provided as attachments in the various qualification criteria from point 1 to 16.	As per Revised RFP.
7	page 13 section 2.4 point 11	13	One office in Gujarat	This clause is restrictive, we request removal of need of one office in Gujarat	As per Revised RFP.

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8	page 13 section 2.4 point 12	13	COTS Product	Incase SI is using its own IP or a product that it has build to address the market from its experinece, we request for a self certification on the points 12 to 16 , which would also include that the product is in Open Source Technology and self certification of resource pool available as well	As per Revised RFP.
9	12	2.4. Qualification Criteria	4. The bidder should have experience in development and implementation, support services of at least One Solution including IT infrastructure in financial sector in India, like banks or state government/PSU authorities/Private Organization in last 5 years/ongoing from last 1 year having project value of 10 crore and having 50 site/branch location.	To enable wider participation which would benefit the Department by having access to good solutions at a competitive price we would request the eligibility criteria to be changed as per the suggested alternative: <i>The bidder or any member of the consortium should have experience in development and implementation, support services of at least One Solution including IT infrastructure in Government / PSU / Bank / Private Organization in the last 5 years having project value of Rs. 10 crore</i>	As per revised RFP
10	12	2.4. Qualification Criteria	The Bidder should be a Total Solution Provider (TSP) having CMMi level 5 certification and ISO 9001:2011, ISO 27001 : 2005 certification (Information Security Management System)	Request to allow the following certifications: <i>The Bidder should be a Total Solution Provider (TSP) having CMMi level 5 certification and ISO 9001:2008, ISO 27001 : 2013 certification (Information Security Management System)</i>	As per Revised RFP.
11	13, 14	2.4. Qualification Criteria	13. Bidder should have demonstrable expertise and experience in providing and customizing COTS. The bidder must have implemented & operationalized such COTS based 3 projects of 12 crore or 2 projects of 15 crores or 1 project of 24 crore in last 5 years	To enable wider participation which would benefit the Department by having access to good solutions at a competitive price we would request the eligibility criteria to be changed as per the suggested alternative: <i>Bidder or any member of the consortium should have demonstrable expertise and experience in providing and customizing COTS. The bidder or any member of the consortium must have implemented & operationalized such COTS based project</i>	As per Revised RFP.
12	14	2.4. Qualification Criteria	14. Out of 1000 technically trained employees 200 employees should be trained on the COTS product in case of COTS implementation support, configuration, customization, testing, user acceptance, training, hand holding and application support activities. Supporting Document - Authorization certificate from HR manager	To enable wider participation which would benefit the Department by having access to good solutions at a competitive price we would request the eligibility criteria to be changed as per the suggested alternative: <i>Out of 1000 technically trained employees 50 employees should be trained on the COTS product in case of COTS implementation support, configuration, customization, testing, user acceptance, training, hand holding and application support activities.</i> <i>Supporting Document - Authorization certificate from the HR Manager of the Bidder or any member of the consortium</i>	As per Revised RFP.

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13	14	2.4. Qualification Criteria	17. No Consortium will be allowed	In view of the scope of the project we would request Consortium of at least 2 members to be allowed. Bidders submitting their bid as a Consortium should submit a MoU on a non-judicial Stamp Paper of value Rs. 100/- as part of the bid with defined 'Roles & Responsibilities'. All members of the Consortium would be jointly and severally responsible	As per Revised RFP.
14		Page 13	In Case of the proposed solution is COTS Based then Bidder and/or OEM meets the following Criteria and the bidder should furnish acceptance on providing future version and ensure the compatibility with existing application and database without any additional cost whenever required. :	Can you please clarify, in case the bidder proposes the COTS application, the bidder and / or OEM should comply with these criteria from 12 to 16 in addition to the criteria mentioned in 1 to 11? If that is the case, what is the advantage of the bidder to go with the COTS product, when the other states are going ahead on COTS based Treasury implementations? The COTS based solution and Bespoke solution cannot be evaluated on a common platform.	Yes.
15		Page 13	In Case of the proposed solution is COTS Based then Bidder and/or OEM meets the following Criteria and the bidder should furnish acceptance on providing future version and ensure the compatibility with existing application and database without any additional cost whenever required. :	Can you please clarify, the time period for which the bidder has to furnish this acceptance on providing future version.	As per Revised RFP.
16		Page 13	In Case of the proposed solution is COTS Based then Bidder and/or OEM meets the following Criteria and the bidder should furnish acceptance on providing future version and ensure the compatibility with existing application and database without any additional cost whenever required. :	Does this mean, the bidder can propose a Be-spoke application or a COTS based application?	Yes.
17		Page 13 and para 12	In case bidder is offering the COTS Product (ERP Solution), The OEM of the offered solution must have turnover of at least Rs. 10000 Crores for each of the last three financial years as on 31.03.2016	Is this referring to the Global Turnover of the OEM?	Global Turnover will be considered.
18		Page 14 and para 13	Bidder should have demonstrable expertise and experience in providing and customizing COTS.	In case the bidder proposes COTS application, he has to comply only with this requirement and doesn't need to comply with point 4 and point 6 in the prequalification? Is the understanding correct?	bidder has to comply.
19		Page 14 and para 13	The bidder must have implemented & operationalized such COTS based 3 projects of 12 crore or 2 projects of 15 crores or 1 project of 24 crore in last 5 years		bidder has to comply.
20		Qualification clause 4, Page 12	The bidder should have experience in development and implementation, support services of at least One Solution including IT infrastructure in financial sector in India, like banks or state government/PSU authorities/Private Organization in last 5 years/ongoing from last 1 year having project value of 10 crore and having 50 site/branch location.	Kindly remove "and having 50 site/branch location." or in last 10 years	As per Revised RFP.

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21		Qualification clause 5, Page 12	The Bidder should be a Total Solution Provider(TSP) having CMMi level 5 certification and ISO 9001:2011, ISO 27001: 2005 certification (Information Security Management System)	Kindly add ISO 9001:2011 or ISO 9001:2008	As per revised RFP
22		Qualification clause 6, Page 12	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 2000 users or resources any time in last five years.	kindly consider ongoing substantially completed project in last 5 years	As per Revised RFP.
23		Qualification clause 13, Page 12	Bidder should have demonstrable expertise and experience in providing and customizing COTS. The bidder must have implemented & operationalized such COTS based 3 projects of 12 crore or 2 projects of 15 crores or 1 project of 24 crore in last 5 years	kindly consider ongoing substantially completed project in last 5 years	As per Revised RFP.
24		clause 2.23.6. A. Organizational Strength, point 5	Bidder must have completed / ongoing Project in development and implementation, support services of at least one Software Solution in financial sector in India, like banks or state government/PSU authorities/ Private Organization <u>having 50 site/branch locations</u> & simultaneously accessed by at least 100 users.	Kindly delete "having 50 site/branch locations"	As per revised RFP.
25		Page 14 and para 13	Bidder should have demonstrable expertise and experience in providing and customizing COTS. The bidder must have implemented & operationalized such COTS based 3 projects of 12 crore or 2 projects of 15 crores or 1 project of 24 crore in last 5 years	Please clarify is this experince requirment on the proposed COTS product or any other COTS product?	As per revised RFP.
26		Page 14 and para 16	The bidder must get and furnish an undertaking duly signed by authorized signatory of the OEM to convey OEM’s acceptance “The COTS OEM provider agrees to provide the unlimited licenses to Govt. of Gujarat for use of its employees during the life of the project.”	Can you please explain Unlimited licenses to Govt. of Gujarat for use of its employees during the life of the project - What do you infer by Govt. of Gujarat for use of its employees - how many employees you are referring to here? What do you infer by Life of the project?	All the employees of Govt. of Gujarat which are doing the Financial Activites may use during the life cycyle of project of 8 years at any time.

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27		Page 14	The bidder must get and furnish an undertaking duly signed by authorized signatory of the OEM to convey OEM's acceptance "The COTS OEM provider agrees to provide the unlimited licenses to Govt. of Gujarat for use of its employees during the life of the project."	How do you define the COTS product - Request you to publish / provide the definition of the COTS product as follows: COTS means commercially Off-The-Shelf: The solution should be available Commercially Off-The-Shelf (COTS). The software application should be readily deployable with or without configuration to suit the customer's specific process requirements and does not involve developing the application from scratch. COTS software shall be implementable or deployable and maintainable by any other competent agency other than the manufacturer or agency which has developed the COTS software. Proposed COTS software solution shall also be available with complete transparency including operation manuals, help documents and source code for customization.	As per revised RFP.
28		8	The bidder shall submit the DD of Rs. 15,000/- towards bid processing charges and DD/Bank Guarantee of Rs. 1,00,00,000/- towards EMD/Bid Security in sealed cover. In case of EMD in the form of BG, it should be valid for 9 months from the date of bid submission.	The bidder shall submit the DD of Rs. 15,000/- towards bid processing charges and DD/Bank Guarantee of Rs. 1,00,00,000/- towards EMD/Bid Security in sealed cover. In case of EMD in the form of BG, it should be valid for 9 3 months from the date of bid submission.	As per Revised RFP.
29	2.4 Qualification Criteria; Sno 4	12	Work Order. / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users	As the projects are under Confidentiality or Non-Disclousre Agreement (NDA) therefore there Work Order or Project Contract Document / Agreement cannot be shared. Therefore request you to modify the criteria as follows - "Work Order. / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client/ Undertaking on Project signed by Company Secretary with details of project value, sites and no. of users"	As per Revised RFP.
30	2.4 Qualification Criteria; Sno 6	13	Details of such project undertaken along with clients' completion certification/letter.	As the projects are under Confidentiality or Non-Disclousre Agreement (NDA) therefore there Work Order or Project Contract Document / Agreement cannot be shared. Therefore request you to modify the criteria as follows - "Details of such project undertaken along with clients' completion certification/letter/ Undertaking signed by Company Secretary."	As per Revised RFP.
31	2.4 Qualification Criteria; Sno 9	13	Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices issued by Government of India or by Government of any other State in India or by Government of Gujarat or any of the PSU in the state of Gujarat in last 5 years at the time of bidding.	Request you to modify the criteria as the projects are under Confidentiality or Non-Disclousre Agreement (NDA), as follows - "Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices issued by Government of India or by Government of any other State in India or by Government of Gujarat or any of the PSU in the state of Gujarat at the time of bidding."	As per Revised RFP.

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32	2.4 Qualification Criteria; Sno 13	13	Bidder should have demonstrable expertise and experience in providing and customizing COTS. The bidder must have implemented & operationalized such COTS based 3 projects of 12 crore or 2 projects of 15 crores or 1 project of 24 crore in last 5 years	Request you to modify the criteria as the projects are under Confidentiality or Non-Disclosure Agreement (NDA), as follows - "Bidder should have demonstrable expertise and experience in providing and customizing COTS. The bidder must have implemented & operationalized OR under on-going implementation such COTS based 3 projects of 12 crore or 2 projects of 15 crores or 1 project of 24 crore in last 5 years"	As per Revised RFP.
33	2.4 Qualification Criteria; Sno 13	13	Details of such projects undertaken along with clients' completion certification/letter.	Request you to modify the criteria as the projects are under Confidentiality or Non-Disclosure Agreement (NDA), as follows - Details of such projects undertaken along with clients' completion certification/letter / Undertaking signed by Company Secretary.	As per Revised RFP.
34	Section 2, Clause 2.4	12	4. Attachments Work Order. / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users	Normally, Work order / Contract document do not reflect number of user details. Hence, we recommend to allow bidder to submit a) a letter certified by CS/Authorised Signatory. B) Respective RFP section indicating no. of users	As per Revised RFP.
35	Section 2, Clause 2.4	13	12. In case bidder is offering the COTS Product (ERP Solution), The OEM of the offered solution must have turnover of at least Rs. 10000 Crores for each of the last three financial years as on 31.03.2016	Please change this as: In case bidder is offering the COTS Product (ERP Solution), The OEM of the offered solution must have turnover of at least Rs. 10000 5000 Crores for each of the last three financial years as on 31.03.2016	As per Revised RFP.
36	Section 2, Clause 2.23.6	21	4. Experience in Building IT system catering no. of users in single project	Please change the scoring criteria as: >= 1000 to 1500 users 5 marks >= 1500 to 2000 users 8 marks > 2000 users 10 marks	As per Revised RFP.
37		Page 14 Note -	Note: In case of bidder not offering the COTS (ERP Solution), then the bidder has also to transfer source code so developed for the IFMS project to Government of Gujarat. The source code, fully documented for its architecture will be exclusive property of the Government of Gujarat and the bidder will have no right to use it anywhere else without prior approval of the Government of Gujarat through the Finance Department. If Government of Gujarat allows to the bidder the use of this source code then it will take 10% of the cost of application development for the subsequent projects as Royalty fee. Considering the rights of government of Gujarat over the source code, the bidder is specifically directed not to use any proprietary layer either of its own ownership or of ownership of others with the source code to deliver the solution for the IFMS project.	This needs to be discussed in totality for the definitions and restrictions	As per Revised RFP.

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38		Page 12, Section 2.4, Qualification Criteria Point 9	Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices issued by Government of India or by Government of any other State in India or by Government of Gujarat or any of the PSU in the state of Gujarat in last 5 years at the time of bidding.	Do we need to submit both certificate/ affidavit from Govt and Self Declaration? Or will it suffice if we provide only Self Declaration?	Yes.
39		Page 14, Section 2.4, Qualification Criteria Point 16	The bidder must get and furnish an undertaking duly signed by authorized signatory of the OEM to convey OEM's acceptance "The COTS OEM provider agrees to provide the unlimited licenses to Govt. of Gujarat for use of its employees during the life of the project."	Is supply of unlimited licenses during the contract only for COTS product pertaining to New IFMS solution or will this be applicable to other software like Windows/Business Intelligence tools etc.? that will be proposed as a part of the solution?	Both COTS and Other software
40		Section 2.4 Qualification Criteria – Page 14	In case Bidder not offering COTS (ERP Solution) then bidder has to transfer source code so developed to Govt. of Gujarat. Bidder directed not to use any proprietary layer either of its own ownership or of ownership of others with the source code to deliver the solution for the IFMS project	Current clause discourages the participation of bidders planning to propose bespoke development/customization of any pre-existing solution and indirectly favors COTS product. This clause to be modified as below to ensure fair participation from all bidders : Bidder can use the proprietary layer over and above the code used for developing the solution for Govt. of Gujarat. The exclusive rights of the proprietary layer will rest with the Bidder. Exclusive rights of code specifically developed for Govt. Of Gujarat would be provided to customer.	As per Revised RFP.
41		2.4. , pg 12	2.4 Qualification Criteria The bidder should have experience in development and implementation, support services of at least One Solution including IT infrastructure in financial sector in India, like banks or state government/PSU authorities/Private Organization in last 5 years/ongoing from last 1 year having project value of 10 crore and having 50 site/branch location.	Can we consider the current Gujarat IFMS project itself for this criteria?	Yes.
42		2.4. , pg 13	2.4 Qualification Criteria Resources need to be Deployed at directed by Finance Department offices/ places specified by FD in Gandhinagar and any district of Gujarat.	How many such resources?	As per Revised RFP.

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43	Section 2, 2.1.1	10	“Applicable Law” means the laws and any other instruments having force of law in India from time to time.	Bidder requests modification: - “Applicable Law” means the laws and any other instruments having force of law in India from time to time and applicable on the Parties during the term of this Agreement.	As per Revised RFP.
44	Section 2, 2.4 (9)	13	Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices issued by Government of India or by Government of any other State in India or by Government of Gujarat or any of the PSU in the state of Gujarat in last 5 years at the time of bidding.	Bidder requests modification: - Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices issued by Government of India or by Government of any other State in India or by Government of Gujarat or any of the PSU in the state of Gujarat in last 5 years at the time of bidding.	As per Revised RFP.
45	Section 2, 2.4 (10)	13	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.	Bidder requests modification: - Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.	As per Revised RFP.
46	Section 2, 2.22.4	20	Conditional bids are liable to be rejected.	Bidder requests modification: - Conditional bids are liable to be rejected.	As per Revised RFP.
47	Section 2, 2.23.2	20	The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP.	Bidder requests modification: - The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP except those for which deviations have been submitted by the bidder forming an integral part of the bidder's proposal.	As per Revised RFP.
48	Section 2, 2.24	22	On acceptance of Proposal for awarding the contract, FD/GIL will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.	Bidder requests modification: - On acceptance of Proposal for awarding the contract, FD/GIL will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed provided GIL adequately considers the deviations submitted by the successful bidder. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.	As per Revised RFP.
49	Section 2, 2.26	23	2.26.2. The notification of award will constitute the formation of the Contract. 2.26.3. Upon the successful Bidder's furnishing of performance security FD/GIL will promptly notify each unsuccessful Bidder.	Bidder requests modification: - 2.26.2. The notification of award will constitute the formation of the Contract. 2.26.3. Upon the successful Bidder's furnishing of performance security FD/GIL will promptly notify each unsuccessful Bidder.	As per Revised RFP.

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50	Section 2, 2.27	23	2.27.1. At the same time as concerned FD/GIL notifies the successful Bidder that its bid has been accepted, FD will send the bidder the Contract Form, incorporating all the agreements between two parties. 2.27.2. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to FD and send copy to GIL.	Bidder requests modification: - 2.27.1. At the same time as concerned FD/GIL notifies the successful Bidder that its bid has been accepted, FD will send the bidder the Contract Form, incorporating all the agreements between two parties. 2.27.2. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract containing mutually agreed terms and conditions and return it to FD and send copy to GIL.	As per Revised RFP.
51	section 2.1.20 - Definition of Go Live	Page 10 of 126	2.1.20.“Go live” means completion of New IFMS as per the complete scope of work and successful Testing of entire solution in respect of at least one month successful transaction by client of end to end flow of each function of following parts. In case Development of all the modules is completed but the testing or actual use of the product gets delayed, third party may be appointed for certifying the same.	1. One Month of successful transaction needs to be objectively defined, at present this is subjective, this is a open risk to project implementation and its closure 2. Go Live needs to be well defined so that acceptance process and payment processes are taken care of	As per revised RFP
52	Section 2, 2.13.6	17	The EARNEST MONEY DEPOSIT shall 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: i. to sign the Contract as mentioned above or ii. to furnish performance bank guarantee as mentioned above or	Bidder requests modification: - The EARNEST MONEY DEPOSIT shall 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: i. to sign the Contract as mentioned above on mutually agreed terms and conditions or ii. to furnish performance bank guarantee after signing the contract in the form and manner as mentioned in the RFP as mentioned above or	As per Revised RFP.
53	Section 2, 2.15.3	17	The Bidder's separation of the price components will be solely for the purpose of facilitating the comparison of bids by FD/GIL and will not in any way limit the Client's right to contract on any of the terms offered.	Request deletion of this clause	As per Revised RFP.
54	Section 2, 2.24	22	On acceptance of Proposal for awarding the contract, FD/GIL will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.	Bidder requests modification: - On acceptance of Proposal for awarding the contract, FD/GIL will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed provided GIL adequately considers the deviations submitted by the successful bidder . After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.	As per Revised RFP.

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55	Section 2, 2.27	23	2.27.1. At the same time as concerned FD/GIL notifies the successful Bidder that its bid has been accepted, FD will send the bidder the Contract Form, incorporating all the agreements between two parties. 2.27.2. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to FD and send copy to GIL.	Bidder requests modification: - 2.27.1. At the same time as concerned FD/GIL notifies the successful Bidder that its bid has been accepted, FD will send the bidder the Contract Form, incorporating all the agreements between two parties. 2.27.2. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract containing mutually agreed terms and conditions and return it to FD and send copy to GIL.	As per Revised RFP.
56		page 17 - section 2.15.2.2. - bid price	2.15.2.2. The rates of any Indian duties, sales tax, service tax and other taxes which will be payable by the Client on the goods/ services (if any) if this contract is awarded, should be quoted separately,	We request for any upward and downward movement or new taxes inclusion , during the tenure of the project needs to be reimbursed by customer after the submission of bid.	As per revised RFP
57		page 17 section 2.15.2.2 - cost of integration	2.15.4.4. The price quoted shall be inclusive of “Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System” the period of contract. This shall also include the cost of integration with applicable modules of integrated solutions like IWDMS & HRMS of Govt. of Gujarat.	We request the details of integration to be provided as part of due diligence and in details for SI to scope for the effort for integration. During the course of the project the unavailability of details or futuristic requirements causes a delay and futuristic effort cannot be determined, which is a risk for the project. A proper Change Control Process is requested to be in place during project duration once SRS is signed.	As per Revised RFP.
58		Page 18 section 2.17.1 - validity of proposal	2.17. Validity of proposal 2.17.1.Proposals shall remain valid for a period of 180 days (one hundred eighty days) after the date of financial bid opening prescribed in the RFP. A proposal valid for shorter period may be rejected as non-responsive. FD/GIL may solicit the bidders’ consent to an extension of proposal validity (but without the modification in proposals). 2.17.2A Bidder granting the request will not be permitted to modify its bid.	We request to consider a mutual consent in extension of bid after expiry of proposal validity. Also bidders to be provided with inflation % increase in Price incase it is delayed beyond the validity period.	As per Revised RFP.
59		page 19 section - 2.22.2	2.22.2. Prior to the detailed evaluation, GIL will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will deemed to be material deviations. FD/GIL	Incise during the technical evaluation phase the SI discovers some additional requirements or when it is deliberated in details, we request the SI to be allowed to resubmit a updated price bid not lowering from the pervious submitted, but to avoid any gap in the overall solution component sizing. Also incase of a material deviation , we would request for a discussion and possibility of revising the price bid on mutual consent with evaluation committee.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
60		page 20, section 2.23.3	At any point of time, if FD/GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, FD/GIL may reject his bid without assigning any reason or explanation.	We would request for a discussion and possibility of revising the price bid on mutual consent with evaluation committee.	As per Revised RFP.
61		page 23 section 2.28.2	2.28. Performance Bank Guarantee 2.28.1. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract 2.28.2. The Successful bidder has to submit Performance Bank Guarantee @ 10% of contract Value of financial bid within 15 days from the date of issue of Purchase order up to 6 months after the warranty period	We request the performance bank guarantee be limited to the annual contract value and divided into Implementation and O&M phase, as 10 % of decreasing value of total contract value remaining year on year.	As per revised RFP
62		Page 104, Section VII - Roles and Responsibilities of Stakeholders	It is suggested that this project would require a 2 tier structure to be followed, with FD at the top tier being assisted by various committees. The SP would be the 2nd tier providing a complete support system for successful execution of this project. However the final decision in this regard rests with the FD on level of engagements for SI.	Could you please clarify who will be the final signing authority on project milestones and payments? Will it be Finance Department (FD) or GIL (Gujarat Informatics Limited)?	Finance Department, Government of Gujarat
63		Page 108, Section 8.10.2 - Point f	The documentation shall be in the English/Gujarati language and in such form and numbers as stated in the contract document.	Could you please clarify if the documentation should be in English and Gujarati or English or Gujarati	As per Revised RFP.
64		Page 19, Section 2.22.4	Conditional bids are liable to be rejected	Can we propose deviation for those clause which will have an adverse impact to the SP?	As per Revised RFP.
65		Page 110, 8.13.2 - Termination for Convenience	Termination for Convenience	We propose it to be 2 way with a specified notice period of 6 months	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
66		Page 109, Section 8.11	Change Request Orders - During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document. Any change request during the operation and maintenance period should not be considered as a change request.	We request that any additional work or change request would be discussed and price for the same should be negotiated as and when required.	As per revised RFP.
67		Page 110, Section 8.13.2	Termination for Convenience	We request that in case termination, the SP should be fully paid for the part of work delivered by them	As per Revised RFP.
68		Page 114, Section 8.24	Limitation of Liability The entire liability of the bidder shall be limited to Maximum (Limitation of liability) = Payment made to the bidder	We request that the Limitation of Liability be limited to last 12 months payment made to the SP	As per Revised RFP.
69		Page 114, Section 8.26	Maintenance service including Warranty Support: Free maintenance services including Warranty support shall be provided by the Bidder during the contract period without altering the terms.	Could you please clarify the duration of the warranty period?	the duration of the warrantry period will be 8 years.
70	section 2.17.1 -	Page 18	2.17. Validity of proposal 2.17.1. Proposals shall remain valid for a period of 180 days (one hundred eighty days) after the date of financial bid opening prescribed in the RFP. A proposal valid for shorter period may be rejected as non-responsive. FD/GIL may solicit the bidders' consent to an extension of proposal validity (but without the modification in proposals). 2.17.2A Bidder granting the request will not be permitted to modify its bid.	We request to consider a mutual consent in extension of bid after expiry of proposal validity. Also bidders to be provided with inflation % increase in Price incase it is delayed beyond the validity period.	As per Revised RFP.
71		Section 2.15.4.4 Bid Prices	The price quoted shall be inclusive of Design, Development, Implementation and Training and O&M for 8 years	Operation and Maintenance period should be only for 5 Years as 8 years support is too high for technological solution due to rapid advancements in software/hardware technology.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
72		Section 3.2.2 Approach of SP for adopting the Solution – Page 31	In each phase, the Service provider shall take formal approval of the Department for deliverables (including documentation); only then should the selected service provider commence with the next phase	Pl clarify: 1. Whether there would be any 3rd party consultants who will approve the completion of phase 2. Approximate timelines within which the approval would be provided by Government for all deliverables 3. Please include Deemed acceptance criteria if SP do not receive the approval from Government even after pre-defined timeline from the submission of deliverables.	As per Revised RFP.
73		Section 3.8.1 Documentation	User Requirement specification documents for all the selected processes. System Requirement Specification (SRS) document	Pl clarify: 1. There should be requirement of only System Requirement Specification document for documenting the functional specification. There should be no requirement of both SRS and URS	bidder has to submit the Both SRS and URS
74		2.1.8 Definitions (Page no. 10)	“Day” means Working day. A period of 24 hours running from midnight to midnight and the calendar day applicable to India	It is assumed that Working Day will exclude all Government holidays/Public holidays. Pls confirm. Also Working Hour should also be defined based on the Government working hours during which Government officials will be available in office and TCS will be interacting with officials during these hours for New IFMS.	As per Revised RFP.
75		2.1.3.6, page 17	2.13.6. The EARNEST MONEY DEPOSIT shall 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: i. to sign the Contract as mentioned above or ii. to furnish performance bank guarantee as mentioned above or	Bidder clarifies that the verbiage be modified as below: The EARNEST MONEY DEPOSIT shall 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: i. to sign the Contract as mentioned above on mutually agreed terms and conditions, or ii. to furnish performance bank guarantee as mentioned above.	As per Revised RFP.
76		2.26.2., page 23	2.26.2. The notification of award will constitute the formation of the Contact.	Bidder clarifies that the verbiage be modified as below: 2.26.2. Upon Tthe notification of award the parties will constitute initiate the process for formation of the Contact.	As per Revised RFP.
77		2.27. , page 23	2.27.1. At the same time as concerned FD/GIL notifies the successful Bidder that its bid has been accepted, FD will send the bidder the Contract Form, incorporating all the agreements between two parties. 2.27.2. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to FD and send copy to GIL.	Bidder clarifies that the verbiage be modified as below: 2.27.1. At the same time as concerned FD/GIL notifies the successful Bidder that its bid has been accepted, FD will send the bidder the Contract Form, incorporating all the agreements between two parties. 2.27.2. Within 15 days of receipt of the Contract Form or such agreed period, the successful bidder shall submit it’s suggestions and comments and once the terms and conditions are mutually agreed upon, the parties shall sign and date the contract .	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
78		2.28.3., page 23	2.28.3. The proceeds of the Performance Bank Guarantee shall be payable to the Department as compensation for any loss arising from the bidder(s)'s failure to complete its obligations under the contract	Bidder clarifies that the verbiage be modified as below: The proceeds of the Performance Bank Guarantee shall be payable to the Department as compensation for any loss arising from the bidder(s)'s failure to complete its obligations under the contract provided such failure is solely attributable to the bidder.	As per Revised RFP.
79		6.1. Definitions, page 100	“Incident” refers to any event / abnormalities in the functioning of FD specified services that may lead to disruption in normal operations of FD services.	The Bidder clarifies that the definition of Incident shall be modified as under: “Incident” refers to any event / abnormalities in the agreed Services that lead to substantial disruption in normal operations of Services.	As per Revised RFP.
80		2.17, pg 18	2.17. Validity of proposal: Proposals shall remain valid for a period of 180 days (one hundred eighty days) after the date of financial bid opening prescribed in the RFP	This cannot be from financial bid opening date; it has to be from date of submission of the bid. Since commercial opening date can always changes for external reasons.	As per Revised RFP.
81		2.28, pg 23	2.28. Performance Bank Guarantee	PBG in the form of BG should be allowed	It is already mentioned in the RFP.
82			EMD return policy	Please include EMD return timeline in case of unsuccessful bidder.	As per Revised RFP.
83	Section 8, 8.1	106	These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the FD shall be final and binding on the SI.	Bidder requests modification: - These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the FD shall be final and binding on the SI.	As per Revised RFP.
84	Section 8, 8.9.2	107	The SP shall indemnify FD against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.	Bidder requests modification: - The SP shall indemnify FD against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods supplied by the SP, or any part thereof in India.	As per Revised RFP.
85	Section 8, 8.9.5	107	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the SP shall act expeditiously to extinguish such claim. If the SP fails to comply and FD is required to pay compensation to a third party resulting from such infringement, the SP shall be responsible for the compensation including all expenses, court costs and lawyer fees. FD will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.	Bidder requests modification: - In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods supplied by the SP or any part thereof in India , the SP shall act expeditiously to extinguish such claim. If the SP fails to comply and FD is required to pay compensation to a third party resulting from such infringement, the SP shall be responsible for the compensation including all reasonable expenses, court costs and reasonable lawyer fees. FD will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
86	Section 8, 8.9.7	108	For COTS Product the full IPR of the customized/developed solution for this project shall rest with the FD. Pre-existing IPR with Service Provider is not claimed by Government of Gujarat. However, since SP will be paid for all value additions to Software, Govt. of Gujarat will not recognize IPR of Bidder. Incremental IPR will be created during the Development process which will be since paid for by Govt. of Gujarat, hence such IPR will rest in Government of Gujarat.	Bidder requests modification: - For COTS Product the full IPR of the customized/developed solution for this project shall rest with the FD. Pre-existing IPR with Service Provider is not claimed by Government of Gujarat. However, since SP will be paid for all value additions to Software, Govt. of Gujarat will not recognize IPR of Bidder. Incremental IPR will be created during the Development process which will be since paid for by Govt. of Gujarat, hence such IPR will rest in Government of Gujarat.	As per Revised RFP.
87	Section 8, 8.11.1	109	During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	Bidder requests modification: - During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	As per Revised RFP.
88	Section 8, 8.11.5	109	Any change request during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy 5 developers having at least 5 years of experience for any changes in the application.	Bidder requests modification: - Any change request during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy 5 developers having at least 5 years of experience for any changes in the application.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
89	Section 8, 8.13	110	<p>Under the Contract, FD may, by written notice terminate the SP in the following ways:</p> <p>8.13.1. Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non-adherence to time schedule.</p> <p>8.13.2. Termination for Convenience: FD by written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for FD's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>8.13.3. The software that is complete and ready for rendering / deployment within 30 days after the SI's receipt of notice of termination shall be accepted by FD at the Contract terms and prices. For the remaining services, FD /GIL may elect:</p> <p>a) To have any portion completed and delivered at the Contract terms and prices; and/or</p> <p>b) To cancel the remainder and pay to the SP an agreed amount for partially completed software and for software previously procured by the SI.</p>	<p>Bidder requests modification: -</p> <p>Under the Contract, FD may, by written notice terminate the SP in the following ways:</p> <p>8.13.1. Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non-adherence to time schedule.</p> <p>8.13.2. Termination for Convenience: FD Either party, by written notice sent to the other party SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the party's FD's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>8.13.3. The software that is complete and ready for rendering / deployment within 30 days after the SI's receipt of notice of termination shall be accepted by FD at the Contract terms and prices. For the remaining services, FD /GIL may elect:</p> <p>a) To have any portion completed and delivered at the Contract terms and prices at its own risk and cost ; and/or</p> <p>b) To cancel the remainder and pay to the SP an agreed amount for partially completed software and for software previously procured by the SI.</p> <p><u>Provided a cure period of at least thirty (30) days shall be provided to SP to remedy the defects and only if the SP fails to remedy the failure within the cure period shall FD have the right to terminate the contract.</u></p>	As per Revised RFP.
90	Section 8, 8.14	110	Termination for Default - As it is	<p>Bidder requests the following to be added -</p> <p><u>Provided a cure period of at least thirty (30) days shall be provided to SP to remedy the defects and only if the SP fails to remedy the failure within the cure period shall FD have the right to terminate the contract.</u></p>	As per Revised RFP.
91	Section 8, 8.15.1	111	c) “Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which was given by the FD in Section 3.	<p>Bidder requests modification: -</p> <p>c) “Unfair trade practices” means wilful and intentional supply of services completely different from what is ordered on, or change in the Scope of Work which was given by the FD in Section 3.</p>	As per Revised RFP.
92	Section 8, 8.15.3	111	Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.	<p>Bidder requests modification: -</p> <p>Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, or fraudulent and unfair trade practice in competing for, or in executing the contract.</p>	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
93	Section 8, 8.16	111	Force Majeure - As it is	Bidder requests the following to be added - <u>In case Force Majeure subsists for more than sixty (60) days, either Party shall have the right to terminate the contract. In case of such termination, SP shall be paid for all the goods delivered and services rendered up to the effective date of termination.</u>	As per Revised RFP.
94	Section 8, 8.19.3	112	In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 2015. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 2015 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. Arbitration clause shall be only applicable in case of dispute is arising out of contract. Tribunal, New Delhi under Information Technology Act, 2000 (including any amendments therein) in case of any contraventions, security and confidentiality breaches.	Bidder requests modification: - In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 2015. Such disputes shall be referred <u>to a sole arbitrator to be appointed mutually by the parties</u> Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 2015 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in India at <u>Bengaluru, Karnataka Gandhinagar</u> and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. Arbitration clause shall be only applicable in case of dispute is arising out of contract.	As per Revised RFP.
95	Section 8, 8.20.1	112	Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.	Bidder requests modification: - Arbitration proceedings will be held in India at <u>Bengaluru, Karantaka Gandhinagar</u> and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
96	Section 8, 8.21	113	The contract period will be Development + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. The SP agrees that in any case SP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.	Bidder requests modification: - The contract period will be Development + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. The SP agrees that in any case SP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.	As per Revised RFP.
97	Section 8, 8.28	114	All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Gandhinagar/Ahmedabad of Gujarat only.	Bidder requests modification: - All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Bengaluru, Karnataka Gandhinagar/Ahmedabad of Gujarat only.	As per Revised RFP.
98	Section 8, 8.1	106	These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the FD shall be final and binding on the SI.	Bidder requests modification: - These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the FD shall be final and binding on the SI.	As per Revised RFP.
99	Section 8, 8.9.5	107	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the SP shall act expeditiously to extinguish such claim. If the SP fails to comply and FD is required to pay compensation to a third party resulting from such infringement, the SP shall be responsible for the compensation including all expenses, court costs and lawyer fees. FD will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.	Bidder requests modification: - In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods supplied by the SP or any part thereof in India, the SP shall act expeditiously to extinguish such claim. If the SP fails to comply and FD is required to pay compensation to a third party resulting from such infringement, the SP shall be responsible for the compensation including all reasonable expenses, court costs and reasonable lawyer fees. FD will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.	As per Revised RFP.
100	Section 8, 8.9.7	108	For COTS Product the full IPR of the customized/developed solution for this project shall rest with the FD. Pre-existing IPR with Service Provider is not claimed by Government of Gujarat. However, since SP will be paid for all value additions to Software, Govt. of Gujarat will not recognize IPR of Bidder. Incremental IPR will be created during the Development process which will be since paid for by Govt. of Gujarat, hence such IPR will rest in Government of Gujarat.	Bidder requests modification: - For COTS Product the full IPR of the customized/developed solution for this project shall rest with the FD. Pre-existing IPR with Service Provider is not claimed by Government of Gujarat. However, since SP will be paid for all value additions to Software, Govt. of Gujarat will not recognize IPR of Bidder. Incremental IPR will be created during the Development process which will be since paid for by Govt. of Gujarat, hence such IPR will rest in Government of Gujarat.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
101	Section 8, 8.10.2 ©	108	FD's right to inspect, test and, where necessary, reject the software / deliverable after the software deployment at Project Site shall in no way be limited or waived by reason of the software previously been inspected, tested and passed by FD for its representative prior to the software deployment.	Request deletion of this clause	As per Revised RFP.
102	Section 8, 8.11.1	109	During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	Request deletion of this clause	As per Revised RFP.
103	Section 8, 8.11.5	109	Any change request during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy 5 developers having at least 5 years of experience for any changes in the application.	Any change request during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy 5 developers having at least 5 years of experience for any changes in the application.	As per Revised RFP.
104	Section 8, 8.12	109	Suspension - As per RFP	Request deletion of this clause	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
105	Section 8, 8.13	110	<p>Under the Contract, FD may, by written notice terminate the SP in the following ways:</p> <p>8.13.1. Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non-adherence to time schedule.</p> <p>8.13.2. Termination for Convenience: FD by written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for FD's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>8.13.3. The software that is complete and ready for rendering / deployment within 30 days after the SI's receipt of notice of termination shall be accepted by FD at the Contract terms and prices. For the remaining services, FD /GIL may elect:</p> <p>a) To have any portion completed and delivered at the Contract terms and prices; and/or</p> <p>b) To cancel the remainder and pay to the SP an agreed amount for partially completed software and for software previously procured by the SI.</p>	<p>Bidder requests modification: -</p> <p>Under the Contract, FD may, by written notice terminate the SP in the following ways:</p> <p>8.13.1. Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non-adherence to time schedule.</p> <p>8.13.2. Termination for Convenience: FD Either party, by written notice sent to the other party SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the party's FD's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>8.13.3. The software that is complete and ready for rendering / deployment within 30 days after the SI's receipt of notice of termination shall be accepted by FD at the Contract terms and prices. For the remaining services, FD /GIL may elect:</p> <p>a) To have any portion completed and delivered at the Contract terms and prices at its own risk and cost ; and/or</p> <p>b) To cancel the remainder and pay to the SP an agreed amount for partially completed software and for software previously procured by the SI.</p> <p><u>Provided a cure period of at least thirty (30) days shall be provided to SP to remedy the defects and only if the SP fails to remedy the failure within the cure period shall FD have the right to terminate the contract.</u></p>	As per Revised RFP.
106	Section 8, 8.13.5	110	<p>In all the three cases termination shall be executed by giving written notice to the SI. Upon termination of the contract, payment shall be made to the SP for:</p> <p>a) Services satisfactorily performed and reimbursable expenditures prior to the effective date of termination</p> <p>b) Any expenditure actually and reasonably incurred prior to the effective date of termination</p>	<p>In all the three cases termination shall be executed by giving written notice to the SI. Upon termination of the contract, payment shall be made to the SP for:</p> <p>a) Services satisfactorily Deliverables (including products / services / hardware, etc.) performed as per contract and reimbursable expenditures prior to the effective date of termination.</p> <p>b) Any expenditure actually and reasonably incurred prior to the effective date of termination.</p>	As per Revised RFP.
107	Section 8, 8.14	110	Termination for Default - As per RFP	<p>Bidder requests the following to be added -</p> <p><u>Provided a cure period of at least thirty (30) days shall be provided to SP to remedy the defects and only if the SP fails to remedy the failure within the cure period shall FD have the right to terminate the contract.</u></p>	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
108	Section 8, 8.15.1	111	c) “Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which was given by the FD in Section 3.	c) “Unfair trade practices” means wilful and intentional supply of services completely different from what is ordered on, or change in the Scope of Work which was given by the FD in Section 3.	As per Revised RFP.
109	Section 8, 8.15.3	111	Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.	Bidder requests modification: - Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, or fraudulent and unfair trade practice in competing for, or in executing the contract.	As per Revised RFP.
110	Section 8, 8.16	111	Force Majeure - As per RFP	Bidder requests the following to be added - <u>In case Force Majeure subsists for more than sixty (60) days, either Party shall have the right to terminate the contract. In case of such termination, SP shall be paid for all the goods delivered and services rendered up to the effective date of termination.</u>	As per Revised RFP.
111	Section 8, 8.19.3	112	In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 2015. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 2015 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. Arbitration clause shall be only applicable in case of dispute is arising out of contract. Tribunal, New Delhi under Information Technology Act, 2000 (including any amendments therein) in case of any contraventions, security and confidentiality breaches.	Bidder requests modification: - In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 2015. Such disputes shall be referred <u>to a sole arbitrator to be appointed mutually by the parties.</u> Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 2015 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in India at <u>Bengaluru, Karnataka</u> Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. Arbitration clause shall be only applicable in case of dispute is arising out of contract.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
112	Section 8, 8.20.1	112	Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.	Arbitration proceedings will be held in India at Bengaluru, Karantaka Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.	As per Revised RFP.
113	Section 8, 8.21	113	The contract period will be Development + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. The SP agrees that in any case SP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.	The contract period will be Development + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. The SP agrees that in any case SP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.	As per Revised RFP.
114	Section 8, 8.22.5	113	During the Exit Management Period, the Service Provider shall use its best efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.	During the Exit Management Period, the Service Provider shall use its best commercially reasonable efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.	As per Revised RFP.
115	Section 8, 8.24	114	Limitation of Liability - As per RFP	The aggregate liability of Wipro, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this Agreement during the six months preceding the date of first claim. Total Aggregate liability of Wipro for all claims shall not exceed the total fees received by Wipro under this Agreement.	As per Revised RFP.
116	Section 8, 8.28	114	All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Gandhinagar / Ahmedabad of Gujarat only.	All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Bengaluru, Karnataka Gandhinagar/Ahmedabad of Gujarat only.	As per Revised RFP.
117		Page 107, Section 8.9.4	The software licenses supplied by SP shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to FD for the entire period of contract. All the licenses and support should be in the name of FD from the date of procurement.	We propose that patches and fixes be provided as part of the support on support fees and not free of charge as the OEM will charge the SP for providing the same	As per Revised RFP.
118		Page 110, Section 8.13, and 8.14 - Termination	Termination and Termination for Default	There is no clause providing termination rights to Vendor or service provider. SP is dependent on inputs from Client to a large extent. Hence we request that there are termination rights provided to SP as well under the contract for material defaults by GIL/FD such as non payment of fees beyond the payment term, breach of client of material obligations under the contract, failure by client to provide SP necessary assistance which are time sensitive and important which may affect SP's end deliverables.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
119		Page 110, Section 8.13.5	Services satisfactorily performed and reimbursable expenditures prior to the effective date of termination b) Any expenditure actually and reasonably incurred prior to the effective date of termination	We request that termination fees be mutually agreed between parties under the contract or relevant work order. We request that SP be paid for services rendered and deliverables provided till the date of termination and not be subject to "Satisfactorily performed" as vendor will perform services as per agreed work order.	As per Revised RFP.
120		Page 114, Section	The entire liability of the bidder shall be limited to Maximum (Limitation of liability) = Payment made to the bidder and explicitly exclude all direct, indirect and consequential losses impact, etc. to the Department except as may be determined by courts of law under the applicable law and awarded after following the due process of law.	We request to modify the clause as "Neither party will be liable to each other for any indirect and consequential losses impact, etc. howsoever caused, arising out of or in connection with this Contract except as may be determined by courts of law under the applicable law and awarded after following the due process of law".	As per Revised RFP.
121		Page 107, Section 8.9.2	The SP shall indemnify FD against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.	We request Gujarat Govt to indemnify SP for any IP claim on any material given to SP by GIL/FD under this project. We further request GIL/FD to indemnify SP in case of any death or physical injury to SP's personnel and for any willful misconduct by GIL/SP or its personnel.	As per Revised RFP.
122		Page 107, Section 8.9.2	For a bespoke development, the Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done), forms and the compilations that were developed or generated during the course of the Project to which the Department has sovereign rights and nothing herein shall or will be construed or deemed to grant to the Service Provider any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights.	We understand that post implementation the SP will be provided license rights on the software and its enhancements done for smooth provision of operations and maintenance support for the entire duration of the project. Could you please confirm our understanding?	As per Revised RFP.
123		8.1, page 105	8.1. Application These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the FD shall be final and binding on the SI.	The Bidder clarifies that the section shall be modified as under: 8.1. Application These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the mutually agreed interpretation of the FD & SP shall be final and binding on both the parties.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
124		8.3, page 105	8.3. Standards of Performance The SP shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The SP shall always act in respect of any matter relating to this contract as faithful advisor to FD. The SP shall abide by all the provisions/Acts/Rules etc of Information Technology prevalent in the country as on the date of the requirements and design submissions. The SP shall conform to the standards laid down in RFP in totality.	The Bidder clarifies that the section shall be modified as under: 8.3. Standards of Performance The SP shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The SP shall always act in respect of any matter relating to this contract as faithful advisor to FD. The SP shall abide by all the provisions/Acts/Rules etc of Information Technology prevalent in the country as on the date of the requirements and design submissions as applicable to it as a service provider of information technology services. The SP shall conform to the standards mutually agreed upon in totality.	As per Revised RFP.
125		8.4. Delivery and Documents, page 105 + 8.7. Use of Contract Documents and Information, page 106 + 2.30. Confidentiality, page 24	8.4. Delivery and Documents + 8.7. Use of Contract Documents and Information + 2.30. Confidentiality – reference is intended to the entire sections 8.4, 8.7 & 2.30.	The Bidder clarifies that: - exceptions to confidential information and confidentiality obligations shall be added - term for confidentiality obligations survival shall be two years from expiry or termination of the contract/RFP - Make the provisions reciprocally applicable to Bidder’s information as well - disclosure of confidential information to bidder’s employees, directors, subcontractors on a need to know basis shall not require prior consent from FD	As per Revised RFP.
126		8.10, page 107-108	8.10. Inspection/Testing – reference is intended to the entire section	Bidder requests to kindly share a copy of the quoted regulation. Further, the acceptance process, criteria, acceptance period, deemed acceptance shall all be mutually agreed upon in the Contract.	As per Revised RFP.
127		8.11, page 108	8.11. Change Request Orders – reference is intended to the entire section	Bidder clarifies that any change to the agreed scope and terms shall be agreed upon through a change request whether or not there is a financial and/or schedule related impact involved.	As per Revised RFP.
128		8.12, page 108	8.12- Suspension- reference is intended to the entire section	The bidder clarifies that this section shall be removed from the document. For breach of contract, the FD has multiple remedies against the SP.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
129		8.13, page 109	Section 8.13 - - reference is intended to the entire section	The Bidder clarifies that: - Termination for default shall be initiated only if there has been a material breach of obligations that have not been rectified within 30 days or such agreed period from receipt of notice of breach by the breaching party from non-breaching party - Termination for convenience shall be subject to 90 day notice period as well as reimbursement of termination charges to the SP - Section 8.13.3 shall be removed since there is already a termination for convenience clause right above. It is not clear why would this be additionally required. - Under section 8.13.5, the word ‘satisfactorily’ shall be deleted - There shall be equivalent rights assigned to the SP for termination of the Contract. The same shall be added to the contract.	As per Revised RFP.
130		8.14, page 109-110 + 8.18, page 110	Section 8.14 + 8.18- - reference is intended to the entire section	Bidder clarifies that these sections shall be deleted from the document since these overlap with section 8.13 and 8.15 thus creating ambiguity within the document.	As per Revised RFP.
131		8.15.3, page 110	8.15.3. Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.	The below section shall be deleted:	As per Revised RFP.
132		8.16.2, page 110	8.16.2. For purposes of this clause “Force Majeure” means an event beyond the control of the SP and not involving the SI’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the FD regarding Force Majeure shall be final and binding on the SI	Bidder clarifies that the section shall be modified as under: 8.16.2. For purposes of this clause “Force Majeure” means an event beyond the control of the SP and not involving the SI’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
133		8.19.1, page 111	Performance of the contract is governed by the terms the conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the Schedule of Requirement, the clauses of payments etc. In such a situation disputes arising between parties are out of contract, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then clause 8.18 shall become applicable. Amicable settlement clause shall be only applicable in case of dispute arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of security breach relating to PHI carried out by either bidder organization itself or its employees	Kindly clarify whether the reference to some other section is intended instead of section 8.18.	As per Revised RFP.
134		8.19.2. Resolution of Disputes, 111	Section 8.19.2. Resolution of Disputes – reference is intended to the entire section	Bidder clarifies that the reference to the Indian Arbitration and Conciliation Act, 2015 shall be substituted by Indian Arbitration and Conciliation (Amendment) Act, 2015	As per Revised RFP.
135		8.21, page 112	8.21. Contract Period The contract period will be Development + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. The SP agrees that in any case SP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance	Bidder clarifies that the clause shall be modified as under: 8.21. Contract Period The contract period will be Development + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. However, each party reserves a right to terminate the contract by sending a notice to the other in the events of non-performance, security violations and non-compliance not being cured within 30 days or such agreed period from receipt of notice of breach.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
136		8.22.5, page 112	8.22.5. During the Exit Management Period, the Service Provider shall use its best efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.	The bidder clarifies that the section shall be modified as under: 8.22.5. During the Exit Management Period, the Service Provider shall use its commercially reasonable efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.	As per Revised RFP.
137		8.24, page 113	8.24. Limitation of Liability The entire liability of the bidder shall be limited to Maximum (Limitation of liability) = Payment made to the bidder and explicitly exclude all direct, indirect and consequential losses impact, etc. to the Department except as may be determined by courts of law under the applicable law and awarded after following the due process of law.	The Bidder clarifies that the clause shall be replaced as under: • The liability cap should be limited to the 12 months fees paid under a particular work order preceding the claim • Standard clause on exclusion of indirect, consequential, incidental, special damages and losses including loss of profit, revenue, data, etc. shall be inserted • Excusable delay clause to be inserted	As per Revised RFP.
138		8.26, page 113	8.26. Maintenance service including Warranty Support: Free maintenance services including Warranty support shall be provided by the Bidder during the contract period without altering the terms.	The commercial terms shall be agreed upon between the parties and thus this clause shall be deleted from here. Further warranty support for COTS and/or SP proprietary tools/products shall be as per the underlying terms and conditions.	As per Revised RFP.
139		IX	Changes to the forms under section IX shall be submitted at the time of final submission		As per Revised RFP.
140			Additional clauses to be inserted:	We wish to incorporate additional clauses on the lines suggested hereunder: i) Entire Agreement clause; ii) Mutually applicable non-solicitation clause; iii) Industry std. warranty exclusions, warranty disclaimer and warranty remedies; iv) Non-exclusivity clause.	As per Revised RFP.
141		8.13. Termination	8.13.1. Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non-adherence to time schedule.	We request that 30 days prior notice before such termination.	As per Revised RFP.
142			8.13.2. Termination for Convenience: FD by written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for FD's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective	We request deletion of this provision.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
143		8.14. Termination for Default	8.14.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part: 8.14.2. if the bidder fails to deliver any or all of the product as per the delivery schedule including installation, Final acceptance test & commissioning mentioned in the bid, or within any extension thereof granted by the Purchaser or 8.14.3. if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order.	We request deletion of this clauses since they have already been covered under Clause 8.13.1	As per Revised RFP.
144		8.19.2. Resolution of Disputes	Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India	We request that the Abitration be conducted as per SIAC Rules	As per Revised RFP.
145		8.21. Contract Period	The contract period will be Development + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. The SP agrees that in any case SP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of on-performance, security violations and non-compliance	We request that the bidder be allowed to terminate due to non-payment of undisputed dues.	As per Revised RFP.
146		8.24. Limitation of Liability	The entire liability of the bidder shall be limited to Maximum (Limitation of liability) = Payment made to the bidder and explicitly exclude all direct, indirect and consequential losses impact, etc. to the Department except as may be determined by courts of law under the applicable law and awarded after following the due process of law	We request amendment to maximum liability to the Annual Value of the Contract	As per Revised RFP.
147		FORM VI: Self Declaration	We have not breached/violated any contractual conditions so far to any of the Govt. Department or its PSU.	Does this mean SLA breach or breach of timelines as well. Kindly clarify	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
148		9.8. Form VIII – Earnest Money Deposit/Bid Security in the form of Bank Guarantee Format		<p>Would request that the following be added to the bank guarantee text for EMD:</p> <p>Notwithstanding anything contained herein above :</p> <p>i. Our liability under this Bank Guarantee shall not exceed Rs.____/- (Rupees _____Only).</p> <p>ii. This Bank Guarantee shall be valid up to _____ ; and</p> <p>iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if any claim or demand is received by us in writing, as stated in this Bank Guarantee, at this office by hand, by post or by courier, by close of banking hours, on or before_____, thereafter the Bank will stand discharged of all its liabilities in all respect whether or not the original Bank Guarantee is returned to us.</p>	As per Revised RFP.
149		Page 14 Note -	Note: In case of bidder not offering the COTS (ERP Solution), than the bidder has also to transfer source code so developed for the IFMS project to Government of Gujarat. The source code, fully documented for its architecture will be exclusive property of the Government of Gujarat and the bidder will have no right to use it anywhere else without prior approval of the Government of Gujarat through the Finance Department. If Government of Gujarat allows to the bidder the use of this source code then it will take 10% of the cost of application development for the subsequent projects as Royalty fee. Considering the rights of government of Gujarat over the source code, the bidder is specifically directed not to use any proprietary layer either of its own ownership or of ownership of others with the source code to deliver the solution for the IFMS project.	This needs to be discussed in totality for the definitions and restrictions	As per Revised RFP.
150		Page 107, 8.9. Intellectual Property Rights	Generic	Could you please provide the existing perpetual licenses for Application and Database?	As per Annexure 1.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
151		8.9. Intellectual Property Rights	<p>While passing on the rights (license) of using any software/software tool, the SP shall ensure that such rights are inclusive of the use of that software for development in addition to deployment</p> <p>The software licenses supplied by SP shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to FD for the entire period of contract. All the licenses and support should be in the name of FD from the date of procurement.</p>	<p>We request deletion of this clause and replace with the following: 'In the event of supply of any COTS product, the IPR/use of such software will be governed as per the license T&Cs of the OEM. Further FD will execute all relevants documents request by the OEM for use of such software.'</p>	As per Revised RFP.
152		8.9. Intellectual Property Rights	<p>8.9.6. For a bespoke development, the Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done), forms and the compilations that were developed or generated during the course of the Project to which the Department has sovereign rights and nothing herein shall or will be construed or deemed to grant to the Service Provider any right, title, license, sub-license</p>	<p>We request deletion of this clause and replace with the following: 'Customer receives ownership of customer-specific foreground IPR. Bidder is granted a non-exclusive, royalty-free, perpetual, worldwide back-license for unlimited commercial use of customer-specific foreground IPR. •All non-customer specific foreground IPR is owned by Bidder. Customer is granted a non-exclusive license for use of non-customer specific foreground IPR, against additional consideration.'</p>	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
153		8.9. Intellectual Property Rights, page 106 + 2.15.4.6, page 17-18	8.9. Intellectual Property Rights + 2.15.4.6, page 17-18– reference is intended to the entire section	The Bidder clarifies that the sections shall be modified to reflect the below points: - detailed definition of SP pre-existing IPR shall be included as well as the statement that all rights, title and interest in such pre-existing IPR shall vest with the SP; - improvements, modifications, customizations, etc. to SP’s pre-existing IPR shall vest with the SP; - to the extent if any pre-existing IPR of the SP is embedded in any deliverable, then the FD will be provided with a limited license to use such pre-existing IPR only as far as it is a part of the deliverable provided that the FD does not attempt or arrive at the source code or reverse engineer etc. such SP pre-existing IP; - COTS and/or 3rd party and/or SP proprietary software and/or hardware products and/or tools shall be solely subject to the respective underlying terms and conditions including those on warranty, indemnity, maintenance, AMS, etc. of the respective COTS and/or 3rd party and/or SP whose such software/hardware product/tool is at hand. - Unless agreed otherwise, all third party components including software, hardware, etc. required for provision of Services shall be procured and provided by FD to the SP without any cost - A clause on residuary rights of parties shall be included - Subject to the above stated provisions onSP pre-existing IPR and COTS/3rd party/ SP proprietary products, deliverables specifically and exclusively developed for the FD shall belong to FD provided that the corresponding fees has been paid to the SP; - With respect to intellectual property rights infringement indemnity, we wish to clarify that: i) the SP shall be liable only for third-party suit, proceeding, judgment, costs	As per Revised RFP.
154	section 2.15.2.2. - bid price	page 17 -	2.15.2.2. The rates of any Indian duties, sales tax, service tax and other taxes which will be payable by the Client on the goods/ services (if any) if this contract is awarded, should be quoted separately,	We request for any upward and downward movement or new taxes inclusion , during the tenure of the project needs to be reimbursed by customer after the submission of bid.	As per Revised RFP.
155	section 2.15.2.2 - cost of integration	page 17	2.15.4.4. The price quoted shall be inclusive of “Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System” the period of contract. This shall also include the cost of integration with applicable modules of integrated solutions like IWDMS & HRMS of Govt. of Gujarat.	We request the details of integration to be provided as part of due diligence and in details for SI to scope for the effort for integration. During the course of the project the unavailability of details or futuristic requirements causes a delay and futuristic effort cannot be determined, which is a risk for the project. A proper Change Control Process is requested to be in place during project duration once SRS is signed.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
156		SECTION V: Timeline and PAYMENT TERMS, page 99	Go-Live of Whole Application T6 = T + 12	T6= T3 +12, total project duration will be 24 months	As per Revised RFP.
157		5.2. Payment Terms, page 99	In case of COTS Product (ERP Solution) 50% of onetime payment will be released for completion of phase 1, 50% of onetime payment will be released after Go- Live (Line item 2)	80% against delivery of License, 20% after Go live	As per Revised RFP.
158		5.2. Payment Terms, point 1, page 99	10% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Preparation and approval of URS, SRS and SDD of All modules. 35% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Development, Testing and Go-Live, security audit and EQDC Testing including mobile app and web portal of at least 50% functionalities of the scope of work (i.e. Phase 1) 45% of the cost of Development of New IFMS mentioned in financial bid – Line item 1) on completion of Development, Testing and Go-Live, security audit and EQDC Testing including mobile app and web portal of remaining 50% functionalities of the scope of work (i.e. Phase 2) 10% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of 3 months of Go-Live fixing bugs and errors	25% against SRS 35% to 25% 45% as it is 10% to 5%	As per Revised RFP.
159		5.2. Payment Terms, Point 2a, page 100	ATS & AMC of COTS for 8 years Completion of Partial Roll Out	100% at the start of the year	As per Revised RFP.
160		5.2. Payment Terms, point 5, page 100	quarterly in equal installments after completion of each quarter and submission of Invoice as mentioned in Financial bid – line item 4	Quarterly in advance	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
161		5.2. Payment Terms, point6, page 100	Payment will be released quarterly basis after completion of each quarter and after submission of Invoice as mentioned in Financial bid – line item 7 Payment will be released quarterly basis after completion of each quarter and after submission of Invoice as mentioned in Financial bid – line item 7	Payment in advance	As per Revised RFP.
162		5.2. Payment Terms, point7, [page 100	Payment will be released batch wise on successful completion of training of the particular batch and after submission of Invoice as mentioned in Financial bid – line item 8	Payment in advance	As per Revised RFP.
163	Section 5, 5.2	99	Payment Terms (As per draft).....	Payment for any hardware / product / license / software to be supplied shall be made as 100% on delivery of the same. Payment for any development / implementation activity shall be done on milestone basis. Full charges for any development / implementation activity should be paid 100% by Go-Live. Payment for any O&M / support / ATS / AMC / HandHolding activity shall be on quarterly arrears. Payment for training activity shall be made monthly on the basis of actual work completed.	As per Revised RFP.
164	Section 5, 5.2	99	Payment Terms (As per draft).....	Upon submission of invoice by SP, the Customer shall within 7 days, accept / reject / seek additional period of 7 days to confirm the invoice, failing which the invoice will be deemed accepted. In the event Customer disputes an invoice, 20% of the value of disputed invoice shall be withheld. Upon the dispute being settled, the amount withheld may be released or further sum as mutually agreed may be deducted from the subsequent invoice. Payment shall be made within 30 days from the respective submission of the required documents. If the customer defaults, then Wipro shall charge an interest of 1% per month on the amounts due from the due date till the actual payment date.	As per Revised RFP.
165	Section 6, 6.2.1	101	Implementation related penalty of service levels 6.2.1.1. Implementation related penalty for Application software (As per draft)....	Request to add: The maximum implementation related penalty for application software that can be imposed on SP under this Agreement shall not exceed 5% of Implementation Value. It is suggested that if the final timeline for implementation/Go-live is achieved then all the penalties deducted can be returned back to the SP.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
166	Section 6, 6.2.1	102	Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of FD. If delay exceeds maximum delay weeks at the particular milestone, FD may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.	Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of FD. If delay exceeds maximum delay weeks at the particular milestone, FD may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.	As per Revised RFP.
167	Section 6, 6.2.2	102	Operational Related Penalty for Application Software Uptime ... (As per draft)..... Development of Change Request ... (As per draft)..... Operational Related Penalty for Change Request ... (As per draft)..... Operational Related Penalty for Handholding Support ... (As per draft).....	Request to add: The maximum penalty during O&M that can be imposed on SP under this Agreement shall not exceed 5% of O&M Value per quarter. Also requesting to reduce the penalties on individual SLA's too.	As per Revised RFP.
168	Taxes	NA	Clause to be added	Any increase or decrease in the rates of the applicable taxes or levy of any new tax on account of changes in law shall be to the account of FD/GIL.	As per Revised RFP.
169	6.2.1.1. Implementation related penalty for Application software	101	A Penalty of 0.5% of contract value of Software Application per week delay subject to maximum 5%.	We recommend below clause " A Penalty of 0.5% of individual milestone value of Software Application per week delay subject to maximum 5%"	As per Revised RFP.
170		page 99 - section 5.2	5.2. Payment Terms	The cash flow of the SP is constrained due to the payment terms, we request you have a relook at this	As per Revised RFP.
171		page 100 section 5.3	5.3. Payment Procedure 5.3.1. The FD/GIL shall certify actual implementation. The SP has to ensure proper hand-holding & support of the system. 5.3.2. SP shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule & submit the invoice to FD. 5.3.3. FD shall verify the Invoice raised against the milestone achieved & shall make the payment.	We request for provision of part payment	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
172		page 101, section 6	6. SECTION VI: SERVICE LEVEL AGREEMENT & PENALTY CLAUSE The purpose of this Service Level Agreement (hereinafter referred to as SLA)..... Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of FD. If delay exceeds maximum delay weeks at the particular milestone, FD may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.	We request the implementation SLA's to be relaxed. For LD , there needs to be timely discussion on default and incase SI is solely attributable for delay the Liquidated Damages needs to be levied.	As per Revised RFP.
173		page 102, section 6.2.2	6.2.2. Operational Related Penalty for Application Software Uptime	These SLA's are very stringent, based on the criticality of the various functionalities, these need to be defined. Also a grace period of 6 months need to be provided for measurement of the achievable SLA's than these <u>stringent ones mentioned here</u>	As per Revised RFP.
174		Page 99, Section 5.2 Payment Terms	OS and Database licenses for running the application	If we are to supply hardware for Business Intelligence, Analytics and Reporting Solution when will the payment be made for supply of hardware and for ATS & AMC?	The compute infrastructure will be provided by the Government as per BoM provided by the bidder.
175		Page 99, Section 5.2 Payment Terms	35% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Development, Testing and Go-Live, security audit and EQDC Testing including mobile app and web portal of at least 50% functionalities of the scope of work (i.e. Phase 1)	Could you please clarify "including mobile app and web portal of at least 50% functionalities of the scope of work (i.e. Phase 1)"	i.e. Completion of Phase 1 as per revised RFP.
176		Page 101, section 6.2.1.1 - Implementation related penalty for Application software	Submission of SRS, URS and SDD	If it's a COTS product, there is no milestone for URS, SRS and SDD phase. So how can this penalty be applicable for a COTS product? We request to remove penalty for this phase if COTS is being proposed	As per Revised RFP.
177		Page 103, Section 6.2.3 - Development of Change Request	SLA Measure - Response Time - 1 Day	Could you please articulate what activities need to be performed in 1 day time?	the response time meanse the SP has to give the response on the problem and give time line for the resolution.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
178		Page 101, 6.2.1.1 - Implementation related penalty for Application software	A Penalty of 0.5% of contract value of Software Application per week delay subject to maximum 5%.	Could you please clarify if the maximum of 5% penalty is applicable for each of the 4 mile stones or is 5% for all milestones put together?	As per Revised RFP.
179		Page 23, Section 2.28.2	Performance Bank Guarantee - The Successful bidder has to submit Performance Bank Guarantee @ 10% of contract Value of financial bid within 15 days from the date of issue of Purchase order up to 6 months after the warranty period to be provided issued by any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar)	Can we have separate PBGs for Implementation and Support? In case we cannot have separate PBG for implementation and support, can the the PBG be renewed every 2 years instead of having it at a stretch for 9 years?	As per Revised RFP.
180		Page 99, Section 5.2 Payment terms	Security audit and EQDC Testing including mobile app and web portal of at least 50% functionalities of the scope of work	Could you please let us know the maximum duration of the security audit?	As per Revised RFP.
181		Page 101, Section 6	SLA & Penalty clause	We propose the maximum penalty cap to be at 10% of the contract value	The Overall penalty cap during the contract period shall be capped at 5% of quaterly invoice value. However if such value of 5% is reached for any three consecutive months during the contract period, then the Finance Department will have the right to terminate the contract.
182		Page 101, 6.2.1 - Implementation related penalty of service levels	If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of FD. If delay exceeds maximum delay weeks at the particular milestone, FD may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.	Could you please clarify what will be the maximum number of delayed weeks?	As per SLA mentioned in RFP.
183		Page 100, Section 5.3. Payment Procedure	FD shall verify the Invoice raised against the milestone achieved & shall make the payment.	We propose that payment be made to the service provider within 30 days of submitting the invoice and delay in the payment post 30 days will attract interest of 1% of the invoice value per month	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
184		Page 102, 6.2.2. Operational Related Penalty for Application Software Uptime	SLA	Since the hardware procurement and maintenance will be done by Finance Department (FD) Government of Gujarat, for any delay caused due to hardware in the Application Software Uptime Service Provider will not be held responsible for breaching the SLAs. Could you please confirm this understanding?	The delay which is not account of bidder will not be considered as a delay during the project.
185		5.2. Payment Terms (Page No. 99)	35% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Development, Testing and Go-Live, security audit and EQDC Testing including mobile app and web portal of at least 50% functionalities of the scope of work (i.e. Phase 1) 45% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Development, Testing and Go-Live, security audit and EQDC Testing including mobile app and web portal of remaining 50% functionalities of the scope of work (i.e. Phase 2)	Mobile app is only mentioned for Receipt Application as per 6. Receipt Management Functionalities on Page no. 54. Kindly confirm is there any other functionality for which mobile app is required as it will have impact on the effort and the cost for application development.	The scope of the mobile app is as per revised RFP.
186		5.2. Payment Terms (Page no. 99)	10% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Preparation and approval of URS, SRS and SDD of All modules.	In view of the significant effort required for SRS, URS and SDD for all modules, request you to kindly increase this payment to at least 25%. Phase-1 completion-45% Phase-2 completion-25% Go-live-5%	As per Revised RFP.
187		5.2. Payment Terms (Page no. 100)	User Training Charges for training to a Trainer in a batch of 20 to total 100 trainer	What will be duration and location of the training to these 100 trainers? Also it is assumed that all necessary infrastructure at training locations including connectivity will be provided by Government. Pls confirm.	As per revised RFP.
188		6. SECTION VI: SERVICE LEVEL AGREEMENT & PENALTY CLAUSE (page no. 101)	The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the SP to FD for the duration of the contract for providing HRMS Applications, Training, Maintenance and Warranty support against the stated scope of work	What is the scope of HRMS application to be supported?	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
189		6.1. Definitions (Page no. 101)	“Response Time” shall mean the time taken (after the incident has been reported at the concerned reporting center), in resolving (diagnosing, troubleshooting and fixing)	Time for resolution (diagnosing, troubleshooting and fixing) should not be part of Response time as it is part of Resolution Time.	Yes.
190		6.2.1.1. Implementation related penalty for Application software (Page no. 102)	Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of FD.	Kindly clarify the penalty calculation with different scenario. e.g. i) first milestone is delayed by 2 months due to which all subsequent milestones will also be delayed by at least 2 months. ii) first milestone is delayed by 2 months while second milestone is delayed by 3 months out of which 2 months delay is due to delay of first milestone. i.e. total 3 months delay for first and second milestone together	Accepted.
191		6.2.1.1. Implementation related penalty for Application software (Page no. 102)	The SLA applicable after the implementation shall be purely measured on the availability of the services at Central site as well as client site.	Client site SLA should not be applicable as there can be multiple reasons for non-availability of application which are location specific and not attributable to application per se. Kindly exclude client site SLA.	Revised: The SLA applicable after the implementation shall be purely measured on the availability of the services.
192		6.2.2. Operational Related Penalty for Application Software Uptime (Page no. 102)	SLA Measure Severity (Month of March)	1. Severity-3 and 4 are mostly non-critical/suggestions type of tickets and they should not be part of SLA for the Month of March 2. Resolution time for Severity-1 and 2 (for month of march) is too stringent because identifying and debugging issues, arriving at resolution and deploying the resolution after successfully testing itself will take certain minimum amount of time irrespective of the no. of resources deployed. Suggested resolution time with NIL penalty for Severity-1 should be at least 4 hours while for Severity-2, it should be at least 6 hours without any penalty. 3. Per hour penalty is too high and it should be reduced to Rs. 5000 per hr and Rs. 10,000 per hr.	As per Revised RFP.
193		6.2.2. Operational Related Penalty for Application Software Uptime (Page no. 102)	SLA Measure Severity (In Other Month)	1. Resolution time for Severity-1 and 2 (In Other Month) is too stringent. Suggested resolution time with NIL penalty for Severity-1 should be at least 8 working hours, for Severity-2, it should be at least 24 working hours, for Severity-3, it should be 5 working days while for Severity-4, it should be 10 working days without any penalty. Rest of the slab can be adjusted accordingly. 2. Per hour penalty is too high and it should be reduced to Rs. 2500 per hr and Rs. 5,000 per hr for other slabs.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
194		6.2.2. Operational Related Penalty for Application Software Uptime (Page no. 103)	Penalty Calculations Total Time shall be measured on 24*7 basis.	Time should be measured based on government working hours and NOT 24*7. e.g. incident is reported just one hour before close of the working hours on day-1, should be allowed to be resolved by 7 working hours of day-2 without any penalty for Severity-1 (in other month).	As per Revised RFP.
195		6.2.3. Development of Change Request (Page no. 103)	SLA Measure Target Flat Penalty Rs.	Resolution of change request will depend on the effort required based on the size of the change. Hence, timeline for completing change request cannot be estimated at this moment. Kindly remove the SLA requirement for Change Request.	As per Revised RFP.
196		6.2.5. Operational Related Penalty for Handholding Support (Page no. 103)	SLA Measure Target Flat Penalty Rs. Absence of Manpower and not made alternate arrangement	1. Days should be Working Day excluding Government holidays/Public holidays. 2. There should be grace period of at least one week (6 working days) in a month for which no penalty should be imposed as there can be absence due to medical or personal emergency which cannot be predicted. 3. Penalty of Rs. 1000 per day is too stringent. It should be reduced to Rs. 500 per day for Ahmedabad/Gandhinagar and Rs. 200 per day for other district locations.	As per Revised RFP.
197		6.2.5. Operational Related Penalty for Handholding Support (Page no. 103)	SLA Measure Target Flat Penalty Rs. Not recruited/deployed manpower	1. Days should be Working Day excluding Government holidays/Public holidays. 2. There cannot be uniform penalty for all locations. Suggest to have separate penalty for Ahmedabad/Gandhinagar and other district locations. i.e. Penalty for Other district locations can be Rs. 200 and Rs. 500 per day and as an alternate arrangement it should consider support through email/telephone as deemed presence without any penalty. 3. For Ahmedabad/Gandhinagar, penalty should be Rs. 500 and Rs. 1000 per day as current slab is too stringent. 4. It is assumed that penalty will be calculated in following manner in case of delay beyond 15 days. E.g. for delay of 18 days, penalty @Rs. 1000 per day will be applicable for 15 days while penalty @Rs. 2000 per day will be applicable on 3 days. Pls confirm.	As per revised RFP.
198		8.13.2 , Pg 109	Termination for Convenience: FD by written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for FD's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.	It is recommended to delete this clause	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
199		8.24 , Pg 113	Limitation of Liability	Liability of TCS should not exceed 10% of contract value under this clause.	As per Revised RFP.
200		8.27 , Pg 113	Taxes and Duties	It is recommended that in case of increase in taxes rates or introduction of new taxes/GST the additional be borne by the customer.	As per Revised RFP.
201		5. SECTION V: , page 98	5. SECTION V: Timeline and PAYMENT TERMS- reference is intended to the entire section	<p>Bidder suggests that:</p> <ul style="list-style-type: none"> - Since the payment terms need to be mutually agreed and need to be in line with the Bidder’s proposal, the terms set forth in these sections 5 shall be replaced per the agreed terms between the parties; - The credit period shall be 30 days from the receipt of invoice from bidder by FD; - A detailed clause on provisions related interest on delayed payment with a right to suspend services to be incorporated. - All Service fees and charges are exclusive of applicable taxes and the such taxes shall be additionally paid to the bidder by the FD. If there is any increase in taxes or there are new taxes introduced, all such tax incidence and changes shall be borne by the FD. 	As per Revised RFP.
202		6.2.1.1. Implementation related penalty for Application software, page 100	<p>These SLAs shall be strictly imposed and a software audit/certification shall be carried out at the sole discretion of FD for certifying the performance of the applications against the target performance metrics as outlined in the table below:</p> <p>A Penalty of 0.5% of contract value of Software Application per week delay subject to maximum 5%.</p>	<p>Bidder clarifies that this section shall be modified as under:</p> <p>These SLAs shall be strictly imposed and a software audit/certification shall be carried out not more than once in two years at the sole discretion and cost of FD subject to prior written notice of 15 days for certifying the performance of the applications against the target performance metrics as outlined in the table below, provided that such auditor shall not be an SP competitor and shall be bound by work place rules including those on security & confidentiality restrictions of the SP:</p> <p>A Penalty of 0.5% of contract value of the delayed milestone of Software Application or part thereof per week of delay subject to maximum of 5% of contract value of delayed milestone of Software Application or part thereof, provided that the delay is solely attributable to the SP.</p>	As per Revised RFP.
203		6.2.2. Operational Related Penalty for Application Software Uptime, page 101	Reference is intended to section 6.2.2	The Bidder clarifies that all the monetary penalties set forth in the table under this section shall be removed. The SLA penalties shall be mutually agreed in the Contract.	As per Revised RFP.

Responses of the Pre-bid queries of Tender no: SW02032017125 – RFP for “Selection of Service Provider for Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System” for Finance Department (FD), Government of Gujarat

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204		6. section VI: Service level agreement & penalty clause	Reference is intended to the entire section VI	<p>The Bidder clarifies that:</p> <ul style="list-style-type: none"> - Any availability/uptime requirements under SLA shall be subject to standard downtime provisions as listed below and the same shall be included in the text of this section VI of the document: <p>The time lost due to any of the following reasons are taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to Purchaser such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the site as required by the Bidder; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by Purchaser; (Bidder may also request Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Purchaser); (g) Time taken for booting the system (h) Time lost due to unavailability of links.</p> <ul style="list-style-type: none"> - SLA penalties shall only be applicable to critical milestones which shall be identified as such in the Contract - SLA penalties shall be levied if such SLA failure is solely and entirely attributable to the Bidder. - 0.5% of the value of the delayed milestone for each completed week of delay upto a maximum of 5% of the value of the delayed milestone shall be included in the SLA document. 	As per Revised RFP.
205		6.2.1, pg 101	6.2.1. Implementation related penalty of service levels A Penalty of 0.5% of contract value of Software Application per week delay subject to maximum 5%.	It is 5% of what? Please clarify	5% of each milestone.
206		6.2.2, pg 101	6.2.2. Operational Related Penalty for Application Software Uptime Resolution Time : Flat penalty : 10000 Per Hrs	Per how many hours? Text is missing. Please clarify	As per Revised RFP.
207		6.2.1.1. Implementation related penalty for Application software	A Penalty of 0.5% of contract value of Software Application per week delay subject to maximum 5%.	<p>We request to kindly amend the penalty as follows:</p> <ul style="list-style-type: none"> (i) The calculation of penalty be based on relevant key milestone and that the maximum penalty to limited to 5% of the relevant key milestone. (ii) Payment of penalty, if any shall be sole remedy (iii) The breach of the SLA is solely attributable to Bidder 	As per Revised RFP.

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208		6.2.1.1.	Implementation related penalty for Application software Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of FD. If delay exceeds maximum delay weeks at the particular milestone, FD may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited	Request to kindly clarify if there is a delay at the UAT stage 'cumulative penalty' will means (penalty for Submission of SRS,URS and SDD stage + penalty for Completion of Development + penalty for Uat stage).	As above
209		6.2.2.	Operational Related Penalty for Application Software Uptime	We request to kindly amend the penalty provisions as follows: (i) The calculation of penalty be based on monthly invoice for applicable services and that the maximum penalty to limited to 5% monthly invoices. (ii) Payment of penalty, if any shall be sole remedy (iii) The breach of the SLA is solely attributable to Bidder	As per Revised RFP.
210		6.2.3.	Development of Change Request		As per Revised RFP.
211			Operational Related Penalty for Handholding Support		As per Revised RFP.
212	99	5.1	Proposed timelines for Implementation	In view of the scope of the project we would request for the following delivery timelines: <u>Activity Completion Timelines (in Months)</u> <u>Development / Customization of IFMS</u> Project Initiation & Team Mobilization: T Submission of SRS, URS and SDD: T1 = T + 6 months Development of Whole Application UAT and Training, Security Audit and EQDC Testing and Go-live of Phase 1: T2 = T1 + 9 months Development of Whole Application UAT and Training, Security Audit and EQDC Testing and Go-live of Phase 2: T3 = T2 + 6 months Go-Live of Whole Application T4 = T + 21 months Warranty and Operation & Maintenance Support of Application Software, Licenses software and COTS after Go-Live: T5 = T4 + 8 years Change request (with technical and functional document): Mutually Agreed Time Note: T - Date of Award of Contract	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
213	section 2.17.1 - validity of proposal	Page 18	2.17. Validity of proposal 2.17.1.Proposals shall remain valid for a period of 180 days (one hundred eighty days) after the date of financial bid opening prescribed in the RFP. A proposal valid for shorter period may be rejected as non-responsive. FD/GIL may solicit the bidders’ consent to an extension of proposal validity (but without the modification in proposals). 2.17.2A Bidder granting the request will not be permitted to modify its bid.	We request to consider a mutual consent in extension of bid after expiry of proposal validity. Also bidders to be provided with inflation % increase in Price incase it is delayed beyond the validity period.	As per Revised RFP.
214	section - 2.22.2	page 19	2.22.2. Prior to the detailed evaluation, GIL will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will deemed to be material deviations. FD/GIL	Incase during the technical evaluation phase the SI discovers some additional requirements or when it is deliberated in details, we request the SI to be allowed to resubmit a updated price bid not lowering from the pervious submitted, but to avoid any gap in the overall solution component sizing. Also incase of a material deviation , we would request for a discussion and possibility of revising the price bid on mutual consent with evaluation committee.	The quoted price should be include all the requirements of the Finance department.
215	section 2.23.3	page 20,	At any point of time, if FD/GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, FD/GIL may reject his bid without assigning any reason or explanation.	We would request for a discussion and possibility of revising the price bid on mutual consent with evaluation committee.	As per Revised RFP.
216	20, 21	2.23.6. The following criteria shall be used to evaluate the technical bids	2. Average turnover of bidder in last three financial years as on 31stMarch, 2013 from Software/IT product Development and Support service activities.	To enable wider participation which would benefit the Department by having access to good solutions at a competitive price we would request the criteria to be changed as per the suggested alternative: <i>Average turnover of bidder in last three financial years as on 31stMarch, 2013 from IT and ITeS</i> >= Rs. 500 crores & up to Rs. 800 Crores - 5 marks > Rs. 800 crores & up to Rs. 1000 Crores - 8 marks > Rs. 1000 Crores - 10 marks	As per Revised RFP.

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217	20, 21	2.23.6. The following criteria shall be used to evaluate the technical bids	3. Completed / ongoing Projects of software consultancy, software development and software implementation in banks / state government / PSU authorities / quasi-government organizations of worth more than Rs. 10 Crores in last five years.	To enable wider participation which would benefit the Department by having access to good solutions at a competitive price we would request the criteria to be changed as per the suggested alternative: <i>Completed / ongoing IT and/or ITeS projects of Bidder or any member of the consortium in Central Government / State Government / PSU authorities / Banks / quasi-government organizations of worth more than Rs. 10 Crores in last five years.</i>	As per Revised RFP.
218	20, 21	2.23.6. The following criteria shall be used to evaluate the technical bids	4. Experience in Building IT system catering no. of users in single project	The marks against the parameter / slab '> = 3000 to 4000 users' needs to be corrected from 180 to 8	As per Revised RFP.
219	20, 21	2.23.6. The following criteria shall be used to evaluate the technical bids	5. Bidder must have completed / ongoing Project in development and implementation, support services of at least one Software Solution in financial sector in India, like banks or state government / PSU authorities / Private Organization having 50 site/branch locations & simultaneously accessed by at least 100 users.	In accordance to the point raised against EC 4 and to enable wider participation which would benefit the Department by having access to good solutions at a competitive price we would request the criteria to be changed as per the suggested alternative: <i>The bidder or any member of the consortium should have experience in development and implementation, support services of at least One Solution including IT infrastructure in Government / PSU / Bank / Private Organization in the last 5 years having project value of Rs. 10 crore</i>	As per Revised RFP.
220	20, 21	2.23.6. The following criteria shall be used to evaluate the technical bids	7. No. of resource in the organization 1000 to 1500 - 3 marks > 1500 to 2000 - 5 marks > 2000 - 7 marks	To enable wider participation which would benefit the Department by having access to good solutions at a competitive price we would request the criteria to be changed as per the suggested alternative: <i>No. of resource in the organization: 1000 to 1200 - 5 marks > 1200 to 1500 - 7 marks > 1500 - 10 marks</i>	As per Revised RFP.
221	20, 21	2.23.6. The following criteria shall be used to evaluate the technical bids	General	Please allow the project experience of any member of the Consortium for the technical evaluation of the bid.	As per Revised RFP.

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222	22	2.23.6.2.	Technical Presentation On the prescribed date and time, the bidder shall make a technical presentation covering following areas which will carry 50 marks out of 100 of the total Technical score for that bidder:	Please correct the given statement; it should be - On the prescribed date and time, the bidder shall make a technical presentation covering following areas which will carry 25 marks out of 100 of the total Technical score for that bidder:	As per Revised RFP.
223	Page 20 Para 2.23.6.		The following criteria shall be used to evaluate the technical bids	Based on the evaluation criteria, can you please let us know the marking for the bidders who propose COTS based solution	As per Revised RFP.
224	2.23.6	21	Technical evaluation "No. of resource in the organization" ...	Range of number of employees for giving 10 Points missing.	As per Revised RFP.
225	2.23.6 The following criteria shall be used to evaluate the technical bids; Sno 5	21	Bidder must have completed / ongoing Project in development and implementation, support services of at least one Software Solution in financial sector in India, like banks or state government/PSU authorities/ Private Organization having 50 site/branch locations & simultaneously accessed by at least 100 users.	The max marks for the criteria is 10. However point system has given three criteria's, each having max marks as 10. Kindly clarify	ok. As per revised RFP.
226	9.4. Form IV – Format for Relevant Experience	117	Note: Please attach relevant documentary proofs	As the projects are under Confidentiality or Non-Disclousre Agreement (NDA) therefore request you to accept the Undertaking signed by Company Secretary as the relevant documentary proof	As per Revised RFP.
227		Page 20, 2.23. Methodolog y & Criteria for Technical, Commercial and final evaluation	Evaluation Methodology	We request Finance Department (FD) Government of Gujarat to consider Quality-cum-Cost Based Selection (QCBS) process to evaluate the RFP responses from all the bidders instead of ranking the bidders according to their lowest (L1) quotation	As per Revised RFP.
228		Section 2.23.6 Technical Evaluation criteria	Table on Page 20	Point no 6 is missing in the table. Hence total marks comes to only 60 instead of 70 under Organizational Strength criteria	As per Revised RFP.
229		1.1 (page no. 7) 2.23.3 (Page no. 20)	Minimum absolute technical score to qualify for commercial evaluation is 60%. The price bid will be opened of the bidders whose technical bids are fully complied and who have scored 70% in technical evaluation.	At one place technical cut-off is 60% while at other place it is 70%. Pls clarify.	As per Revised RFP.

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230		2.23.6.2. Technical Presentation (Page no. 22)	On the prescribed date and time, the bidder shall make a technical presentation covering following areas which will carry 50 marks out of 100 of the total Technical score for that bidder:	Total marks mentioned is 25. What is the formula to apply 50 marks on total technical score? Marks for module proof of concept need to be added.	All the functionalities should be evaluated on topic mentioned in PoC.
231		2.23.6.2. Technical Presentation (Page no. 22)	Final Evaluation of Bid Proposals will be ranked according to their lowest (L1) quotation. The bidder who have quoted lowest bid will be invited for negotiations for awarding the contract.	Request to consider Weightage of technical score also in the final evaluation of bid. E.g. 70% weightage to Technical score and 30% weightage to Financial score.	As per Revised RFP.
232		2.22. Preliminary Examination	Prior to the detailed evaluation, GIL will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will deemed to be material deviations. FD/GIL determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence	Kindly clarify, if the bidder is allowed to submit deviation to the legal T&C, except performance security, Warranty, Applicable law and Taxes and duties	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
233	Section III	88	During Operation and Maintenance Period bidders are expected to carry out any no. of Change Request that is required due to change in functionalities, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period. No additional payment will be made during O & M period. During the period of O & M, bidder has to deploy minimum 5 resources (application developer, system analyst, DBA or any other suitable persons) onsite having more than 5 years of experience to carry out such necessary change request. The cost of the same should be included in the Financial Bid Part 3. During the course of O & M, bidder may suitably deploy more resources, if required to perform any changes in the developed application.	<p>Bidder requests modification: -</p> <p>During Operation and Maintenance Period bidders are expected to carry out any no. of Change Request that is required due to change in functionalities, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period. No additional payment will be made during O & M period. During the period of O & M, bidder has to deploy minimum 5 resources (application developer, system analyst, DBA or any other suitable persons) onsite having more than 5 years of experience to carry out such necessary change request. The cost of the same should be included in the Financial Bid Part 3. During the course of O & M, bidder may suitably deploy more resources, if required to perform any changes in the developed application.</p>	As per Revised RFP.
234			General	<p>Credit Period is nowhere given in RFP.</p> <p>It is recommended to pay the invoices raised by TCS within 30 days of receipt of invoices, failing which interest @ 2% per month shall be charged.</p>	As per Revised RFP.
235			General	<p>There is no clause for transfer of ownership for H/W & S/W to customer.</p> <p>It is recommended that ownership of H/W, S/W and equipments shall be transferred to customer upon delivery</p>	As per revised RFP.
236			General	<p>The project duration as per RFP is 9 yr (1yr impl+ 8 yr O&M). It is recommended to reduce the O&M duration</p>	As per Revised RFP.
237	4.1	94	Acceptance Criteria - The primary goal of Testing and Acceptance would be to ensure that the project meets requirements, standards, specifications and performance prescribed in the RFP document, by ensuring that the following are associated with clear, quantifiable metrics for:	<p>Acceptance criteria has to be defined as per the milestones / toll gate review for the next phase. Go / No go decisions for the next phase to be taken based on the acceptance criteria. Intend is SP should not move to the next phase unless the previous phase is signed off</p>	As per Revised RFP.
238	Section 9, Form 1 - Bid Proposal Form	115	Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.	<p>Bidder requests modification: -</p> <p>Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.</p>	As per Revised RFP.

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239	Section 9, Form 6 - Self Declaration	118	<p>We undertake, if our bid is accepted, to provide _____, in accordance with the terms and conditions in the tender document.</p> <p>If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value, in the form prescribed by the purchaser.</p> <p>We agree to abide by this bid for a period of 180 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry of that period.</p> <p>Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.</p> <p>We understand that in competing for (and if the award is made to us, in executing the above contract), we will strictly observe the laws against fraud and corruption in force in Gujarat namely Prevention of Corruption Act 1988.</p> <p>We understand that you are not bound to accept the lowest or any bid you may receive. We have not been under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any of the Govt. Department or its PSU in the past 5 years, ending on 31st March, 2016 in Gujarat. We have not imposed any condition in conflict with the tender</p>	<p>Bidder requests modification: -</p> <p>We undertake, if our bid is accepted, to provide _____, in accordance with the terms and conditions in the tender document.</p> <p>If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value after signing the contract on mutually agreed terms and conditions, in the form prescribed by the purchaser.</p> <p>We agree to abide by this bid for a period of 180 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry of that period.</p> <p>Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.</p> <p>We understand that in competing for (and if the award is made to us, in executing the above contract), we will strictly observe the laws against fraud and corruption in force in Gujarat namely Prevention of Corruption Act 1988.</p> <p>We understand that you are not bound to accept the lowest or any bid you may receive. We have not been are not under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any of the Govt. Department or its PSU in the past 5 years, ending on 31st March, 2016 in Gujarat as on the date of submission of the bid. We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.</p> <p>We have not been are not currently convicted for any criminal cases(s) by</p>	As per Revised RFP.
240	Section 9, Form 8	120	<p>The E.M.D. may be forfeited:</p> <p>If a Bidder withdraws its bid during the period of bid validity</p> <p>Does not accept the correction of errors made in the tender document;</p> <p>In case of a successful Bidder, if the Bidder fails:</p> <ol style="list-style-type: none"> 1) To sign the Contract as mentioned above within the time limit stipulated by purchaser or 2) To furnish performance bank guarantee as mentioned above or 3) If the bidder is found to be involved in fraudulent practices. 4) If the bidder fails to submit the copy of purchase order & acceptance thereof. 	<p>Bidder requests modification: -</p> <p>The E.M.D. may be forfeited:</p> <p>If a Bidder withdraws its bid during the period of bid validity</p> <p>Does not accept the correction of errors made in the tender document;</p> <p>In case of a successful Bidder, if the Bidder fails:</p> <ol style="list-style-type: none"> 1) To sign the Contract on mutually agreed terms and conditions as mentioned above within the time limit stipulated by purchaser or 2) To furnish performance bank guarantee after signing the contract as mentioned above or 3) If the bidder is found to be involved in fraudulent practices by a court of competent jurisdiction. 4) If the bidder fails to submit the copy of purchase order & acceptance thereof despite FD adequately considering the deviations submitted by the bidder. 	As per Revised RFP.
241	Taxes	NA	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 FD.	As per Revised RFP.

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242	Savings Clause	NA	Clause to be added	SP'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 SP's performance is effected , delayed or causes non-performance due to FD's omissions or actions whatsoever.	As per Revised RFP.
243	Deemed Acceptance	NA	Clause to be added	Services and/or deliverables shall be deemed to be fully and finally accepted by FD in the event when FD has not submitted its acceptance or rejection response in writing to SP within 15 days from the date of installation/commissioning or when FD uses the Deliverable in its business, whichever occurs earlier. Parties agree that SP shall have 15 days time to correct in case of any rejection by Client.	As per Revised RFP.
244	Transfer of risk and title	NA	Clause to be added	SP assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto FD on delivery of the material at the FD location.	As per revised RFP.
245	Change Orders	NA	Clause to be added	Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. SP will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, SP shall not be bound to perform any additional services.	As per Revised RFP.
246	Pass through Warranties	NA	Clause to be added	Since SP is acting as a reseller of third products, SP shall “pass-through” any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the FD shall be the beneficiary of such manufacturer’s or licensor’s warranties and indemnities. Further, it is clarified that SP shall not provide any additional warranties and indemnities with respect such products.	As per Revised RFP.
247	Exceptions to Indemnity	NA	Clause to be added	Exceptions to Indemnity (a) SP shall not have any liability to FD under this Section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a Deliverable with equipment or software supplied by FD where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by FD; (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than SP where the unmodified version of the Deliverable would not have been infringing. SP will completely satisfy its obligations hereunder if, after receiving notice of a claim, SP obtains for FD the right to continue using such Deliverables as provided without infringement, or replace or modify such Deliverables so that they become non-infringing.	As per Revised RFP.
248	Publicity	NA	Clause to be added	Notwithstanding the above, SP may share Contract/engagement/ project details and relevant documentation to its FDs/ prospective FDs solely for the purpose of and with the intent to evidence and support its experience earned under this Contract.	As per Revised RFP.

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249	SPs right to terminate	NA	Clause to be added	The SP shall have the right to terminate the contract in the event any undisputed amount remains unpaid for a period exceeding 15 days.	As per Revised RFP.
250	Non-hire	NA	Clause to be added	During the term of this Agreement and for a period of one year thereafter FD shall not, directly or indirectly, hire or solicit for hire, any of the personnel engaged by SP, without the prior written consent thereof from SP. Thus, the FD agrees to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder, and acknowledges such relief shall be in addition to such other and further relief as may be available to SP at law or in equity	As per Revised RFP.
251	Section 9, Form 1 - Bid Proposal Form	115	Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.	Request deletion of this clause	As per Revised RFP.
252	Section 9, Form 6 - Self Declaration	118	We undertake, if our bid is accepted, to provide _____, in accordance with the terms and conditions in the tender document. If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value, in the form prescribed by the purchaser. We agree to abide by this bid for a period of 180 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us. We understand that in competing for (and if the award is made to us, in executing the above contract), we will strictly observe the laws against fraud and corruption in force in Gujarat namely Prevention of Corruption Act 1988. We understand that you are not bound to accept the lowest or any bid you may receive. We have not been under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any of the Govt. Department or its PSU in the past 5 years, ending on 31st March, 2016 in Gujarat. We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.	We undertake, if our bid is accepted, to provide _____, in accordance with the terms and conditions in the tender document. If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value after signing the contract on mutually agreed terms and conditions , in the form prescribed by the purchaser. We agree to abide by this bid for a period of 180 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us. We understand that in competing for (and if the award is made to us, in executing the above contract), we will strictly observe the laws against fraud and corruption in force in Gujarat namely Prevention of Corruption Act 1988. We understand that you are not bound to accept the lowest or any bid you may receive. We have not been are not under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any of the Govt. Department or its PSU in the past 5 years, ending on 31st March, 2016 in Gujarat as on the date of submission of the bid . We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn. We have not been are not currently convicted for any criminal cases(s) by any of the Govt. Department or its PSU in Gujarat regarding any supply and contracts with our firm/company.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
253	Section 9, Form 8	121	The E.M.D. may be forfeited: If a Bidder withdraws its bid during the period of bid validity Does not accept the correction of errors made in the tender document; In case of a successful Bidder, if the Bidder fails: 1) To sign the Contract as mentioned above within the time limit stipulated by purchaser or 2) To furnish performance bank guarantee as mentioned above or 3) If the bidder is found to be involved in fraudulent practices. 4) If the bidder fails to submit the copy of purchase order & acceptance thereof.	The E.M.D. may be forfeited: If a Bidder withdraws its bid during the period of bid validity Does not accept the correction of errors made in the tender document; In case of a successful Bidder, if the Bidder fails: 1) To sign the Contract on mutually agreed terms and conditions as mentioned above within the time limit stipulated by purchaser or 2) To furnish performance bank guarantee after signing the contract as mentioned above or 3) If the bidder is found to be involved in fraudulent practices by a court of competent jurisdiction. 4) If the bidder fails to submit the copy of purchase order & acceptance thereof despite FD adequately considering the deviations submitted by the bidder.	As per Revised RFP.
254	Section 9, Form 8	121	This guarantee will remain valid up to 9 months from the last date of bid submission.	This guarantee will remain valid up to 9 3 months from the last date of bid submission.	As per Revised RFP.
255		10. Section X: Financial Bid (Page No. 124)	3. For financial evaluation, price of sr. no. 1 to 8 will be considered. The no. of manpower mentioned for hand holding support is for evaluation purpose only. The actual requirement of handholding support may varies time to time.	Pls clarify whether the total cost of Handholding support (Part-6) will be part of the Financial bid evaluation or NOT. If it is not to be considered, then financial evaluation should consider sr. no. 1 to 6 and 8 and exclude sr. no. 7.	All the component of Financial bid will be part of financial evaluation.
256		Part 1: Cost of Development/Customization of New IFMS (Page no. 125)	1 Conceptualization, As-Is, BPR and To-be 2 URS,SRS 3 Development/ Customization & Coding 4 Testing, UAT 5 Training	There is no need for column of Man-month effort and Rate per man-month for Part-1 Cost of Development/Customization as evaluation should be based on total cost. Request you to kindly remove the column for Man-month and Rate per man-month.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
257	3.3.1>4	38	Debt. Management Office <input checked="" type="checkbox"/> Integration with Reserve Bank of India’s system i.e. e-Kuber for getting real time daily position of following transactions <input checked="" type="checkbox"/> Agency Bank Transactions <input checked="" type="checkbox"/> Loan transactions data with facility of viewing uploaded order by RBI <input checked="" type="checkbox"/> Grant in Aid transactions with	1. will the integrator have to reconcile and do follow up as well?? 2. List of Agency Banks 3. Only one integration for all agency bank s or integration with each agency bank gateway	Yes, There must be reconciliation process between IFMS and E-kuber. The same must be under the control of Finance Department. Agency Bank transactions comes under the control of Z and DAT. They will take decision on integration of agency bank as per their work flow and demand. DMO requires only total receipts and payments from agency banks only.
258	3.3.1>4	38	Loan Transactions I. Market Loan <input checked="" type="checkbox"/> Enter and approve the loan as per its terms and conditions. <input checked="" type="checkbox"/> Old loan entries <input checked="" type="checkbox"/> Debt consolidation	1. have these to be migrated. 2. Are they manual or automated. 3. what about supporting documents. 4. What would be the size of supporting documents. 5. How are documents maintained. 6. expiration of BG/ FD and other loan documents 7. should ledger be maintained and 8. frequency of updation of ledger	Yes existing data in current IFMS module of DMO will be transferred to IFMS 2. Data entry in manual nature while relative reports are automated. At present, relative documents are maintained in file. No documents have been uploaded in current IFMS, since no facility is available. In IFMS 2, relative documents will be uploaded along with data entry of loan. Size of paper A4 Size 50 papers with conditions that it will be increased in future. Size in KB or MB will depend on the Scanner provided by department.
259	3.3.1>4	38	Loan repayment / liability report based on various filter range <input checked="" type="checkbox"/> Loan paid and payable report <input checked="" type="checkbox"/> All rights of deletion, modification at any time at three level approval <input checked="" type="checkbox"/> Comparing data of market	Three Level approvals. Generally it is maker checker(verifier and Approver) ie. Two levels. Any specific reason for 3 levels	Three levels of maker, verifier, approver. For approvals two levels of verifier and approver will do.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
260	3.3.1> 4>III	39	Institutional loan	List of institutions and do all institutional loans follow same norms and have same process flow. All loans need matching with treasury system. Is the treasury system already in place and validations happening as on date	Institutions providing loan may vary from time to time. Like NABARD, HUDCO etc.. They can have different norms and process. Yes loans needs to be match with treasury system, regarding existing treasury system DAT can give clarification
261	3.3.2. Directorate of Accounts & Treasuries	42	Payroll & Employee Database ☑ System will have provision All non-permanent staff salaries, expensed are process through the treasury officers. The system shall have a functionality to process the payroll related activities of the temporary staff.	Complete payroll package to be developed along with integration to the existing HRMS package. Is the understanding correct	Yes
262	5.10 External Interfaces Interface with AG	53	e-voucher should be in the prescribed form, ☑ e-voucher should be accompanied by scanned copies of all the documents like sub-vouchers, sanction orders etc. as presently accompanied with physical vouchers. Interface with PFMS	complete process flow of e voucher with number and size of uploaded documents attached. is Reconciliation of e vouchers in scope	Yes and also in some cases it should be developed by the vendor separately
263	5.10 External Interfaces Interface with AG	53	Facilitate to Make Direct Benefit Transfer to beneficiary through this integration	detailing required	yes it is in the scope, process flow is attached herewith, size of the vouchers depends on types of vouchers

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
264	5.10 External Interfaces Interface with AG	53	<p>Interface with VATIS, GSTN</p> <ul style="list-style-type: none"> ☑ Under GST regime, Accounting Authority is entrusted with following functions. ☑ Accounting to be done on the basis of e-scroll provided by RBI e-Kuber. ☑ Reconciliation with e-scroll provided by RBI e-Kuber will be done after receiving luggage file from GSTN. ☑ Memorandum of Error (MoE) will be issued to concern (GSTN, RBI) if any discrepancy found during reconciliation. ☑ Accounting effect will be done after receiving corrected e-scroll of MoE. ☑ As this accounting entry will effect Ledger of concern Tax payer, GSTN and RBI will be informed for necessary action. ☑ Final data of account will be shared to Tax authority. ☑ MIS report will be generated on basis of above Final data. ☑ To perform above function, module needs to be developed along with interface with GSTN, Pr. CCA Office, RBI & Other Agency Banks (if needed) 	<p>this complete exercise will be done by by GSTN, Pr CCA and RBI.</p> <p>Would the state redo the entire exercise??</p> <p>Only MIS reports would be generated</p> <p>List of integrations to be consolidated.</p>	<p>Yes. State will do integration exrcise.</p>
265	section 3.1.2	page 27,	<p>3.1.2. Expected Outcomes</p> <p>The objective of this engagement is to facilitate implementation of NEW IFMS across the state. This would be implemented not just within Finance, Treasuries and Accounts department but also provide interface for user departments and at all level.</p> <p>Based on the learning and outcomes from the existing study, the state-wide roll out would be implemented.</p>	<p>We request for scope to be defined, this being a centralised deployment, the state wide roll out could be carried out based on per unit price determination now, as state wide roll out would have components of traning, handholding, digitization etc and also avaiability of resources from govt side, this needs to be scoped well to avoid gaps during implementation time</p>	<p>yes for SGST all the work mentioned in the column 5 , the row data will be provided by the GSTN and the collection of the tax data will be provided by the RBI and the accounting of all the transactions will be done by ePAO and final data will be submitted to Pr CCA through integration .</p> <p>Would the state redo the entire exercise??</p> <p>Only MIS reports would be generated</p> <p>List of integrations to be consolidated.</p>

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
266		page 28 section 5 - adaptive new environment	5 Adaptive New Environment ☑ Integrated with RBI ☑ Integrated with WMS ☑ Integrated with PFMS ☑ Interface with Common Service Portal	We request for all integration to be well defined to avoid ambiguity and gap	Over and above integration mentioned in column -5 integration with digital Gujarat also. - Integration with RBI e-kuber and NPCI for e-receipt and e-payment including physical receipt and payment -R&B Department works management system to incorporate the online Letter of credit accounting adjustment,Bill preparation and submission of accounts to AG - Integration with PFMS to be done all budget and expenditure data pertains to CSS (including State portion)transmitted to PFMS portal and direct benefit to be transferred to the ultimate beneficiaries
267		page 30 section 3.2	3.2. OVERVIEW OF SCOPE OF WORK The selected SP would be responsible for submission of technical and financial bids in detailed RFP and the bidder who selected in RFP will be responsible for designing and implementing the computerized solution, besides providing operational support to the Department for a period of five years. The	Please define the duration of contract for each phase expected, this point mentions "five years".	It is Typo Mistake, the contract duration will be 8 years.
268	Page 27,Page 45	Section 3.1.1, Section 5.1,	The proposed system plans to implement the following Business Process Reengineering i. Online bill generation & submission ii. Implementation of workflow for driving approval process iii. Issue of online Government Orders. iv. Use of digital signatures for signing documents. v. Web based submission of challans. vi. Use of electronic funds transfer for making payments. Facility of workflow based electronically process the bills received by TO.	Workflow Management is one of the important requirement of this RFP as all the workflows like Bills Processing, Grievance Management, File Approval, Audit Para Processing, Claims Processing, Grants Approval, Budget Approval, etc. will be configured over Workflow Management System. Therefore, we understand that the Workflow engine should be configurable in order to provide the flexibility in terms of making changes in the existing workflows, adding new workflows, changing routing rules, introducing new business rules, etc. Please confirm.	Accepted.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
269	Page 94	Section 4.1,	Process Flow design- WfMC & BPMN 2.0 or higher Standards	As per mentioned in the RFP, there are standards mentioned for the Process Flow Design like WfMC and BPMN 2.0. There are the Workflow Standards for Business Process Management (BPM) Platforms. With this, our understanding is that the department needs Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm our understanding.	As per Revised RFP.
270	Page 34, Page 44	Section 3.3.1, Section 5.1,	System should facilitate to upload supportive documents as attachment in all file formats. Allow the HoD/DDO to submit the digitally sign the Bill along with the supporting documents (invoice/ voucher/ certificate, etc.) and the bill should be automatically submitted through the system to the concerned treasury officer for Bill processing	As per mentioned in the RFP, multiple processes like Bills Processing, Grants, Budget approval, Audit para, grievance redressal, etc. would require uploading of documents into the system. For managing these documents, Document Management System (DMS) should be part of this IFMS project, which will reduce the effort required to integrate with any 3rd Party existing DMS. Therefore we recommend that the DMS to be proposed should have the below mentioned features: <ul style="list-style-type: none"> • DMS should be scalable enough to manage millions of documents without effecting the performance of the system. • Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder. • Web based rights management for granting user/group/role based access to various functionalities. • Server based Inbuilt Document Image Viewer for displaying image document without native viewer and stamping annotations on the documents like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. • Document search based on metadata, keywords and content of the document (full text search). Please confirm	Accepted.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
271	Page 36,Page 67	Section 3.3.1, Section 3.3.5	<p>Finance Department also process on files moved by administrative departments for advance grant required before following periodic grant distribution Administrative Department further distributes part of received Grant to other administrative departments and Controlling Officers in turn Controlling Officers releases grant to the Drawing and Disbursing Officers.</p> <p>If Claim file presents with insufficient papers: Person who initially scrutinized file will enter Queries in system. Then forward to his/her authority. Authority will rescrutinize the file and approve or add/remove queries (edit functionality should be there).</p>	<p>As per the RFP, multiple approvals like grants approval, claims approval, etc are taken by circulating the file through the department and getting the approvals on the green note sheet from the higher authority. Therefore, we understand that the department needs a File Management System with the following features:</p> <ul style="list-style-type: none"> • File Management System should be based on Manual of office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances) • File Management System should be built over Business Process Management and Document Management platform. • Should have features like Green Note Sheet, flagging/linking of notes, securing notes and putting annotations on the document. • Electronic file creation, management, movement and performance of related tasks like diary entry, indexing, noting, cross referencing, search/ retrieval, etc. • Mobile app for viewing, approval and rejection of files while out of office. <p>Please confirm our understanding.</p>	Bidder may propose suitable solution to meet the requirement of scope of work
272	Page 53	Section 5.10,	e-voucher should be accompanied by scanned copies of all the documents like sub-vouchers, sanction orders etc. as presently accompanied with physical vouchers.	<p>As per the RFP, various processes/workflows would require scanning and uploading of documents and attaching them to the corresponding workflows like Bill Processing, Grants management, Claims processing, Budget Approvals, etc. Therefore, Scanning of physical documents and uploading the electronic documents would require a strong and integrated capture solution. So, we recommend that the scanning solution should have support for the following features :</p> <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning <p>Please confirm</p>	Bidder may propose suitable solution to meet the requirement of scope of work
273	30	3.2.1. Component wise Scope of Work	5. SP has to migrate the existing data from any existing applications (IFMS, Cyber Treasury, DoI, etc.). Cost for data migration from existing application should be included in the price bid. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc should be done by bidder at no extra cost	<p>The scope of work is open ended; we would request the scope to defined as follows: <i>SP has to migrate the existing data from any existing applications (IFMS, Cyber Treasury, DoI, etc.). Cost for data migration from existing application should be included in the price bid. During the 8 years of O & M period if any migration activity is required to carry out due to change in Infrastructure, Software etc it would be done by bidder as a Change Request at extra cost</i></p>	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
274	90	3.5	Database Migration & Management	Please provide details in terms of data type, technology, location and availability of the data that needs to be migrated. Can the migration be done at an offsite location? We understand that the Department to sign-off the correctness of the data post migration; please confirm our understanding.	Size of data: As per RFP. Technology: MySQL Location: State Data Center.
275	92, 93	3.8.2.	Change Management – Training	Please clarify the frequency of trainings that needs to be conducted during the contract period. We understand that the successful Bidder will be providing only the trainer / instructor and the Department would be providing the other requirements for the successful delivery of the trainings such as venue, desktops, projector, connectivity, refreshments, TA/DA of the participants etc. Please confirm our understanding.	as per revised RFP. The successful bidder has to provide only trainer/instructor and the expenditure pertaining to their trainer/instructor should be borne by the bidder and other arrangement will be done by department.
276	97	4.3	Hosting	We understand that the entire IT and non-IT infrastructure requirement of the project such as hosting, compute, storage, DC, power, cooling etc. will be provided by Department; please confirm our understanding. Please provide a baseline / guideline for specifying the IT infrastructure requirement of the project. How will the TCO of the project calculated?	Yes. The required compute power will be provided by Department. Bidder has to submit the bill of material which are X86 compliant.
277	97	4.3	The bidder shall be responsible to set up the Help Desk. The help desk will be set up at Gandhinagar as FD may decide		Yes
278			General	Does the Department have any specification / guideline on the technology selection? If yes, please specify.	Yes.
279		Page 27 Para 6	Online tax and non-tax payment facility and bank payment option for citizens;	Can you please elaborate on the requirement - whether all the citizens will have access to this system for making online tax and non tax payments? Or this will be done externally in the respective department systems?	this will be done by both ways externally in the respective department systems and the citizens will have access to this system for making online tax and non tax payments
280		Page 27 Para 8	8 Modules related to Pension Processing, New Pension Scheme, House Building Advance (HBA), Motor Vehicle Advance (MVA), Government Provident Fund (GPF)	Can you please explain the scope of the pension processing?	As per Revised RFP.
281		Page 30 para 3.2.2	3.2.2. Approach of SP for adopting the Solution	The approach provided does not provide the level playing platform for the COTS product and the bespoke application.	As per Revised RFP.
282		General	Functional Requirements	Is there any compliance to be filled in for the Functional requirements specifications and if so, what is the format in which the same needs to be filled in?	Bidder may submit the compliance as specified in the Scope of Work.
283		General	Functional Requirements	Are there any markings available for the same?	Marking shall be done as per the scoring criteria in the RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
284		Page 30 para 3.2.2	3.2.2. Approach of SP for adopting the Solution Any of the following approaches may be adopted by the selected Service Provider: a) Development of a new application specific to needs of the Department b) Configuration / customization of a pre-existing product Commercially Off The Shelf (COTS) products to meet the needs of the Department.	The approach provided does not provide the level playing platform for the COTS product and the bespoke application.	As per Revised RFP.
285		Page 33	It is also required that the Data Analytics and BI Component of the BI and Analytics solution proposed by the Bidder should be listed in the Leader’s quadrant in the latest Gartner/ Forrester Wave.	In case the bidder proposes COTS application, it is recommended to have the BI and Analytics solution from the same COTS application. Can you please include that condition as well as part of the BI criteria	As per revised RFP.
286		Page 54	<ul style="list-style-type: none"> Receipts collection includes collection of tax revenue, non-tax revenue, deposits, etc. the module shall allow the departments to collect & record the major sources of tax revenue receipts which include- <ul style="list-style-type: none"> VAT, Stamps & Registration Fees, Vehicle Tax, excise, and others. Non-tax revenue receipts like interest receipts, dividend, sale of land, license fee, and department revenues (Fees for various services provided by departments, fines etc.) shall also be collected and recorded through the system. 	Will the Citizens access the portal of respective departments to pay taxes and fees or the portal will be part of this Project, which Citizen will access and make these payments. If Yes, how many citizens will access this portal for making tax and other payments?	<p>No limit.</p> <p>Aproximate current users of cyber treasury is 250000+</p>
287		Page 89	• The application should be compatible with any open source database. Also, for future requirement Database should support all the functionality of the proposed solution.	The RFP has given option for COTS as well as Bespoke - However, these restrictions on Open source Database will prevent the COTS application to be proposed and the basic purpose gets defeated. Hence request you to please remove this clause.	The Application and database should be on open standard technology. As per revised RFP.
288		Page 89	• The system should work on online and offline both the modes. Whenever the connectivity is not available till the time should work in offline mode and as and when availability of connection the data should be synchronized with server.	The proposed solution is required to be on Central architecture. Can you please explain how this feature can be enabled for the Central architecture based system.	As per revised RFP.
289		Page 89	• The proposed solution should be on open standard and compatible with other technology. So that, there should not be any proprietary/OEM lock in situation during the 8 years of O & M period.	The RFP has given option for COTS as well as Bespoke - However, these restrictions on proprietary/OEM lock in situation will prevent the COTS application to be proposed and the basic purpose gets defeated. Hence request you to please remove this clause.	As per Revised RFP.
290		Page 90	o The product modules to be developed by the SP must be support Gujarati and English languages. o The application user interface will have to program in two different interface formats – 1. English Language and 2. Gujarati Language	Normally the requirements, with respect to Language will be the user interface will be English and the Reports etc.. Will be requested in Local language. User interface in both the languages will require the department to create the master data in both the languages. Hence Request to change this to user Interface in English and Reports availability in both the languages.	The input language will be english. However the UI and reports are available in both language. English and Gujarati

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291		Page 90	o The product modules to be developed by the SP must be support Gujarati and English languages. o The application user interface will have to program in two different interface formats – 1. English Language and 2. Gujarati Language	Normally the requirements, with respect to Language will be the user interface will be English and the Reports etc.. Will be requested in Local language. User interface in bothe the languages will require the department to create the master data in both the languages.	as above
292		Page 42 Para 2	2. Payroll & Employee Database <ul style="list-style-type: none"> • System will have provision to collect employee data from DDO level and HOD level and provide MIS and DSS reports for high department. • System will have various stack holders for data collection and validation like DDO, HOD Department Finance Department These stack holders ‘roles are as per bellow. 	With the SAP HR Solutions are already deployed through SATHI Application, please clarify, whether the Employee database, Payroll computation, Reimbursements should be handled here as well or we will just get the processed file and make payments here.	As per revised RFP.
293		Page 48 Para 5.6	5.6. Pension Processing in Treasury : <ul style="list-style-type: none"> • Initiating the Pension bill on receipt of the order from Directorate of Pension and provident Fund. First Payment includes the Death cum Retirement Gratuity (DCRG) Payment CVP payment and first installment of Pension. • To process the Payment of monthly pension to the pensioners • To process the Medical bill of pensioner by proper scrutiny • Generation of Various MIS reports related to Pension payment Application • System should allow the pension payment of <ol style="list-style-type: none"> 1. State Pensions 2. Central pensions 3. Other State Pensions • Transfer of all Pension Database from existing IFMS to new System 	With the SAP HR Solutions are already deployed through SATHI Application, please clarify, whether the Pension database, Pension computation, should be handled here as well or we will just get the processed file and make payments here.	As per revised RFP.
294		Page 49 Para 5.7	Pay & Accounts office functionality	Please clarify whether the Treasury office electronic or E-validation of Payroll simulation run done by Sathi Application rather than duplicating the Data and Payroll computation process at Treasury offices?	as above
295		Page no 31 of 46 3.2.3 Application Solution Design	Data structure, data dictionary as per standards laid-down by Government of India/ Government of Gujarat (In case such standards are not defined, the same would be approved by GoG)	Please explain the expectation what are the standards laid-down by Government of India/Government of Gujarat if it is already defined and how it is specifically applicable to IFMS 2.0	please refer on http://egovstandards.gov.in
296		Page no 55 Para 9	Pay fixation and Pay verification functionalities	Please clarfiy should this functionality already be covered by SATHI application or should be again redone or duplicated in IFMS?	As per revised RFP.

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297		Page no 68 Para 3.3.6	Panchayathi Raj Finance Management System	Can you please clarify whether this Panchayathi Raj Finance Management system is the replica of the IFMS 2.0 ?	Panchayati Raj finance management system is not replica of IFMS- 2 but it is part of it
298		Page no 32	<ul style="list-style-type: none"> • Business Intelligence, Analytics and Reporting Solution a) The Department receives and analyzes a large volume of data such as Employees, Pensioners, Budget forecasting, investments, debts, payments, receipts, etc. 	Can you please let us know the number of users who will be using this Business Intelligence, Analytics and Reporting Solution?	As per revised RFP.
299		Page 30 para 3.2.2	Bidder has to deliver the final product with unlimited users’ licenses to Govt. of Gujarat for the duration of the project if it is a COTS product.	Can you please let us know the number of users for the following primarily from HW Sizing perspective. Users who will be using the Planning and Budgeting solution; Users who will be using Core Finance solution for Payments, Receipts; Debt Management; Ways and Means management; Users who will be using for Pension processing and Insurance and Audit Management; No of Pensioners whose payments to be processed; Other category of Users not listed above.	As per revised RFP.
300	Section III, Clause 7	29	The above outcomes would be facilitated by the NEW IFMS through the following modules, but not limited to: <input checked="" type="checkbox"/> Budget module <input checked="" type="checkbox"/> Accounts module (As per draft).....	The above outcomes would be facilitated by the NEW IFMS through the following modules, but not limited to: <input checked="" type="checkbox"/> Budget module <input checked="" type="checkbox"/> Accounts module (As per draft).....	As per Revised RFP.
301	Clause VI	41	Dash boards reports with various filter range (indicative not limited to following): <input checked="" type="checkbox"/> Projected debt servicing <input checked="" type="checkbox"/> Debt Repaid <input checked="" type="checkbox"/> Debt Outstanding (As per draft).....	Dash boards reports with various filter range (indicative not limited to following): <input checked="" type="checkbox"/> Projected debt servicing <input checked="" type="checkbox"/> Debt Repaid <input checked="" type="checkbox"/> Debt Outstanding (As per draft).....	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
302	Section III	88	During Operation and Maintenance Period bidders are expected to carry out any no. of Change Request that is required due to change in functionalities, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period. No additional payment will be made during O & M period. During the period of O & M, bidder has to deploy minimum 5 resources (application developer, system analyst, DBA or any other suitable persons) onsite having more than 5 years of experience to carry out such necessary change request. The cost of the same should be included in the Financial Bid Part 3. During the course of O & M, bidder may suitably deploy more resources, if required to perform any changes in the developed application.	Bidder requests modification: - During Operation and Maintenance Period bidders are expected to carry out any no. of Change Request that is required due to change in functionalities, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period. No additional payment will be made during O & M period. During the period of O & M, bidder has to deploy minimum 5 resources (application developer, system analyst, DBA or any other suitable persons) onsite having more than 5 years of experience to carry out such necessary change request. The cost of the same should be included in the Financial Bid Part 3. During the course of O & M, bidder may suitably deploy more resources, if required to perform any changes in the developed application.	As per Revised RFP.
303	Section III	90	In the part 4 of the Financial Bid, bidders have to provide the cost of handholding support. Finance Department, Govt. of Gujarat may increase or decrease the no. of resources required for handholding on time to time during the 8 years of O & M period.	In the part 4 of the Financial Bid, bidders have to provide the cost of handholding support. Finance Department, Govt. of Gujarat may increase or decrease the no. of resources required for handholding on time to time during the 8 years of O & M period. SP will be paid extra for any additional requirement / additional deployment of resouces during the contract.	If Finance Department will increase or decrease the no. of resources required for handholding, the payment will be made accordingly.
304	4.2.1	96	Development of Application The Development of Application must be done as per global industry standard environment. The bidder must justify the choice of development environment. The software must be developed and hosted utilizing industry standard. The bidder must list all tools to be used to develop and maintain the software, as well as the hosting platform hardware and software.	Development of Application The Development of Application must be done as per criteria(s) defined in the RFP. global industry standard environment. The bidder must justify the choice of development environment. The software must be developed and hosted utilizing industry standard. The bidder must list all tools to be used to develop and maintain the software, as well as the hosting platform hardware and software.	As per Revised RFP.
305	Savings Clause	NA	Clause to be added	SP'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 SP's performance is effected , delayed or causes non-performance due to FD's omissions or actions whatsoever.	As per Revised RFP.
306	Deemed Acceptance	NA	Clause to be added	Services and/or deliverables shall be deemed to be fully and finally accepted by FD in the event when FD has not submitted its acceptance or rejection response in writing to SP within 15 days from the date of installation / commissioning or when FD uses the Deliverable in its business, whichever occurs earlier. Parties agree that SP shall have 30 days time to correct in case of any rejection by Client.	Suggestion not acceptable.

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307	Transfer of risk and title	NA	Clause to be added	SP assumes that the title of ownership and risk & reward of the goods supplied under this Contract is passed onto FD on delivery of the material.	Suggestion not acceptable.
308	Change Orders	NA	Clause to be added	Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. SP will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, SP shall not be bound to perform any additional services.	Suggestion not acceptable.
309	Pass through Warranties	NA	Clause to be added	Since SP is acting as a reseller of third products, SP shall “pass-through” any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the FD shall be the beneficiary of such manufacturer’s or licensor’s warranties and indemnities. Further, it is clarified that SP shall not provide any additional warranties and indemnities with respect such products.	Suggestion not acceptable.
310	Exceptions to Indemnity	NA	Clause to be added	<p>Exceptions to Indemnity</p> <p>(a) SP shall not have any liability to FD under this Section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a Deliverable with equipment or software supplied by FD where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by FD; (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than SP where the unmodified version of the Deliverable would not have been infringing.</p> <p>SP will completely satisfy its obligations hereunder if, after receiving notice of a claim, SP obtains for FD the right to continue using such Deliverables as provided without infringement, or replace or modify such Deliverables so that they become non-infringing.</p>	Suggestion not acceptable.
311	Site Not Ready	NA	Clause to be added	SP assumes that the sites shall be kept ready for installations and acceptance well before deliveries. However, in case the installation/ acceptance gets delayed beyond 15 days of delivery, due to sites not ready or any other reason attributable to the customer, the equipment shall be deemed to have been installed and commissioned for the purpose of payment, warranty, title transfer or any other related clauses.	Suggestion not acceptable.
312	Non-hire	NA	Clause to be added	During the term of this Agreement and for a period of one year thereafter FD shall not, directly or indirectly, hire or solicit for hire, any of the personnel engaged by SP, without the prior written consent thereof from SP. Thus, the FD agrees to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder, and acknowledges such relief shall be in addition to such other and further relief as may be available to SP at law or in equity.	Suggestion not acceptable.

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313	Assignment / Discounting of Receivables	NA	Clause to be added	Customer hereby agrees and provides consent to SP to have unhindered right to assign the receivables under this Contract to a financial or banking institution or any other institution / organization engaged in the business of funding. For avoidance of doubt, such assignment may include but is not limited to sale of receivables. Notwithstanding anything contained or expressed to the contrary in the Agreement or elsewhere, Customer is obligated to provide full support and cooperation to SP to enable thm to assign and discount the receivables by furnishing all data, documents, reports, future projections etc. including last three years financials, latest progress report, financial model etc. to the reasonable possible extent if so required by such financial or banking institution in order to enable them to ascertain the credit worthiness for lending money against the assignment of receivables.	Suggestion not acceptable.
314	3.3.1>1	34	System should have facility to freeze-unfreeze ceiling of Budget estimates	will there be any manual approvals/ sanctions for freezing /unfreezing ceiling as this would impede straight through processing	Freezing/Unfreezing of Budget Estimates at different levels and time will be instructed by the Finance Department, Government of Gujarat to the Service Providers.
315	3.3.1>1	34	System should facilitate to upload supportive documents as attachment in all file formats.	1. how many supporting documents and max size of all supporting documents put together. 2. If documents incomplete what would be the process for updation and completion. 3. how many iterations allowed for completion of all supportive documents	As per Revised RFP.
316	3.3.1>1	34	System should have facility for online submission of Estimation in Prescribe format	number of formats and are all formats structured . Will there be any offline submission ?	As per Revised RFP.
317	3.3.1>1	34	System should have capability to analyze the trends from previous budget and utilization pattern for providing decision support system at FD level	only trend analysis or complete budgeting and revenue forecasting required.	Yes, development of required statistical forecasting algorithms for revenue, expenditure etc also in scope with trend analysis.
318	3.3.1>1	34	System should have facility for for capture salary requirement from employee	2. should it be integrated with the HRMS package. If yes only balances to be captured or complete salary requirements to be captured and generated . PF Accounting to be done or just integrating with PF system	yes, complete salary should be captured, PF Accounting to be done
319	3.3.1>1	35	Interface with GPF balance	Interface requirements . if API based. details for consumption of APIs	It will be either API or Webservices.
320	3.3.1>1	35	System should have facility to submit the approved budget estimation by administrative Department (Hierarchy based)	Complete heirarchy or number of levels to be provided	As per revised RFP.

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321	3.3.1>1	35	System should have facility to upload the write-up for New Item and Budget Speech When the continues and new item expenditure is approved, Budget speech should be developed in the given format by FD.	detailing required	The detail should be study by bidder at the time of URS
322	Generic		Number and types of offices	List of number and types of offices	Please refer to revised RFP
323	Generic		List of Stakeholders and types of integrations required	list of stakeholders and types of integration required with each	Please refer to revised RFP
324	Generic		Digital certificates	Is this required with biometrics	The software should be compatible with Biometric and eSign.
325	2.15.4.2	17	Bidder has to procure and provide the required software platform at central level and as well as user level for running of products like Operating System, system software etc.	User desktop & Laptops to be procured and maintained by the bidder?	Bidder has to procure and provide the required software platform at central level and Department will provide the user level software for running of products like Operating System, system software etc.
326	2.15.4.3	17	The SP will provide and develop New IFMS to run any environment at the central side for Database management.	To contain the scope, "any environment" is generic and subject to different interpretations.	As per Revised RFP.
327	3.2.3	33	b) Procurement, commissioning and maintenance of any enabling hardware, storage, system software, manpower etc. for the BI solution.	1) Does the h/w procurement in scope for Analytics only and remaining infra will be provided by FD? 2) Do you envisage DR site for analytics purpose as well?	1. No. SI has to deliver Analytics tool only the hardware will be provided by the department. 2. Yes
328	3.5		"The selected Service Provider is required to migrate all the existing data available with Department in the digitized format of the existing applications (IWDMS & IFMS, CTP, etc.) if required, in its current database to the new system to be hosted at State Data Centre at free of cost. Cost for data migration from existing application should not be included in the price bid."	1) What is the technology platform of IWDMS? 2) What is the size of images and DB which need to be migrated for IWDMS? 3) Please explain the technology landscape of IWDMS and IFMS.	Front End: JDK 1.4 Database: Oracle 11gR2 Application Server: Oracle Application Server 10gR2 Database Server: Oracle database server 11gR2 Database Size: 1GB
329	4.3		Hosting Criteria	1. Please confirm what is the size of DR site will be as compared to DC site? 2. What is the RTO /RPO requirement? 3. Please provide the network connectivity details between DC and DR?	As per revised RFP.

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330	3.2.3		Analytics and Reporting	1. What will be the different sources for the analytics requirements? 2. Do you need adhoc query features from BI / EDW solution? 3. What is the size of BI/EDW to be considered in terms of a) Daily load b) Data retention 4. How many total and concurrent users has to be considered for Analytics.	1. as per sources mentioned in the RFP. 2.Yes 3. as above
331	3.8.2	93	Approximate users are 30000 users. However, it may be noted that the Govt. may increase the person time to time and recruit the new persons. So the no. of users may be increased.	1) How many concurrent users should be considered for sizing the h/w and s/w components?	As per revised RFP and depends on the size of work and month.
332			Mobile App	1) what will be the distribution channel for mobile for end users? 2) Is the mobile app for internal users or external users as well?	for both users
333	3.5	90	During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc should be done by bidder at no extra cost.	Please clarify if SP will need to migrate the data if there is a change in infrastructure, software as desired by the Finance Dept	Yes
334	General			There are no Sign off criteria defined for the milestones	As per Revised RFP.
335	4.1	94	Acceptance Criteria - The primary goal of Testing and Acceptance would be to ensure that the project meets requirements, standards, specifications and performance prescribed in the RFP document, by ensuring that the following are associated with clear, quantifiable metrics for:	Acceptance criteria has to be defined as per the milestones / toll gate review for the next phase. Go / No go decisions for the next phase to be taken based on the acceptance criteria. Intend is SP should not move to the next phase unless the previous phase is signed off	As per Revised RFP.
336	7 Accounts & Audit Management	29	Financial Data Warehouse module	There is scope to build a financial data warehouse so 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. <u>Batch processing latency etc.</u>	bidder may propose
337	7 Accounts & Audit Management	29	Financial Data Warehouse module	Please provide the data warehouse format (data model) if there is any expectation in the layout or format required? (structure)	bidder may select
338	7 Accounts & Audit Management	29	Financial Data Warehouse module	Is there any existing Data warehouse or database stack exist that can be leveraged?	No

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339	7 Accounts & Audit Management	29	Financial Data Warehouse module	What are the open standard formats that are required for exporting the data from data warehouse? Please list them	Bidder may propose. The data format will be given as and when require or at the time of requirement collection.
340	7 Accounts & Audit Management	29	Financial Data Warehouse module	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	The level of data shall be enivisized for the grassroot level data collection.
341	Business Intelligence, Analytics and Reporting Solution	33	Extraction, transformation and loading of data from source systems	Please provide more details on the number of source systems with the table counts and volume for extraction	CTP Total Tables Count: 656 CTP Transaction tables Count: 9 CTP Master tables Count: 15 IFMS Database Total Tables Count: 1643 IFMS Transaction tables Count: 531 IFMS Master tables Count: 571
342	Business Intelligence, Analytics and Reporting Solution	33	Extraction, transformation and loading of data from source systems	What are the various formats of structured data available at source level - data definition and data type conversions details for ETL mapping available?	considering the RFP bidder may design the solution and considered their data defination and data type
343	Business Intelligence, Analytics and Reporting Solution	33	Extraction, transformation and loading of data from source systems	How many tables to be considered as volume to be handled as part of ETL source systems?	considering the RFP bidder may design the solution and considered the no. of tables.
344	Business Intelligence, Analytics and Reporting Solution	33	Extraction, transformation and loading of data from source systems	Is there a requirement on history retention and audit requirements.	Yes
345	Business Intelligence, Analytics and Reporting Solution	33	Extraction, transformation and loading of data from source systems	Any data model available for the current implementation	No.
346	Business Intelligence, Analytics and Reporting Solution	33	Extraction, transformation and loading of data from source systems	Please share the detailed architecture of ETL tables and definitions for data extraction	bidder may propose considering scope of work.

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347	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	What is the volume of data that needs data quality process?	the data which are generated in solution to meet the scope of work that all required data quality process.
348	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	Records from how many and what source systems need to go through the data quality processes? (Number of attributes)	as above
349	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	Any specific process needed to assess the authenticity of records after the DQ process is run?	bidder may proposed.
350	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	Please indicate, Volume of records - What is the % of record increments per week/month for which data quality to be applied?	20%
351	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	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?	As per Industry best practices
352	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	is There a need for name or address standardization? For this Indian address verification and standardization are considered with Indian names and libraries.should this be factored?	bidder may propose based on the meet of requirement of Scope pf work.
353	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	Is data quality (cleansing and de-duplication check) going to be a onetime data cleansing effort, or are we required to do this periodically?	The data quality activities for migration will be one time. Other data quality activites sholud be required as and where required by department.
354	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	Is there a requirement for a real-time/near real-time or post facto data cleansing?	Real Time
355	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	Please indicate type of data enrichment sources that should be used, whether any other third-party tool to be used.	Bidder may propose

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356	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	Are there serious data gaps in today's scenario that need to be plugged as part of quality?	No
357	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	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?	All the source system.
358	Business Intelligence, Analytics and Reporting Solution	33	Data cleansing (if required) to ensure data quality	Please provide the Key Data Elements for which the data profiling to be done (with each source table)	Bidder may propose
359	Business Intelligence, Analytics and Reporting Solution	33	Creation of data warehouse / data store including any interfaces / scripts for exchange of data with internal and external sources	Please detail down which are the internal source systems and external source systems that needs to be extracted	As per Revised RFP.
360	Business Intelligence, Analytics and Reporting Solution	33	Creation of data warehouse / data store including any interfaces / scripts for exchange of data with internal and external sources	What is the requirement for data store build? Please detail the scope for data store as we are building data warehouse to suffice the need	Bidder may propose based on scope of work
361	3.2.1. Component wise Scope of Work	30	Data Migration	Are there any requirement for application migration? Please provide more details	Yes. As per revised RFP
362	3.2.1. Component wise Scope of Work	30	Data Migration	What is the expected data volume of in initial history load from existing application source systems?	As per Revised RFP.
363	3.2.1. Component wise Scope of Work	30	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.
364	3.2.1. Component wise Scope of Work	30	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	NA
365	3.2.1. Component wise Scope of Work	30	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	As per Revised RFP.

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366	3.2.1. Component wise Scope of Work	30	Data Migration	What is the customer expectation on the OEM tool for ETL/DQ/data migration? Proprietary or Open source?	As per revised RFP.
367	3.2.1. Component wise Scope of Work	30	Data Migration	Are the history data completely structured one or are there any migration of data for unstructured and semi structured data?	All the data are in structured format.
368	3.2.1. Component wise Scope of Work	30	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	The existing IFMS and Dol application will be decommissioned.
369	General		Data governance	Are there any requirement on data governance?	Yes
370	General		Data governance	Also specify whether a repository/portal exists which holds Data governance policy and data standards i.e. is Business glossary defined.	Yes
371	General		Data governance	Currently is there any proactive monitoring mechanism for data exceptions?	Yes
372	General		Data governance	What mechanisms are deployed for monitoring compliance to data policies and rules with related to business glossary too?	bidder may propose as per industry standards
373	General		Real time data - CDC	Is there any requirement for real time data processing with ODS to be built? Please confirm	Yes. Bidder has to provide.
374	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.	bidder may design based on their solution.
375	General		Master data management	Are there any requirement on master data management?	Yes
376	General		Metadata management	Is Metadata management implementation part of scope? Please confirm.	Yes
377	3.1.2. Expected Outcomes	29	Financial Data Warehouse module	As per this section the requirement specifies many modules data need to be maintained in data warehouse, are you looking for any appliance? Or wants to build customized database? Kindly clarify	Bidder may propose base on their proposed solution
378	3.1.	26	MIS reports to all stakeholders	Do we have any existing ODS database which can be leveraged? Or need to build a new ODS system for all MIS reporting? Please clarify	As per Revised RFP.
379	3.3.2.	41	Data warehouse & Reporting	What level of data granularity need to be maintained in the data warehouse? Kindly specify the required granularity if any	bidder may propose.
380	General		Database	Any existing database which can be leveraged or bidder is free to suggest the new database?	bidder may propose the new database.
381	General		Data Retention	kindly specify the data retention period for each target systems ODS and DWH/DATA STORE	Lifetime
382	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	It is also required that the Data Analytics and BI Component of the BI and Analytics solution proposed by the Bidder should be listed in the Leader’s quadrant in the latest Gartner/ Forrester Wave	Is the customer ok with either on-premise or cloud hosted BI solution	On premises

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383	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	The main objective of deploying a Business Intelligence solution is to provide the Departments (Finance, Treasury & other departments) with enhanced capabilities to process and analyze the large volume of data it receives in a smarter, intelligent and faster manner to support it in its goal of maximizing the productivity.	Please list down all the functional areas where there is need for BI and reporting	All function area
384	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	The main objective of deploying a Business Intelligence solution is to provide the Departments (Finance, Treasury & other departments) with enhanced capabilities to process and analyze the large volume of data it receives in a smarter, intelligent and faster manner to support it in its goal of maximizing the productivity.	As per the requirement we understand that the BI system will be required and accessed by only the internal employees belonging to various functional areas. Is our assumption correct? i) What is the approximate count of users accessing the BI system. ii) Please provide the breakup of total number of users (categorize heavy, medium & light) for analytics and business intelligence and % of concurrent users.	Yes. As above
385	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	The Department receives and analyzes a large volume of data such as Employees, Pensioners, Budget forecasting, investments, debts, payments, receipts, etc.	Are there any existing set of reports, if yes, i) Please give brief about the reports and reporting process ii) What are the different KPI/metrics are being tracked iii) Who are the users for these reports. iv) Which BI tool is being used for analysis and reporting	1. There are 1000+ Reports the Brief of reports are as under State fiscal Department profile CO profile DDO profile Projected debt servicing Public debt (Actual receipt v/s Budget estimate) Receipt payment trend classification of cheques / e-payment in treasury cheques / e-payment summary budget, Grant, expenditure status DPPF Dashboard PVU Dashboard pending cheques liability Census Report EDP Code wise reports Receipt and disbursement under part III Public Accounts (all reports can be viewed upto bottom level) 2. No 3. Depends on requirement 4. currently in IFMS BI tools is not used

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386	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	The Department is also likely to receive a large volume of data from various Government and non-government agencies	Will the BI system be accessed by non-government agencies? If yes i) Please elaborate on who all can access the BI system ii) Will these non-government agencies have any specific reports and dashboards	No
387	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	The Department receives and analyzes a large volume of data such as Employees, Pensioners, Budget forecasting, investments, debts, payments, receipts, etc.	Can we safely assume there would be a separate MIS for each department?	Yes. Based on work, roles and responsibilities.
388	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	The Department receives and analyzes a large volume of data such as Employees, Pensioners, Budget forecasting, investments, debts, payments, receipts, etc.	Whether Reports/Dashboard would be required based on Corporate/Functional wise based on their specific requirements ?	Yes
389	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	General	Approx How many nos. of Reports/Dashboard would be required	The reports of current system is 1000+. However bidder has to develop N. no of reports based on the requirement of respective office.
390	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	General	While developing the MIS/Dashboard and reports, if it is required that relevant system will be required to add few fields / data to be captured so that all systems data can be linked and MIS be generated, in such case who would be responsible to develop new functionality / changes in respective systems.	Bidder has to develop the new functionality/changes
391	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	General	How many real-time reports and dashboards are expected and for how many functional areas	All the report should be real time.
392	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	General	Are real time reports to be embedded in the applications?	Yes

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393	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	General	Is mobile BI in scope? If yes, i)How many dashboards are expected in mobile BI ? ii) Which OS needs to be supported	No.
394	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	General	Will there be any role based dashboards? What is the significance?	Yes.
395	3.2.3, Business Intelligence, Analytics and Reporting Solution	33	General	Does the solution expect map integration?	No. if required, bidder may propose.
396	3.6, Language of the Product	90	The product modules to be developed by the SP must be support Gujarati and English languages.	Is is expected that the reports and dashboards should be rendered in Gujarati and English languages	Yes
397	3.7, Envisaged Project Phases:	91	Post Implementation – Warranty and Support	Any specific SLAs to be adhered to along with reporting requirements in AMS period?	Yes
398	3.8.2, Change Management – Training	93	General	How many BI users are envisaged to be trained?	As above
399	3.8.2, Change Management – Training		General	What is the existing Advance Analytics framework?	No, existing advance analytics framework.
400	3.8.2, Change Management – Training		General	Are there any statistical models in the existing system that need to be migrated?	No
401	3.8.2, Change Management – Training		General	How many Advance Analytics users are envisaged to be trained? Would the users also require training on statistical concepts?	As above.Yes.
402	General Budget Preparation: (HOO, HOD, ADMINISTRATIVE DEPT.)		System should have capability to analyze the trends from previous budget and utilization pattern for providing decision support system at FD level	Is development of statistical forecasting algorithms for revenue, expenditure etc also in scope with trend analysis.	Yes.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
403	General Budget Preparation: (HOO, HOD, ADMINISTRATIVE DEPT.)		facility for head wise receipts estimation including tax revenues, non-tax revenues, capital receipt	Will IFMS provide the existing estimation logic for implementation?	No.
404	Core Budget:		Detail of Loan and advances to PSU.	Is development of loan analytics models. e.g: propensity to default, segmentation, anomaly detection etc in scope.	Yes
405			System should have facility for Financial analysis, evolution of feasibility study and investment Proposals	Please elaborate on the financial/investment analysis components in scope and any existing advance analytical models currently deployed in this area.	Yes.
406	Loan Transactions/ National Small Savings Fund		Enter and approve the loan as per its terms and conditions.	Is development of predictive loan qualification scorecard in scope.	No
407	Payroll & Employee Database			Is development of statistical segmentation models for employee using various dimensions like salary, skills, etc in scope?	segmentation models for employees salary, grade, cadre etc.
408				Is a predictive scorecard development analyzing employee fitment for specific roles in scope.	No
409				Is employee performance analysis and reports part of the scope?	No
410	Cheque Inventory:			Is demand forecasting and inventory management/stock prediction model development in scope	Yes
411	Stamp Processing in Treasury		Stamp forecast preparation functionality	Are there any existing forecast models(ARIMA, TS Exp Smoothing etc.) in currently in use?	No
412	Pension Processing in Treasury		Capability for Alert on irregular changes in pension payment	Is there an existing anomaly detection framework?	No
413	3.6, Language of the Product	90	The product modules to be developed by the SP must be support Gujarati and English languages.	Is there any requirement for translation and transliteration capabilities	Yes
414	General			IFMS-1 source code, business logic and user manuals will be shared with successful bidder, so that comprehensive requirement are documented ?	Source code will not be provided. Other Documents will be shared with selected bidder.
415	1.1	7	Operation & Maintenance Support for 8 years for New Integrated Finance Management System	Provide nos of tickets with segregation (L1, L2, L3 and L4) per month and per year.	<u>No. of Tickets as below</u> For Financial Year 2016-17 L1 - 60000+ L2 - 20000+ L3 - 1000+
416	3.1.2	27	Budget Preparation	Budget preparation will be initiated by HoD or DDO will also be involved from system perspective ?	Budget preparation will be at DDO level
417	3	29	Personal management and payroll	employee data and payroll processing with be done in HRMS system? HR system will be integrated with IFMS-2 to get the employee records for pension case? Pls. confirm.	Yes.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
418	3	29	Personal management and payroll	Provide nos of employee in GoG, which needs to be interfaced from SATHI application to IFMS-2	currently 30000 which will incresed up to 5,00,000
419	3	42	Payroll and employee database	Provide Nos. of contract / temporary staff, which needs to be defined in IFMS-2?	HRMS will cover this funcnality
420	3	29	Pension Module	Provide nos of pensioner ?	Approx. 4,26,000
421	3	29	Online grievance module	This modules to be accessible to general public or it is for internal purpose to records, track and report the case status?	It will be accessible to general public of pnesioner and receipt payer for their status update, report and grivience
422		20	Finance data warehouse module	what is the purpose of this module?	As per RFP.
423	5.5	46	Stamp Processing	Provide nos of user responsible for inventory functions (like Cheque and stamp inventory etc.)?	Approx. 180 offices
424	5.5	46	Stamp Processing	How many users responsible for indent creation for inventory (like stamp etc.)	as above
425		53	Interface with IWDMS	IWDMS will discontinue after IFMS-2? Pls confirm	No.
426	6	54	Receipt Management Functionalities	Receipt Management system will continue after IFMS-2?	As per Revised RFP.
427	9	55	Pay Fixation	Employee salary details are also needed in IFMS-2, or it will be only managed in HRMS system?	Both system
428	3.3.6	69	Panchayati Raj Finance Management System	for PRI-FMS any system used currently ? If not then is it manual? How do they report and consolidate their data?	NO, PRI-FMS] aid not use I any kind of system currently and Report and Data keeping process is manually. In Gram software accounts of panchayat's converted] into double I entry system / and entry is done
429	3.3.6	69	Panchayati Raj Finance Management System	Provide nos of user who will use system for PRI-FMS?	As per revised RFP.
430	3.3.6	69	Panchayati Raj Finance Management System	Provide nos of employee for PRI-FMS?	As per revised RFP.
431	3.2.2. Approach of SP for adopting the Solution	30	Any of the following approaches may be adopted by the selected Service Provider: a) Development of a new application specific to needs of the Department b) Configuration / customization of a pre-existing product Commercially Off The Shelf (COTS) products to meet the needs of the Department.	We recommend below suggestions for robust, mature and scalable solution. 1. Mandate COTS product for all Bidders to meet the needs of the department 2. Proposed bespoke application should be implemented by atleast 3 different implementation partner and should feature in Gartners quadrant.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
432	3.2.2. Approach of SP for adopting the Solution	30	Bidder has to deliver the final product with unlimited users’ licenses to Govt. of Gujarat for the duration of the project if it is a COTS product.	As per past implementation experience, we recommend to remove this clause as any proposed COTS product would have cost implications. Kindly share the user base details for various modules (for different modules of Gujarat IFMS)	As per Revised RFP.
433	3.2.1. Component wise Scope of Work	30	Data Migration SP has to migrate the existing data from any existing applications (IFMS, Cyber Treasury, DoI, etc.). Cost for data migration from existing application should be included in the price bid. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc should be done by bidder at no extra cost.	Please share below details 1. Total volume of data and format to be migrated to new application 2. Total number of Master tables and transaction tables with approx. no. of fields 3. We assume that all data to be migrated is in structured format. Please confirm 4. We assume that all data to be migrated will be available at central location. Please confirm	1. CTP Total Tables Count: 656 CTP Transaction tables Count: 9 IFMS Database Total Tables Count: 1643 IFMS Transaction tables Count: 531 <u>Master Tables</u> 2. CTP Master tables Count: 15 IFMS Master tables Count: 571 3. Yes 4. Yes
434	3.2.1. Component wise Scope of Work	30	Data Migration SP has to migrate the existing data from any existing applications (IFMS, Cyber Treasury, DoI, etc.). Cost for data migration from existing application should be included in the price bid. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc should be done by bidder at no extra cost.	We recommend that any data to be migrated due to change in Infrastructure, Software etc will be handled through change request procedure. Please confirm	As per Revised RFP.
435	8.10. Inspection/Testing	108	b) As per Govt. Of Gujarat circular dated 10th March 2006, the FD applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by FD at the cost of SI. The SP must include testing cost in their financial bid. The different types of tests that has to be performed through EQDC/other competent agency are as mentioned below: Stress/Load testing Performance testing Security testing	we assume that GIL will provide the testing environment (requisite infrastructure and software products) for performing Stress / Load testing, performance testing and security testing. Please confirm	The required hardware infrastructure for testing shall be provided by department.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
436	8.10. Inspection/Testing	108	b) As per Govt. Of Gujarat circular dated 10th March 2006, the FD applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by FD at the cost of SI. The SP must include testing cost in their financial bid. The different types of tests that has to be performed through EQDC/other competent agency are as mentioned below: Stress/Load testing Performance testing Security testing	Please share the total number of virtual users for performance testing.	20000 concurrent users
437	3.4.1. Handholding and support team] at Head Quarter and Distract Locations.	89	Depending on the size of the project, a handholding and support team of approximate 100 resources are envisaged for the project O & M Phase. Out of 100 resources approx. 30 to 35 resources may be placed at Head Quarter/Gandhinagar including helpdesk team. Other resources may be placed at District Locations	1. We recommend to allow bidder to asses and propose resources required for Handholding and operation & maintenance for 8 years. 2. Please provide duration of Handholding activity and number of locations to be considered.	as per revised RFP.
438	General	-	"indicative", "not limited to " and "etc" words	We observe at several places in the SOW section (RFP) that the Scope of Work is becoming unlimited because of the use of the words 'but not limited to' and "etc" connotations. We request for the deletion of these words and replacement with "limited to" such that the scope is specific and limited to a specific set of activities.	As per Revised RFP.
439	3.2.1. Component wise Scope of Work	30	b) The following is an indicative list of external systems / agencies that the proposed system should be capable of interfacing with so as to have seamless flow of information from one stakeholder to the other.	1. Please specify the total number of integration interfaces / touch points to be considered for integration with external systems. 2. Please specify the platform, technology of the system for integration along with Business scenarios	As per Revised RFP.
440	3.2.1. Component wise Scope of Work	31	Bidder should have to submit the propose Bill of Material for New IFMS with details required minimum number of Cores, Memory etc as a part of technical bids.	We understand that bidder is not required to procure infrastructure or software products. Bidder needs to only recommend Hardware sizing and corresponding bill of materials. Please confirm	bidder has to provide software products/licenses required for successful implementation of proposed application and bill of material for hardware.
441	Section 1, Clause 1.1	7	Operation & Maintenance Support for 8 years for New Integrated Finance Management System	Please provide number of tickets with segregation (L1, L2, L3 and L4) per month and per year for existing system.	<u>No. of Tickets as below</u> For Financial Year 2016-17 L1 - 60000+ L2 - 20000+ L3 - 1000+
442	Section 3, Clause 3.1.2	29	Personal management and payroll	Our understanding is that employee data and payroll processing will be done in HRMS system. HR system will be integrated with IFMS-2 to get the employee records for pension case. Please confirm.	as above
443	Section 3, Clause 3.1.2	29	Personal management and payroll	Please provide number of employees in GoG, which needs to be interfaced from SATHI application to IFMS-2	as above

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
444	Section 3, Clause 3.1.2	29	Pension Module	Please provide number of pensioners.	as above
445	Section 3, Clause 3.1.2	29	Online grievance module	This modules to be accessible to general public or it is for internal purpose to records, track and report the case status. Please confirm	Partially open
446	Section 3, Clause 3.1.2	29	Finance data warehouse module	Please share more details on this module. What is the purpose of this module?	It is for Analytics and forecasting purpose.
447	Section 3, Clause 3.3.2	42	Payroll and employee database	Please provide number of contract / temporary staff, which needs to be defined in IFMS-2.	No. of Govt. employess are 4.63 lacs including panchayat and Grant in Aid instttutions. Fix pay epmloyees are 91000+
448	Section 3, Clause 5.5	46	Stamp Processing	Please provide number of users responsible for inventory functions (like Cheque and stamp inventory etc.)	As per revised RFP.
449	Section 3, Clause 5.5	46	Stamp Processing	How many users responsible for indent creation for inventory (like stamp etc.)?	as above
450	Section 3, External Interfaces	53	Interface with IWDMS	Our understanding is that the IWDMS will discontinue after IFMS-2. Pls confirm	Bugdet will be tranfer in IFMS II
451	Section 3, External Interface, Clause 6	54	Receipt Management Functionalities	Receipt Management system will continue after IFMS-2. Please confirm.	it will be part of IFMS-II scope of work. Bidder has to develop new receipt management module.
452	Section 3, Clause 3.3.6	68	Panchayati Raj Finance Management System	For PRI-FMS any system used currently? If not then is it manual? How do they report and consolidate their data?	Manually
453	Section 3, Clause 3.1	25	The IFMS when established in November 2009 and has been in operation for the past 7 years. The IFMS handles the following volume of transactions: <Table> Figures are for the financial year 2014-15.	1. Please specify the duration for these transaction details (year / month) 2. Please confirm whether the same volumetric for these events can be considered for the system to be proposed. 3. Please specify peak volumes for which the system should be sized. Also, please specify Year on Year Growth to be considered.	As per revised RFP. Current Growth 20% each year Current Peak Volume: 3500
454	Section 3, Clause 3.1 Section 3, Clause 3.1.1	26 27	With the passage of time and advancement in technology, the requirements of the user departments and stakeholders of the treasuries have increased immeasurably, which are enunciated briefly here below – 8) Business Process Re-engineering (BPR) 18 The proposed system plans to implement the following Business Process Reengineering i. Online bill generation & submission ii. Implementation of workflow for driving approval process iii. Issue of online Government Orders. iv. Use of digital signatures for signing documents. v. Web based submission of challans. vi. Use of electronic funds transfer for making payments.	1. We understand that Business Process Re-engineering (BPR) has been done for indicated modules and bidder is required to implement the same. Please confirm. 2. If BPR is part of scope of work, we recommend to clearly specify the activities to be carried for defined set of business processes. We recommend that BPR activity to be taken care through change management process. Please confirm	1. Yes 2. As per revised RFP

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
455	Section 3, Clause 3.1	26	<Diagram depicting exiting system functionality>	Please share below details for depicted diagram 1. Legend for identifying the various internal, external systems, new development, etc 2. Please specify the systems that needs to be retained and integrated with new IFMS solution	Bidder has to develop/customized in New IFMS
456	Section 3, Clause 3.1.2, 7	29	The above outcomes would be facilitated by the NEW IFMS through the following modules, but not limited to: ... ☑ Personnel Management (<u>HRMS</u>) & Payroll module (thorough SATHI Application) ... ☑ Interface modules with RBI, Agency Banks, <u>HRMS</u> , WMS, PFMS, AG etc.,	Please clarify whether the HRMS module is to be implemented freshly in the proposed application or use an existing application and only integrate with that. If there is any other approach planned, please clarify so that the new system can be properly sized and estimated.	HRMS module of SATHI system will be used for HR related activities. Bidder has to integrate New IFMS with HRMS.
457	Section 3, Clause 3.2 Section 3, Clause 3.2.1 Section 3, Clause 3.4	30 87	besides providing operational support to the Department for a period of <u>five years</u> . During the <u>8 years</u> of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc. should be done by bidder at no extra cost. The SP has to provide the operation & maintenance for the period of <u>8 years</u>	We understand that Bidder needs to provide operation & maintenance for the period of 8 years post go-live. Please clarify	Yes.
458	Section 3, Clause 3.2.3	31	Post the detailed study, the selected Service Provider will be required to suggest to the Department more functionalities in addition to the ones mentioned in this RFP that may be included in RFP to meet the business requirements of the Department.	Bidder will propose new functionalities during Business blue printing phase, if any. We understand that such new requirements will be separately estimated and considered via change management procedure (change request). Please confirm	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
459	Section 3, Clause 3.2.3	32	<p>The proposed system should be capable of interfacing with external systems/ agencies in order to allow for exchange of data and communication with those systems.</p> <p>b) The following is an <u>indicative list of external systems</u> / agencies that the proposed system should be capable of interfacing</p> <p>...</p> <p>The external interface development will be done during the course of the Project <u>as and when required</u>.</p>	<p>Please provide the list of external and existing systems to be integrated, which needs to be estimated as part of scope of this proposal (additional ones, if any to be taken via change management procedure).</p> <p>Also please provide the technical details on systems to be integrated (Platform, technology & interfacing method)</p> <p>Please also provide the list of data exchanges expected to be implemented so that integration effort can be appropriately estimated.</p>	<p>Existing interface are</p> <ol style="list-style-type: none"> 1. with HRMS(SATHI Application) 2. With PFMS 3. With 21+ commercial Banks for receipt collection 4. With SBI e-pay for receipt collection 5. With Departments Portal for receipt collection. 6. With SBI's CMP And BOB for e-payment interface in progress <p>CM dashboard RBI's e-Kuber Digital Gujarat portal etc.</p> <p>Intrigartions are platform independent, usually intergration was done thorough XML</p>
460	Section 3, Clause 3.3	34	<p>It is not possible to fully depict process flow and functional requirement in this documents. Bidders are expected to review all rules, notifications, gazettes, circular etc. which are essentials for Finance Department & its HoDs, fund utilizing departments and their subordinate offices to implement the processes. All the rules related to Gujarat Financial, Budget, Treasuries etc. are available on http://financedepartment.gujarat.gov.in/rules.html. The system should be developed/customized as per this rules and scope of work.</p>	<p>Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.</p>	As above.
461	Section 3, Clause 3.3	42	<p>In the NEW IFMS , government employee details shall be fetch from SATHI application whichever is available and the details which is not available in SATHI it should be entered through the Data entry module which needs to be developed in NEW IFMS</p>	<p>Please clarify whether SATHI will be retained after new IFMS is implemented. In such a case any ongoing data migration is expected between the two? If so , please specify the requirements and the volumetric related to this.</p>	Yes.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
462	Section 3, Clause 3.4	88	During Operation and Maintenance Period bidders are expected to carry out <u>any no. of Change Request</u> that is required due to <u>change in functionalities, Act, Rule, GR etc.</u> during the 8 years of Operation and Maintenance period. <u>No additional payment</u> will be made during O & M period. During the period of O & M, bidder has to deploy <u>minimum 5 resources</u> (application developer, system analyst, DBA or any other suitable persons) onsite having more than 5 years of experience to carry out such necessary change request. The cost of the same should be included in the Financial Bid Part 3. During the course of O & M, <u>bidder may suitably deploy more resources</u> , if required to perform any changes in the developed application.	<p>1. We understand Bidder needs to deploy 5 resources for carrying out all minor or major change requests during operation & maintenance for 8 years. In case, additional resources are required, bidder will provide resources on T&M basis and it will be dealt as under Change Request mechanism.</p> <p>2. Please share the support window for the new IFMS solution.</p>	As per Revised RFP.
463	Section 3, Clause 3.5	90	4) Ensure the accuracy and completeness of the migrated data. Department reserves the right to verify the accuracy and completeness of the migrated data on its own or through its nominated agencies.	We recommend that data validation should be owned by GIL / FD. Please confirm	Data Verification will be done by FD. However data validation will be responsibility of bidder.
464	Section 3, Clause 3.6	90	Language of the Product o The product modules to be developed by the SP must be support Gujarati and English languages.	We understand that application interface labels will be in Gujarati & English. Please confirm	Yes
465	Section 6, Clause 6.2.2	102	Operational Related Penalty for Application Software Uptime	The resolution time for SLA are stringent. We propose the FD/GIL to allow bidders to suggest /define the SLA as per industry standards in their technical proposal submitted by bidder.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
466	Section 2, Clause 2.29	23	2.29. Provision of Electronics & IT/ITeS Startup Policy As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or Service Provider 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 start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the Service Provider.	1. Who will evaluate the start up eligibility? Please share any list GIL is having which needs to be referred. 2. We assume GIL will also provide shortlisted technical colleges in Gujarat?. Please confirm	As per revised RFP.
467	Section 6	55	As per process flow on page 55	Is Receipt Management System outside of IFMS?	No. it is part of IFMS.
468	Section 3, Clause 3.8 - 3.8.1	92	The following is the list of deliverables (but not limited to) in the form of documents to be submitted by the SP in the course of project implementation. -Training Manuals -User Manuals ... and more (as per the rfp)	1.Do you need hardcopy of these training, user manuals or Soft copy manuals? 2. Do you need CBT modules for Train the Trainer Approach, End User training and for Refresher trainings? Please confirm.	1. bidder has to provide the softcopy of training manual. 2. No.
469	Section 3, Clause 3.8 - 3.8.2	92	Change Management - Training: It is essential to understand that change management is not a one time activity. It is a continuous activity propagating to complete life of the project and touching all the stakeholders involved in the project	As per RFP, we need to support the new IFMS for 8 years. During this period, how frequently change management training needs to be conducted? Need more clarity	as and when required
470	Section 3, Clause 3.8 - 3.8.2	93	Envisaged Geographical Locations and nos. of users - Table indicates 14 different offices, 4697 locations and 30000 users approximately.	1. Do we need to cover all these 30000 users as part of End User Training or can we conduct the training through train- the- trainer approach as indicated in Section 10-Financial Bid - Table point no.8 2. To cover the huge no. of users as part of end user training, can we conduct one day online training followed by CBT? Request you to give more clarity around the same.	As per revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
471	Section 3, Clause 3.8 - 3.8.2	93	The basic contours of the plan have: <input checked="" type="checkbox"/> Training to trainers (one from each department) <input checked="" type="checkbox"/> Training of software support professionals from GIL or FD <input checked="" type="checkbox"/> One day training for each of the departments/HOD offices/District Offices/Taluka Offices during part roll out Ongoing training session in which employees can sit and gain training on operational aspects of the IFMS application. This will be an ongoing training program to be conducted at DAT and will begin after full roll out and will organize as one full day session every week for a total of 12 weeks. During this training program, trainers or Government employees will come and sit for hands on training. Government will provide needed Training Infrastructure for the training.	Do we need to conduct the training through Train-the-Trainer approach? I.e. over all 100 master trainers / users with 20 participants batch size or based on the Table shared in 3.8.2 at page no.93. need more clarity.	Selected bidder will conduct the training. The necessary infrastructure will be provided by Government.
472	Section 3, Clause 3.8 - 3.8.2	93	General	What Will be the Training duration for Trainer?	As per revised RFP.
473	Section 3, Clause 3.8 - 3.8.2	93	General	Hope All the Training will be conducted at one Training Location and Infra will be provided by Purchaser?	As per revised RFP.
474	Section 3, Clause 3.8 - 3.8.2	93	General	What will be the Qualification and Experience criteria for Trainer, who will conduct training for Trainer of Purchaser?	As per revised RFP.
475	Section 3, Clause 3.4	89	The application developer/software provider should ensure that the proposed application architecture & offered solution including hardware, software or any other tool should be latest and should not be end of support/end of sales during the 8 years of O & M period.	Please list out the existing testing tools available with GIL for the following: - Test Management - Defect Management - Requirements Traceability - Automation	no existing tool available.
476	Section 3, Clause 3.4	89	The mobile app should be developed for whole application with role base access and native in nature. It should develop for separately for Windows, iOS and Android.	Please elaborate on the backward OS compatibility that needs to be supported ?	As per revised RFP.
477	Section 3, Clause 3.7 Stage III: Post Implementation – Warranty and Support	91	NA	Whether client is open for Offshore Support or Onsite/ Offshore Based support?	100% Onsite support.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
478	Section 3, Clause 3.7 Stage III: Post Implementation – Warranty and Support	91	NA	Onsite Support Location will be at HO. Pls confirm.	As per Revised RFP.
479	Section 3, Clause 3.7 Stage III: Post Implementation – Warranty and Support	91	NA	Whether VPN connectivity will be provided for support if customer opts for Offshore support or hybrid (onsite/ offshore) based support?	As above
480	Section 3, Clause 3.7 Stage III: Post Implementation – Warranty and Support	91	NA	What is the Expected % User Growth rate YoY?	as above
481	6. Receipt Management Functionalities - page 54	54	6. Receipt Management Functionalities Allow users (individuals/corporate/other government/departments/agents etc.) to register in the Receipt Management System (Cyber Treasury Portal) for making online payments.	It is understood that the mobile app is required for the Receipt Collection. Who are the various stake holders, who will use mobile app for Receipt Collection? Are these external users or government employees? Please confirm.	Both.
482	6. Receipt Management Functionalities - page 54	54	6. Receipt Management Functionalities Allow users (individuals/corporate/other government/departments/agents etc.) to register in the Receipt Management System (Cyber Treasury Portal) for making online payments.	How many number of user/stake holders are expected to use the mobile app? Please provide the stake holder wise total number of users along with appropriate concurrency.	no. of mobile app users can not be envisized. current cyber treasury system approx .no of users 250000+.
483	6. Receipt Management Functionalities - page 54	54	Allow the Challan Preparation, Collections, deposit, recording, reconciling and analyzing the receipts through eTreasury/mTreasury, Non-tax revenue receipts, Deposits (refundable/non-refundable), Generation of Barcoded/QR coded e- Challan.	On a broad level, for the mobile app, can we summarize the following: The mobile will be used for collection of tax revenue, non tax revenue and deposits. The reconciliation and analysis will not be a part of the mobile app. The same will be done by Receipt Management System. Please confirm.	The reconsilation will be done from portal and analytics as above.
484	General	NA	Mobile App	Is there any requirement of social media integration or any other 3rd party integration (apart from payment gateways) on the mobile app?	Currently payment gateway needs to integrate.
485	General	NA	Mobile App	Is there any requirement of grievance/feedback capturing on the mobile app?	Yes
486	General	NA	Mobile App	Is there any hardware integration required with the mobile app?	Yes.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
487	Technical Details: - page 89	89	The mobile app should be developed for whole application with role base access and native in nature. It should develop for separately for Windows, iOS and Android.	1. Are you open to go for enterprise class Mobile App Development Platforms (MADPs) to develop the native applications or we need to use native SDKs provided by respective platforms to develop the mobile apps? 2. Please provide business functionality for Mobile App. Also, share total number of Mobile Apps to be developed with clear demarcation of usage of functionalities for internal and external users. 3. Please share total number of internal and external users for Mobile Apps along with concurrency details.	1. bidder has to develop native application. 2. As per revised RFP. 3. as above.
488	Technical Details: - page 89	89	The mobile app should be developed for whole application with role base access and native in nature. It should develop for separately for Windows, iOS and Android.	Instead of native app development, can we propose "Developed Once - Use for multiple platform" approach (i.e. Hybrid Mobile App Development with all the required native features)	No.
489	Technical Details: - page 89	89	The system should work on online and offline both the modes. Whenever the connectivity is not available till the time should work in offline mode and as and when availability of connection the data should be synchronized with server.	Please explain the use case for "Offline Access" of the mobile app?	the mobile app should also work in online/offline mode. If one citizen is filling the form and network is not available then it should be store in Mobile and as and when connectivity is available it will be synchronized. Citizen need not to type all the information again and again.
490	3.6. Language of the Product	90	3.6. Language of the Product	Can we assume that the mobile app labels and static content will be multiple lingual (in English and Gujarati) whereas the data entry will be limited to English only.	Yes.
491	5.1. Proposed timelines for Implementation	99	5.1. Proposed timelines for Implementation	During which phase, the mobile app is required to be delivered? Is there any specific priority or timelines envisaged for Android/iOS/Windows app release?	As per Revised RFP.
492	General	NA	Mobile App	Developer licenses are required from Google, Apple and Microsoft for the hosting of mobile app in respective app stores. Who will provide the same? Can we make use of existing licenses available with Customer if any?	Department will provide.
493	6. Receipt Management Functionalities		Allow users (individuals/corporate/other government/departments/agents etc.) to register in the Receipt Management System (Cyber Treasury Portal) for making online payments.	1. Please specify the web portal functional requirements 2. Please specify the total number of internal and external users accessing the web portal along with concurrency details 3. Please indicate the compliance, if any for web portal application	1. as per revised RFP. 2. as above 3. no
494	General	NA	Document Management System	1. Please specify whether Document Management system is required to be proposed as part of the scope of work for new IFMS solution. 2. Please share detailed functional and business requirement for Document Management System.	bidder may propose.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
495	3.4.1. Handholding and support team] at Head Quarter and Distract Locations	89	<p>3.4.1. Handholding and support team at Head Quarter and Distract Locations -</p> <p>Depending on the size of the project, a handholding and support team of approximate 100 resources are envisaged for the project O & M Phase. Out of 100 resources approx. 30 to 35 resources may be placed at Head quarter/Gandhinagar including helpdesk team. Other resources may be placed at District Locations.</p> <p>The manpower for O & M support of the application should be at least graduate and having 1 year of experience in handholding/Operation & Maintenance support of IT software/application.</p>	It is understood that 5 resources for application support are to be provided out of count of 100 resources for handholding in O & M Phase. Pl confirm.	As per Revised RFP.
496				Is department using any double entry system'	Yes , Board corporation and District and Taluka panchayat are using Double Entry System
497				Is department using tally for data migration'	Yes, Board corporation may use the tally
498				what is status of existing system i.e application users, deployment and roles and responsibility	As per Revised RFP.
499				what is the status of 7cpc implementation in pay and pension	Implemented.
500				GST implementation is the part of scope	GST Portal integration is the part of scope.
501		Page 30		SP has to migrate the existing data from any existing applications (IFMS, Cyber Treasury, DoI, etc.). Cost for data migration from existing application should be included in the price bid. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc should be done by bidder at no extra cost.	As per Revised RFP.
502				Application wise database size and DB technology	As per Revised RFP.
503				Number of user per application wise are not mentioned	As per revised RFP.
504		page 87	Operation & Maintenance Support	Department is asking for all kind of application update done. As in change of govt rule may cause major changes in the application how it can be covered in change o&m phase	As per Revised RFP.
505		page 90		it is mentioned that the data migration to state data center would be free of cost, but data migration and shifting of data center is always required many resources hence cost need to be added separately	As per Revised RFP.
506		page 92	Training	Training :- scope of training and resource required for training is not clear	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
507		page 29 -	... The above outcomes would be facilitated by the NEW IFMS through the following modules, but not limited to:	We request "but not limited to:" .. Such statements to be scoped well in the RFP to avoid gap in scope and risk in effort estimation. The sweeping statements on scope need to be removed	As per Revised RFP.
508		page 30 point 5	5. Data Migration SP has to migrate the existing data from any existing applications (IFMS, Cyber Treasury, DoI, etc.). Cost for data migration from existing application should be included in the price bid. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc. should be done by bidder at no extra cost.	Request per unit cost of data migration to be determined with some set up cost , which will be needed for the duration of migration needs, this will need to be paid on actuals through a proper process which needs to be defined in RFP itself. The statements like - "any migration activity" , " at no extra cost", such sweeping statements need to be removed from the RFP, proper scope needs to be defined else it is a risk for the project	As per Revised RFP.
509		page 31 section 3.2.2	Mentioned below is an indicative list of activities to be performed by the Service Provider of the scope of work. In each phase, the service provider shall take formal approval of the Department for deliverables (including documentation); only then should the selected Service Provider commence with the next phase.	We request for a acceptance process, and any delay due to non acceptance of the deliverables will be mutually determined, the same will be added to the next phases which is not attributable solely to the service provider. We also suggest a deemed acceptance clause, incase the customer does not provide any specific response query on the deliverable within 5 calendar days, then the deliverable will be deemed to be accepted	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
510		page 31 -	Application Study and Analysis of Requirements: The selected Service Provider would be required to study the existing system and functioning of the Department in a manner that will enable the selected Service Provider to meet all the requirements of this RFP. The Bidder may gain an understanding of the existing system and requirements of the proposed system through structured questionnaires, interviews with user groups / departments and external agencies including AG, RBI and Agency Banks, and also by studying the finance and treasury regulations and policy, Panchayat regulation and policies on gathering the requirements, Bidder shall analyze these requirements to ensure the requirements are complete, accurate, consistent and unambiguous. Post the detailed study, the selected Service Provider will be required to suggest to the Department more functionalities in addition to the ones mentioned in this RFP that may be included in RFP to meet the business requirements of the Department.	The additions of functionality will need to be taken up as change management process and paid as additional cost	As per Revised RFP.
511		page 32 -	b) The following is an indicative list of external systems / agencies that the proposed system should be capable of interfacing with so as to have seamless flow of information from one stakeholder to the other.	We request for well defined scope and not to have sweeping statements like - "indicative", these need to be removed.	As per Revised RFP.
512		page 32 -	The external interface development will be done during the course of the Project as and when required.	We request for well defined scope and not to have sweeping statements like - "will be done during the course of project as and when required", these need to be removed. Also we request to provide the complete list of external systems to be integrated	As per Revised RFP.
513		page 33	It is also required that the Data Analytics and BI Component of the BI and Analytics solution proposed by the Bidder should be listed in the Leader’s quadrant in the latest Gartner/ Forrester Wave.	This is restrictive. We request for removal of this clause as the SI would have its own choice of technology solution and it will be responsible for delivery of services based on SLA's	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
514		page 34 section 3.3	3.3. FUNCTIONAL SCOPE It is not possible to fully depict process flow and functional requirement in this documents. Bidders are expected to review all rules, notifications, gazettes, circular etc. which are essentials for Finance Department & its HoDs, fund utilizing departments and their subordinate offices to implement the processes. All the rules related to Gujarat Financial, Budget, Treasuries etc. are available on http://financedepartment.gujarat.gov.in/rules.html .	Defined scope of the project needs to be given.	As per Revised RFP.
515		page 88 -	During the course of O & M, bidder may suitably deploy more resources, if required to perform any changes in the developed application.	We request confirmation that additional resources needed for changes will be paid for additionally	As per Revised RFP.
516		page 88 -	SP bidder shall set up centralized helpdesk at FD (Gandhinagar) to log complaints of the users and issue the log ticket number and communicate the corrective measure. The service management/support request module/tool shall be provided by the SP.	We request for flexibility to have helpdesk of project at any location convenient with SI	As per Revised RFP.
517		page 90 - section 3.5	The selected Service Provider is required to migrate all the existing data available with Department in the digitized format of the existing applications (IWDMS & IFMS, CTP, etc.) if required, in its current database to the new system to be hosted at State Data Centre at free of cost. Cost for data migration from existing application should not be included in the price bid. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc. should be done by bidder at no extra cost.	We request for sweeping statements like "free of cost" or " at no extra cost" be removed from RFP	As per Revised RFP.
518		page 91 - stage 2	Complete entire solution wide roll out will be started within 12 months of award of contract and then completed in a years' timeframe once it is started.	We request for mutual discussion & deliberation of migration plan and time frame for the same. Also this can be defined after the Study	As per Revised RFP.
519		page 91 - stage 3	Stage III: Post Implementation – Warranty and Support	We request for Go Live declaration process, move to next stage, to be well defined with deliverables and acceptance process , for each stage, in RFP itself	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
520		page 92 - section 3.8.1	3.8.1. Documentation The SP shall prepare all necessary documentation for the project, and provide them to the FD for review, approval, record, reference etc. as mentioned in this RFP. The following is the list of deliverables (but not limited to) in the form of documents to be submitted by the SP in the course of project implementation	We request these to be detailed and mutually agreed, Also sweeping statements like "but not limited to" , to be removed. Also Please confirm that all documentation will be in soft copy that is paperless	As per Revised RFP.
521		Page 33, Section 3.2.3	Business Intelligence, Analytics and Reporting Solution Scope includes "Procurement, commissioning and maintenance of any enabling hardware, storage, system software, manpower etc. for the BI solution"	In section 3.7 - Page 91, Design Phase (last point), It says "Design & documentation of Hardware, network architecture & other infrastructural requirements, based on applications to be developed and submit Bill of Material to the FD which will be procured by FD separately." Could you please clarify if hardware for Business Intelligence, Analytics and Reporting Solution has to be procured and maintained by the bidder or will FD procure and maintain?	Department will provide compute power for BI also. Bidder has to size and give it in bill of material.
522		Page 95, Section 4.1.1	Performance Criteria	Could you please provide the accepted unit measure for throughput and latency	As per criteria mentioned in SLA.
523		Page 88, Section 3.4 - O & M Support	During Operation and Maintenance Period bidders are expected to carry out any no. of Change Request that is required due to change in functionalities, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period. No additional payment will be made during O & M period.	We request to not include change requests as a part of Operations and Maintenance as 8 years is a long period to anticipate the change requests. Any additional work or change request would be discussed and price for the same should be negotiated as and when required.	As per Revised RFP.
524		Page 92, Section 3.8.2 - Change Management	Envisaged Geographical Locations and nos. of users (for training purpose only	1. We request that any increase in no. of users for training purpose would be dealt through a Change request. 2. Could you please confirm if travel from outside client location will be reimbursed to the vendor at actuals?	As per Revised RFP.
525		Page 30, Section 3.2.2	Bidder has to deliver the final product with unlimited users' licenses to Govt. of Gujarat for the duration of the project if it is a COTS product.	Instead of 'Unlimited Users License', there should be a clause stating the maximum number of user licenses required.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
526		Page 34, Section 3.3	It is not possible to fully depict process flow and functional requirement in this documents. Bidders are expected to review all rules, notifications, gazettes, circular etc. which are essentials for Finance Department & its HoDs, fund utilizing departments and their subordinate offices to implement the processes. All the rules related to Gujarat Financial, Budget, Treasuries etc. are available on http://financedepartment.gujarat.gov.in/rules.html . The system should be developed/customized as per this rules and scope of work.	Though the project implementation team can refer to the said artifacts on the portal and relevant documents to arrive at the Requirements Document, it is suggested to modify this clause with suitable additions which require the Head of Departments and its HODs to review these Requirement Documents and provide Sign Off on the same so that the scope of requirements is clearly documented and vetted. Any further changes over and above these signed-off documents would go through a Change Management Process	As per Revised RFP.
527		Page 35, Section 3.3.1 (Cost Budget)	Generation of budget publications, bilingual (English/ Gujarati) in language, as per the approved budget proposals by Finance Department. For list and Volume of Budget Publications visit to http://financedepartment.gujarat.gov.in/Budget.html . Preparation of book for excess expenditure in Appropriation Accounts in English and Gujarati	Do you require these budget publications to be generated in both languages directly from the system or any mechanism to modify the system generated data into the required format outside the system is acceptable?	Directly from system.
528		Generic	Reports that need to be published in Gujarati language	Only the static headings of the reports will be in Gujarati while the report line item descriptions and amounts will be in English. Please confirm if this is OK	All reports in both language.
529		Page 62, Section 3.3.5	Directorate of Insurance (DoI) Direct Business	What is the current system being used for managing the Insurance and Co-Insurance Business operations? Is it a separate system than IFMS and integrates into IFMS? Is it possible to leverage the existing system to run the core insurance operations on the same?	1. It is customized insurance solution. 2. Yes 3. No.
530		Page 90, Section 3.5	The selected Service Provider is required to migrate all the existing data available with Department in the digitized format of the existing applications (IWDMS & IFMS, CTP, etc.) if required, in its current database to the new system to be hosted at State Data Centre at free of cost. Cost for data migration from existing application should not be included in the price bid.	1. Can you please explain this? Data migration has been mentioned in scope but it should be done free of cost. Do you mean there should not be a separate line item in the technical proposal for data migration and any such cost should be part of the overall implementation costs? 2. Data migration post implementation will not be part of the scope. Is our understanding correct?	1. Yes 2. As per RFP. It shall be part of scope.
531		Page 90, Section 3.5	During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc. should be done by bidder at no extra cost.	This clause should be restricted to changes to Infrastructure and Software within IFMS. Any data migration required due to changes to any non IFMS systems should be kept out of scope. If required to be done, it should go through Change Management process on mutually agreed schedule and payment terms	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
532		Page 90, Section 3.5	Prepare the Data cleaning and migration plan and submit to Department for approval.	Responsibility of SP with respect to Data Cleaning should be restricted to hygiene activities (format issues, etc.) only and not extended to correcting the data. It is expected that Govt of Gujarat, its Departments and HODs will be taking the responsibility to ensure that the data in source systems are correct and accurate	Data Verification will be done by FD. However data validation will be responsibility of bidder.
533		Page 90, Section 3.6	Language of the Product o The product modules to be developed by the SP must be support Gujarati and English languages. o The application user interface will have to program in two different interface formats – 1. English Language and 2. Gujarati Language.	Please confirm the below interpretation for Gujarati Language: Application user interface means only the static data like Form Headings, Field Labels which the users will see. Actual data entered by the user, both textual data as well as numbers would be in English language only	as above.
534		Page 97, Section 4.2.5	4.2.5. System Defects Correction The bidder must respond to all reports of system defects for the duration of the contract. The bidder must correct all “Critical severity” problems (system not functioning, no workaround) within 6hours; all “Medium severity” problems (system not functioning, workaround available) within two business days; all “Low severity” problems (not impacting basic functionality) within five business days.	In case of COTS proposition, the timelines for product issue related defect resolution will be based on the OEM provided support. Please clarify if the mentioned timelines will be relaxed in case of such issues	As per Revised RFP.
535		Page 101, Section 6.1	Definition of "Response Time".	Please clarify if "fixing" of the incident is considered in the "Response Time" proposed for Incidents in SLAs? If Yes, please elaborate on the "fixing the incident".	The fixing up incident will be considered in resolution time. The response time is time in which the respond/acknowledge received from bidder.
536		Page 20, Section 2.23.5 - Proof of Concept	1. Budget 2. Receipt Management 3. Pay Fixation 4. Pension 5. ePayment 6. Other value additions	1. Can we have more information on the outcome from POC? Only modules are mentioned under this section with no other info. 2. What should be covered under Other value additions? 3. Technical presentation includes POC and we will have to invest time as well. We propose at least 4 weeks time to prepare the POC for the technical presentation. Also we request to allocate score to POC as well. In the the <u>current scoring in technical presentation, POC is not scored</u>	As per Revised RFP.
537		Page 87, Section 3.4 - Operation & Maintenance Support - Bullet Point No 5	Bidder is required to propose the required compute power, storage and other requirement to host the New IFMS application at Primary Site and DR Site. The necessary compute infrastructure will be provided by Govt. of Gujarat.	1. What is the current storage being used? Is it SAN storage? Request to provide details 2.	As per Annexure 1

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
538		Page 88, 3.4. Operation & Maintenance Support	SP bidder shall set up centralized helpdesk at FD (Gandhinagar) to log complaints of the users and issue the log ticket number and communicate the corrective measure.	Could you please let us know if you are using any ticketing tool? If yes could you please provide details like name, version?	No
539		Page 89, 3.4. Operation & Maintenance Support, Technical Details - Bullet Point No 9	The application should run on all major browsers	Could you please inform us the different types of browsers that need to be supported by new application?	Major Browser like Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, Safari, Opera
540		Page 90, Section 3.5, Database Migration & Management	Generic	Could you please provide your policy on data retention? Do you want all the data to be migrated to new system OR retain historical data in other servers?	1. We have Life time Data retention policy 2. Yes, 3. No
541		Page 90, Section 3.5, Database Migration & Management	The selected Service Provider is required to migrate all the existing data available with Department in the digitized format of the existing applications (IWDMS & IFMS, CTP, etc.) if required, in its current database to the new system to be hosted at State Data Centre at free of cost. Cost for data migration from existing application should not be included in the price bid.	1. Is there any document management system (DMS) software currently being used? If yes could you please provide details like name, version? 2. If there is an existing DMS, can we use the same or should propose a new DMS?	No, If, Requier Bidder has to provide DMS
542		Page 98, Section 4.3.4., Backup & Recovery	The bidder must provide and successfully test backup and recovery capabilities for the applications and related databases. The bidder must describe this functionality, and the frequency of backup.	Could you please provide the existing Backup and Archival policy?	Yes. State has its own backup and archival policy which will be shared with selected bidder.
543		Page 98, 4.3.5. Uptime & Performance	The bidder must provide sufficient provisions to ensure that product’s all functionality, including data access, file downloads, and online transactions is performed within commercially acceptable response times. The bidder must state the capacity that will be available for the applications, and what tools and techniques will be used to continuously monitor application performance.	Could you please tell us the Application level SLA details i.e. desired uptime of application, Recovery Point Objective (RPO) and Recovery Point Objective (RTO) and any other parameters?. Could you please mention the existing maximum downtime observed of the system for maintenance activities?	As per revised RFP Maximum downtime observed for system maintainance is 1 hour and appriox planned downtime: 36 hours

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
544		Page 25, 3.1. Introduction & Overview of Existing Integrated Financial Management System	Details and Statistics Table	Could you please provide the complete details on data volumes for different transaction types and expected growth rates along with size of record. E.g. Number of vouchers per month, Number of Receipts/ Payment challans per month etc. The details would help us estimate near accurate sizing	Financial Year 2016-17 the volume of Transtion as under 1300000+ Voucher 7567857+ Challan grouth YOY expected 20%
545		Page 88, 3.4. Operation & Maintenance Support	Generic		---
546		Page 102, 6.2.2. Operational Related Penalty for Application Software Uptime	SLA response time based on the severity levels	Could you please provide the details of Incidents by Severity wise and by Level wise (L1, L2, L3 and L4) for the last 12 months? Could you please provide the Average Handling Time (AHT) for Inbound calls/email/Web tickets for the current helpdesk?	As per Annexure , AHT less than 24 hr.
547		Page 91, 3.7. Envisaged Project Phases: Stage 1 - Design Phase	Design & documentation of Hardware, network architecture & other infrastructural requirements, based on applications to be developed and submit Bill of Material to the FD which will be procured by FD separately.	Could you please let us the know architecture of the existing IFMS Application like the below? a. Number of servers, type of servers/ processor, RAM and memory b. Deployment Model for each application for both DC and DR	As per Annexure 1
548		Page 12, Section 2.3. Introduction , last bullet point	The department now wishes to enhance the application in terms of functionality and replace the technology as well, while incorporating some important business process re-engineering and address the entire lacuna in the present system. The new system shall be called “New IFMS” and shall replace the existing system,	We request to rephrase this bullet point as follows: " The department now wishes to sunset the existing IFMS application and develop a whole new application incorporating the features of the current IFMS application in addition to the new features requested in this RFP. The new system shall be called “New IFMS” and shall completely replace the existing system"	Accepted. "The department now wishes to sunset the existing IFMS application and develop a whole new application incorporating the features of the current IFMS application in addition to the new features requested in this RFP. The new system shall be called “New IFMS” and shall completely replace the existing system"

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
549		Page 25, Section Scope of Work	Entire Section	We request to add the phrase at the beginning or at the end of Section 3 as "The scope mentioned in this section will further be discussed to avoid any doubts with the successful service provider who will be awarded this project post which the contract signed on mutual agreement between Finance Department (FD) Government of Gujarat and the Service Provider will be final and binding. Any further change in the scope post signing of the contract will be on mutually agreed schedule and payment terms"	As per Revised RFP.
550		Page 99, Section 5.1. Proposed timelines for Implementation	Development of Whole Application UAT and Training , Security Audit and EQDC Testing and Go-live of Phase 1 - T2 = T + 9	We request T2 be T + 15. i.e. T2 = T + 15	As per Revised RFP.
551	90	Page 34, Section 3.3 - Functional Scope	Generic	We request you to provide Non Functional Requirements	Please refer RFP Section 4
552		Page 12, Section 2.3. Introduction	Finance Department and its HoDs started the process of automation of its core processes in the year 2008-09. Under this process a system named “IFMS (Integrated Finance Management System)” was put in place	If there is an option to use the existing application developed by the incumbent service provider, will the selected service provider (if not an incumbent) have enough rights to access the source code and develop/enhance the same to meet the RFP scope?	As above
553		Page 30, 3.2.1. Component wise Scope of Work	Data Migration	Could you please provide the Volumes of Legacy data from existing IFMS system to be migrated. Request the volumes of A. Master data b. Transaction data	As per Revised RFP.
554		Page 31, Section 3.2.3. An indicative list of documentation to be prepared as part of this RFP	2nd Bullet point: System Requirement Specifications (SRS)	We request to provide the following documentation for our critical understanding of the existing IFMS application: 1. System Requirement Specifications (SRS) of the existing 2. Current SLAs 3. Complete Bill of Material (BOM) 4. Deployment Architecture 5. Technical Architecture 6. Server connectivity and Storage deployment architecture 7. Source code for the incumbent's components should be made available or suggest approach for same 8. Details of support coming directly from the incumbent and their sub-contractors to understand comprehensive support structure supporting the SLAs to design a solution to improve the same.	the necessary documents will be shared with selected bidder except source code.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
555		Page 30, Section 3.2.2. Approach of SP for adopting the Solution	b) Configuration / customization of a pre-existing product Commercially Off The Shelf (COTS) products to meet the needs of the Department.	Could you please let us know what will happen to the existing IFMS application if a new Service Provider is selected? Is the new SP expected to maintain the existing application for some duration or remove it completely. If it is to be maintained for some duration what would that be?	New SP has to developed only New Application
556		Page 12, Section 2.3. Introduction - Last bullet point	The department now wishes to enhance the application in terms of functionality and replace the technology as well, while incorporating some important business process re-engineering and address the entire lacuna in the present system. The new system shall be called “New IFMS” and shall replace the existing system,	To address the lacuna in the present system could you please let us know the key challenges faced like the below? 1. Business Process 2. Ease of Use / Usability / Usage 3. Design 4. Operational 5. Any other We request to list out all the challenges faced. This will enable us to better design the solution	As per Revised RFP.
557		Page 102, 6.2.2. Operational Related Penalty for Application Software Uptime	SLA	We request to have Penalty and Reward approach instead of only penalty	As per Revised RFP.
558		Page 42, Payroll & Employee Database - Point 4	Many government departments outsource, hire contractual manpower as temporary, part time, employees. All non-permanent staff salaries, expensed are process through the treasury officers. The system shall have a functionality to process the payroll related activities of the temporary staff.	This clause gives a picture that the New IFMS application will process the payroll related activities of the temporary staff. Please confirm our understanding Won't the existing SAP HRMS solution cover this feature?	as above
559		Page 53	The System should ensure inter-alia the following points:	Under this point there are no sub bullet points. Should we consider the bullet points under this statement as the sub bullet points?	No
560		Page 92, Section 3.8.1. Documentati on, Bullet Point 2	Business Process Re-engineering report for the all the services of FD.	Could you please confirm if Business Process Re-engineering (BPR) needs to be done for all the processes in FD?	Yes.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
561		Page 93, Section 3.8.2 Change Management – Training	The basic contours of the plan have: 1. Training to trainers (one from each department) 2. Training of software support professionals from GIL or FD. 3. One day training for each of the departments/HOD offices/District Offices/Taluka Offices during part roll out Ongoing training session in which employees....	a. Training to trainers (one from each department) – How many trainers to be trained? b. Training of software support professionals from GIL or FD – How many professionals to be trained? c. One day training for each of the departments/HOD offices/District Offices/Taluka Offices during part roll out – How many departments/offices are considered here? Our understanding is that training venue, connectivity & other infrastructure (projectors, stationary, training room, chairs, computers etc.) at the locations to conduct trainings will be provided by FD. Please confirm our understanding	As above
562		Page 95, 4.1.2. Availability Criteria	Also associated with availability is time-to-repair (TTR). TTR would represent the time it takes to repair a service that has failed.	What is the duration of time-to-repair (TTT)?	As per Revised RFP.
563		Generic	Generic	Please share the year on year users growth plan for hardware and software sizing	as per above
564		Page 87, Section 3.4 - Operation & Maintenance Support	Monitoring & Reporting Server/ System performance	Is the SP expected to bring in any tool for monitoring for Server Monitoring Reporting and System performance OR Is there any existing monitoring tool that can be used by the SP? Please clarify	No. State Data Center has the tool for all GoG server.
565		Page 87, Section 3.4 - Operation & Maintenance Support	Development of new application release	Could you please elaborate on development of new release under O&M?	Any Changes in Govt. rule, GR, Act Bidder has to make the changes in existing application
566		Page 88, 3.4. Operation & Maintenance Support	SP bidder shall set up centralized helpdesk at FD (Gandhinagar) to log complaints of the users and issue the log ticket number and communicate the corrective measure.	Is SP required to set up helpdesk infrastructure (call routing, call recording and reporting)? Please clarify	Govt. will provide the Infrastructure
567		Page 88, 3.4. Operation & Maintenance Support	SP bidder shall set up centralized helpdesk at FD (Gandhinagar) to log complaints of the users and issue the log ticket number and communicate the corrective measure.	Please share the current team structure and team strength each in terms of for development, Application Support , helpdesk and infrastructure to help us propose you the optimized team structure.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
568		Page 91, 3.7. Envisaged Project Phases - Stage 1 Design Phase	Design the Change Management Plan	Our understanding is that the Change Management plan seems to be only oriented towards the technical change management to the new one. We would like to know if the non-technical change management of sensitization, awareness, resistance handling and risk mitigation are also provisioned for? in case the non technical change management plan is to be visualized, please provide the details of the organization structure and employee strength as per the various levels	Any Changes in Govt. rule, GR, Act Bidder has to make the changes in existing application
569		Section – Functional Requirements – Interface with AG – Page 52	Online Approval of transfer entries submitted by Controlling officers	Pl clarify: Whether AG would be direct user of the New IFMS system Or the approval will be an offline /manual activity outside New IFMS	Yes AG may be direct user for NEW IFMS as well . Approval may be offline as well as online also.Transfer entries will be initiated online by competent authority to AG and AG will approve online as well as offline.
570		Functional Requirements – Page 53	Interface with all the future online payment system through web, mobile etc.	Request to elaborate on this point. Pl clarify: 1. Whether mobile app is asked for in this case or not	no, for informative and tracking of bills etc.
571		Functional Requirement – Page 53	Interface with Works Management of Road and Building Department	Pl clarify: 1. What kind of interfacing is expected is not clear. 2. Whether Road and Building department already has some legacy application with which new IFMS application is expected to interface. There is no clarity in this point. Pl elaborate	R& B department is developing the works mangement system.Only bill processing and letter of credit functionality and finacial and accounting data to be interfaced
572		Section 3.4 Operation and Maintenance Support – Page 87	During operation and Maintenance period bidders are expected to carry out any no. of change request that is required due to change in functionalities, Act, Rule, GR etc.	This should be modified. 8 years period of maintenance should be reduced to 5 years. Also change owing to change in functionality should be treated as paid Change Request for which provision must be there in Financial Bid format to capture man-month rate for paid Change Requests	As per Revised RFP.
573		Technical Details – Page 88	The system should work on online and offline both the modes. Whenever the connectivity is not available till the time should work in offline mode and as and when availability of connection the data should be synchronized with server	The offline provision should be for select transactional functionality that are time consuming. Since the application will be centralized, provision for both online and offline for all the functionalities would not be feasible	As per revised RFP.
574		Section 3.8.2 Change Management – Training	General	Pl clarify: 1. Approximate no of days training for each category of trainees 2. Approximate batch size for the training 3. Will the training have to done at a single location or it has to be done at the different locations 4. Whether the logistical and infrastructure support like conference rooms, computers, desks, connectivity etc. will be provided by Government.	As above

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
575		3.2.2. Approach of SP for adopting the Solution - Page No 31	Bidder should have to submit the propose Bill of Material for New IFMS with details required minimum number of Cores, Memory etc. as a part of technical bids.	For Sizing of Hardware, request you to provide details of total no of users, concurrent user and year on year user growth.	As above
576		3.2.2. Approach of SP for adopting the Solution - Page No 31	Bidder should have to submit the propose Bill of Material for New IFMS with details required minimum number of Cores, Memory etc. as a part of technical bids.	We believe that, SI has to do hardware sizing only and department will provide required hardware (Server, Storage Backup solution, Firewall, SLB, Network Devices, Security devices etc.) to host the application at DC and DR site. Please confirm.	Yes
577		An indicative list of documentation to be prepared as part of this RFP: - Page No 32	Payment Gateway and SMS Gateway	Is supply of Payment Gateway and SMS Gateway are in bidders scope of work?	No, Govt will provide the Payment Gateway and SMS Gateway
578		The key components of the scope of work of the Service Provider include: - Page No 33	b) Procurement, commissioning and maintenance of any enabling hardware, storage, system software, manpower etc. for the BI solution.	Is supply of Hardware and System software/tool for BI solution is in bidder's scope of work? Or it will be provided by department Please confirm. Also there is no mention of such tools/software in Financial Bid Format (Page no. 125)	Yes, It is Bidder Responsibility
579		3.4. Operation & Maintenance Support - Page No 86	Monitoring & Reporting Server/ System performance	Pls clarify whether bidder has to supply licenses (EMS) for Monitoring & Reporting Server/ System performance? Also there is no mention of such tools/software in Financial Bid Format (Page no. 125)	Bidder may proposed or Use the SIEM Tool.
580		3.4. Operation & Maintenance Support - Page No 86	Monitoring & Reporting Server/ System performance	Who will be responsible for server OS installation, management & Administration?	Bidder is Responsible for OS installation, management & Administration

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
581		3.4. Operation & Maintenance Support - Page No 86	Monitoring & Reporting Server/ System performance	Is bidder has to supply licenses for Backup and restoration of OS, Application and database?	As per revised RFP.
582		3.4. Operation & Maintenance Support - Page No 87	SP bidder shall set up centralized helpdesk at FD (Gandhinagar) to log complaints of the users and issue the log ticket number and communicate the corrective measure. The service management/support request module/tool shall be provided by the SP. SP shall provide Customer support interface with online, telephone and on-site support, and other deliverables as described below. The space for helpdesk facility would be provided by Govt. of Gujarat.	We believe that, IT infra, Telephone line, Helpdesk tool and Space for Helpdesk will be provided by department/Client. Please confirm.	Yes, only Helpdesk Tool to be provided by Bidder
583		Technical Details: - Page No 88	The system should work on online and offline both the modes. Whenever the connectivity is not available till the time should work in offline mode and as and when availability of connection the data should be synchronized with server.	We believe that, Connectivity from DC to DR, end client to DC & DR site will be provided by department. Please confirm.	As per revised RFP.
584		2.15.4.2 (page no. 17)	Bidder has to procure and provide the required software platform at central level and as well as user level for running of products like Operating System, system software etc.	How many end user will be using the new IFMS for which pricing is to be included? Also Operating system is to be provided for all end-user system? It is suggested that client location/user level software should be procured by Department and not SP as SP should only propose Bill of Material for Central location for NEW IFMS.	Software requier for central side infrastructure to be provided by Bidder However OS and System Software for end user will be provided by Govt.
585		2.23.5 (Page no. 20)	Proof of Concept (to be shown at the time of Presentation) <ul style="list-style-type: none"> • Budget • Receipt Management • Pay Fixation • Pension • ePayment • Other value additions 	Kindly specify the exact use cases/demo scripts for each specified module which are required to be demonstrated during technical presentation.	As above
586		3.2 (Overview of Scope of Work) Page no. 30besides providing operational support to the Department for a period of five years.	Is it Five year operational support or 8 year??	It is 8 year O&M Support.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
587		3.2.3. Application (Page no. 31)Payment & SMS Gateways, SMS & Mail Solution and Helpdesk Management	We assume new IFMS need to be integrated with payment and SMS gateway confirmed by Government and not to develop payment/SMS gateways. Also tool for helpdesk agents and Mail solution will also be provided by Government. Pls clarify.	Payment, SMS and Email Gateway will be provided by bidder, and Bidder has to provide Helpdesk Agent
588		9. Pay Fixation & Pay Verification Functionalities (Page no. 55)	Pay fixation on reversion pursuant to penalty – to be tied with Discipline and Vigilance module	What are the functionalities of the Discipline and Vigilance module?	Monitoring report at various level, aging report of Inwarded payfixation bills etc..
589		3.4. Operation & Maintenance Support	During the course of O & M, bidder may suitably deploy more resources, if required to perform any changes in the developed application.	Pls clarify Any additional resources deployed beyond the minimum count of 5, will be paid additionally?? Rate for any additional resources beyond 5 should be part of Financial Bid Format.	No.
590		3.7. Envisaged Project Phases (page no. 91)	Stage I: Design Phase Design & documentation of Hardware, network architecture & other Infrastructural requirements, based on applications to be developed and submit Bill of Material to the FD which will be procured by FD separately.	As per section 3.4. Operation & Maintenance Support (Page no. 88)- As a part of technical bid, the detail BoM required is to be proposed as below: Pls clarify whether BOM is to be provided as part of technical bid by the bidder or during Design phase once contract is awarded to successful bidder??	As per revised RFP. as part of technical bid.
591		3.8.2. Change Management - Training (Page no. 93)	One day training for each of the departments/HOD offices/District Offices/ Taluka Offices during part roll out	What will be the training location for this training?	District level
592		3.8.2. Change Management - Training (Page no. 93)	Ongoing training session in which employees can sit and gain training on operational aspects of the IFMS application. This will be an ongoing training program to be conducted at DAT and will begin after full roll out and will organize as one full day session every week for a total of 12 weeks.	Who will provide the trainer for this training of 12 week? If trainer is to be provided by bidder then corresponding change is required in Financial bid format for the rate of such trainers.	As per revised RFP.
593		3.8.2. Change Management - Training (Page no. 93)	Envisaged Geographical Locations and nos. of users (for training purpose only): -	No. of locations are the training locations or only the user location?	As per revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
594		5.1. Proposed timelines for Implementation (Page no. 99)	Submission of SRS, URS and SDD T1 = T + 6 Development of Whole Application UAT and Training, Security Audit and EQDC Testing and Go-live of Phase 1 T2 = T + 9 Development of Whole Application UAT and Training, Security Audit and EQDC Testing and Go-live of Phase 2 T3 = T2 + 3 Go-Live of Whole Application T6 = T + 12	Timeline of only 3 months for developing Phase-1 and Phase-2 is too less a time for such huge application encompassing more than 30,000 users and 4000+ offices. Request you to keep at least 12 months for total development, testing after SRS/SDD is approved. i.e. 18 months total implementation timeline which can be extended up to 24 months.	As per Revised RFP.
595		8.11. Change Request Orders (page no. 109)	Any change request during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy 5 developers having at least 5 years of experience for any changes in the application.	As per section 3.4. Operation & Maintenance Support (Page no. 88), 5 resources will consist of Application Developer, System Analyst, DBA and any other suitable persons while this section mentions about 5 developers. Kindly clarify about the type of resources/role of these 5 resources. Also any change requiring more than 5 resources should be chargeable additionally. Kindly include the rate chargeable for additional resources beyond 5 resources in <u>the Financial Bid Format</u> .	As per Revised RFP.
596		7.1. Finance Department (FD) (Page no. 104)	Define the services/modules for Pilot project implementation as prescribed in the selection criteria	There is no phase of Pilot defined in the RFP. After Phase-2, it is directly Go-live and start of 8 years of support. Pls clarify.	As above
597		3.3.2. Directorate of Accounts & Treasuries Page No 42	In the NEW IFMS , government employee details shall be fetch from SATHI application whichever is available and the details which is not available in SATHI it should be entered through the Data entry module which needs to be developed in NEW IFMS and pay bill, pay fixation, payment bills, disbursement will be processed through NEW IFMS . - Many government departments outsource, hire contractual manpower as temporary, part time, employees. All non-permanent staff salaries, expensed are process through the treasury officers. The system shall have a functionality to process the payroll related activities of the temporary staff.	Pl clarify: Will HRMS be part of application or SP need to develop replica of 'SATHI' in NEW IFMS? What all activities related to Payroll are to be developed for temporary staff?	As above
598		3.3.2. Directorate of Accounts & Treasuries Page : 43	4. DDO Functionalities: - Arrears Calculations shall support payroll with retrospective benefits -The system should calculate the income tax liability of each employee and display the recovered and outstanding tax liability at the given date.	Pl clarify: What is data source of employee details?	The source of the data will be as mentioned in the RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
599		3.3.2. Directorate of Accounts & Treasuries 5.2 Bill Processing & Payment management: Page : 45	For Employee related salary bill, system will validate where the employee exists in the treasury database with necessary pay scale. However it will regenerate the salary /allowance against the figures that will be provided. Treasury database will update with leaves taken by the employee.	Pl clarify: What is data source of employee details? What all functions/fields related to Employee are required to be incorporated in Treasury database?	Data sources is as mentioned in the RFP. All the functionalities related to employees which are available in HRMS, bidder has to integrated the same, but the functionalities related to Employee which are not available in HRMS has to develop by the selected bidder.
600		3.3.2. Directorate of Accounts & Treasuries 5.2 Bill Processing & Payment management: Page : 45	E-Refunds – To generate refund bills by interfacing with respective departments for refund of money to the taxpayer/citizen. The approval, processing, payment & accounting of the refund bills shall be similar to the other bills	Pl clarify: Will NEW IFMS integrated with departmental portal for refund bills?	The eRefund is the part of New IFMS.
601		3.3.2. Directorate of Accounts & Treasuries 5.2 Bill Processing & Payment management: Page : 46	Facility for vendors to register and should have login facility to view/edit their details -Allow vendors to submit bills through the system.	Pl clarify: Is it required to expose bill submission by vendor on internet? Will vendor submit bill in system from portal or to any department who will capture vendor bill details in system?	Vendor will submit the bills to department and Department will submit the bills.
602		3.3.2. Directorate of Accounts & Treasuries 5. Treasury Functionalities Page : 53	External Interfaces - Interface with NPCI	No detailed scope in RFP.	For account No. verification and Adhar based payment

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
603		3.3.2. Directorate of Accounts & Treasuries 5. Treasury Functionalities Page : 53	External Interfaces - Interface with IWDMS	Pl clarify: For which functions/processes, NEW IFMS is to be integrated with IWDMS?	After Development of Budget the integration with IWDMS will not be required.
604		3.3.3. Directorate of Pension & Provident Fund Page : 59	VIGILANCE BRANCH - To submit RTI Cell information to Finance Department.	No detailed scope in RFP	Monitoring report at various level, aging report of Inwarded payfixation bills etc..
605		3.3.3. Directorate of Pension & Provident Fund Page : 59	Special Note : 2)To issue online PPO in case of Pensioner wants to get his/her Pension from other state.	Pl clarify: Will New IFMS integrate with other state treasury system?	No
606		3.3.3. Directorate of Pension & Provident Fund HBA-MCA Functionalities & GPF Functionalities Page : 60	8. HBA-MCA monthly deducted Amount treasury should receive online schedule just like New Pension Scheme and necessary Report should be Prepared. & 8) GPF monthly deducted Amount treasury should receive online schedule just like New Pension Scheme and necessary Report should be Prepared.	Pl clarify : In which System (HRMS or New IFMS) schedule will be prepared by DDO?	Both

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
607		3.3.4. Examiner Local Fund Functionalities 4. Audit Report and Para Page : 62	Separate email ID for Village panchayat for ending audit reports	Term is unclear. Which email ID is being referred here? Who will provide the email id?	Govt Will provide email ID, Local Fund will Send audit report to Village Panchayat through email. DC office will Provide Village Panchay's email ID
608		3.3.4. Examiner Local Fund Functionalities 4. Other requirements : Page : 62	Research Module	No detailed scope in RFP	Module to Analyse the Previous year and current year data of the organizations Data
609		4.2. Development Criteria (Page no. 96)	Development of comprehensive New IFMS application through Development of Web Based application which accomplishes all the tasks as mentioned in the scope of work including the DSS and MIS reports	It is assumed that NEW IFMS will be accessed from intranet (GSWAN) with limited modules/processes exposed to internet. Pls confirm. Also Pls clarify which modules/functionalities will be exposed to internet.	Receipt Module, Pention Portal, Mobile app shoulde be on Intranet, and the Other function to be on GSWAN (Intranet)
610		2.29. Provision of Electronics & IT/ITeS Startup Policy	As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or Service Provider 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 start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the Service Provider.	Please Clarify - TCS also needs to outsource ?	As above.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
611		3.1.2. Expected Outcomes	<p>1 Budget Preparation & Allocation</p> <p>Improved budgetary preparation process with</p> <p>a. Participatory Budget preparation process with bottom-up approach</p> <p>b. Controlled Budget Classification</p> <p>c. Improved process with previous year information across various head of accounts</p> <ul style="list-style-type: none"> • Incorporation of changes approved by Legislative Assembly • Improved process for allotment, apportionment and re-apportionment of budget by HoD /Board Corporations/Offices • Effective decision making ability for supplementary allocation and fund releases • Prevents misuse of budget allocations 	Please Clarify – Budget Preparation and Allocation exist in Govt. of Gujarat. Will it be new development for NEW IFMS or there will be Integration with Budget Module?	New Developmetn for New IFMS
612			<p>End to End visibility</p> <ul style="list-style-type: none"> • Interface for all stakeholders –User departments, Participating banks, AG, CGA, etc 	Please Clarify – AG and CGA will be part of NEW IFMS as users or Integration with their IT System has envisaged?	They will be user of New IFMS
613		3.4. Operation & Maintenance Support	<p>Technical Details:</p> <ul style="list-style-type: none"> • Application type: Three tier mobile & web based application 	Please Clarify – Web Application access on Mobile is envisage? If not, Android Application required to be developed? Please Clarify - Scope for Mobile Application has to be define.	Yes. Bidder has to develop Anroid, iOS and Window application required to developed.
614			The system should work on online and offline both the modes.	Please Clarify – For Offline Mode – User can fill-up data in Excel sheet and then upload on server that will be OK?	As above
615			The application should run on all major browsers.	Please Clarify – Browsers versions for all major browsers	As above
616			SP shall be responsible for management of the database during the contract period. While rolling out the project, it is envisaged that historical data of Existing IFMS will be migrated in New IFMS. The SP will be responsible for capturing that data. Currently the size of the database of existing IFMS is 1.8 TB and CTP is 73 GB.	Please Clarify - OLD IFMS Data will be resides in separate database from were reports will be generated. Will it be required to fetch any details from OLD DB in NEW IFMS Application / Reports?	it is required to fetch any details from OLD DB in NEW IFMS Application / Reports.
617			The application user interface will have to program in two different interface formats – 1. English Language and 2. Gujarati Language	Please Clarify - English and Gujarati language label will be collectively put in single screen? Data Entry in Gujarati alphabet is envisage?	As per revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
618			SP shall integrate the Modules developed in HRMS & IWDMS application with the new application modules and the web portal	Please Clarify - HRMS and IWDMS Application Owner SPOC will be identified and engaged for NEW IFMS Application Integration? Data Structure will be shared, In case integration development at their front (Web Service / SFTP) will be carried out their front as well?	Yes,
619			End User Training	Please Clarify - Will it be a single location training or TCS trainer needs to go at each location of Trainee?	as above
620			General	The project duration as per RFP is 9 yr (1yr impl + 8 yr O&M). It is recommended to reduce the O&M duration	As per Revised RFP.
621		1.2 , Pg 8	The bid processing fees must be in the form of Demand Draft in in the name of “Gujarat Informatics Ltd.” payable at Ahmedabad /Gandhinagar. EMD/Bid Security must be in the form of Demand Draft/Bank Guarantee in the name of “Gujarat Informatics Ltd.” payable at Ahmedabad /Gandhinagar. In case of EMD in the form of BG, it should be valid for 9 months from the date of bid submission.	It is recommended that EMD should be valid for the same period as bid validity i.e., 180 days for opening of financial bid	As per Revised RFP.
622		2.17.2 , Pg 18	In exceptional circumstances, GIL may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security period provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be permitted to modify its bid.	It is recommended that weather changes are acceptable the time of extension of bid validity be decided that the time od extension itself	As per Revised RFP.
623		3.2 , Pg 30	The selected SP would be responsible for submission of technical and financial bids in detailed RFP and the bidder who selected in RFP will be responsible for designing and implementing the computerized solution, besides providing operational support to the Department for a period of five years.	Kindly clarify if the support period is for 5 years or 8 years	O & M Support is required for 8 Year
624		5.2 , Pg 98	Payment Terms	It is recommended to change the payment terms as mentioned below, because RFP terms are not favorable to TCS. - 100% payment for Hardware and Software on delivery and Installation. - 100% payment for Implementation Services till Go-live - 100% payment of training cost upon completion of training - 100% payment for Data Migration upon completion of migration - Payment for Infra O&M as equated quarterly installment in Advance - Payment for Services O&M as equated monthly installment in Arrears.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
625		3.2.2. Approach of SP for adopting the Solution, page 30 + overall RFP	<p>Any of the following approaches may be adopted by the selected Service Provider:</p> <p>a) Development of a new application specific to needs of the Department</p> <p>b) Configuration / customization of a pre-existing product Commercially Off The Shelf (COTS) products to meet the needs of the Department.</p> <p>Bidder has to deliver the final product with unlimited users’ licenses to Govt. of Gujarat for the duration of the project if it is a COTS product.</p> <p>Irrespective of the option above chosen by the Bidder, once selected, the Bidder is required to meet all the requirements of RFP including the activities listed, timelines and deliverables mentioned in RFP, functional, performance, service level related and any other requirements stated in RFP. Bidder should have to submit the propose Bill of Material for New IFMS with details required minimum number of Cores, Memory etc as a part of technical bids.</p> <p>Mentioned below is an indicative list of activities to be performed by the Service Provider of the scope of work. In each phase, the service provider shall take formal approval of the Department for deliverables (including documentation); only then should the selected Service Provider commence with the next phase</p>	<p>Bidder clarifies that:</p> <ul style="list-style-type: none"> - the scope of Services shall be as set forth in the Contract (and not per the RFP) as all the agreed terms including scope, commercials, etc. will be as agreed between the parties and thus, the RFP or related documents shall not be incorporated by reference into the Contract; - COTS shall always be subject to its underlying license terms and conditions and thus those terms shall govern the COTS and related deliverables - With respect to acceptance of deliverables, a detailed acceptance clause including acceptance process, acceptance period and a deemed acceptance provision shall be included in the document. 	As per Revised RFP.
626		3.3. , page 34	<p>3.3. FUNCTIONAL SCOPE</p> <p>It is not possible to fully depict process flow and functional requirement in this documents. Bidders are expected to review all rules, notifications, gazettes, circular etc. which are essentials for Finance Department & its HoDs, fund utilizing departments and their subordinate offices to implement the processes. All the rules related to Gujarat Financial, Budget, Treasuries etc. are available on http://financedepartment.gujarat.gov.in/rules.html. The system should be developed/customized as per this rules and scope of work.</p>	<p>Bidder clarifies that this section shall be removed from the document.</p> <p>The below shall be adhered to:</p> <ul style="list-style-type: none"> - all system related requirements and specifications shall be agreed upon between the parties; - compliances, if any, with specific provisions, rules and/or norms shall be translated into functional specifications and agreed upon in advance - Any new or modified rules or standards shall be agreed upon subject to the change management process. 	As per Revised RFP.
627		4.1. , page 93	<p>4.1. Acceptance Criteria – reference is intended to the entire section 4.1</p>	<p>Bidder clarifies that with respect to acceptance of deliverables, a detailed acceptance clause including detailed mutually agreed acceptance criteria, acceptance process, acceptance period and a deemed acceptance provision shall be included in the document.</p>	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
628		4.3.5. , page 97	4.3.5. Uptime & Performance The bidder must provide sufficient provisions to ensure that product’s all functionality, including data access, file downloads, and online transactions is performed within commercially acceptable response times. The bidder must state the capacity that will be available for the applications, and what tools and techniques will be used to continuously monitor application performance.	The Bidder clarifies that all uptime and/or availability requirements shall be subject to the industry std. exclusions.	As per Revised RFP.
629		Section 3.1.1, Page No: 27	iv. Use of digital signatures for signing documents.	Please clarify if Digital signatures mentioned over here are to be procured by Bidder under the scope of this project, if yes then please specify quantity and type.	No.
630		Section 3.1.2, Page No: 28	‘What-if’ scenario tools	Please clarify more on the term “ What –if “ scenario tools used here	its For forecasting any analytical purpose
631		Section 3.1.2, Page No: 28	Adaptive New Environment	Bidder understands that details about integration technical knowhow including but not limited to APIs of the listed system will be made available by GIL, Please confirm or clarify accordingly	API details will be shared with the selected bidder.
632		Section 3.2.1, Page No: 30	integration with Payment & SMS Gateways, Mail Solution Establishment of a Centralized Helpdesk at FD to provide technical and Informational support to all the users (External and Internal users) through email / phone.	Please clarify if SMS/ Email services will be provisioned by GIL and Selected bidder just has to integrate new IFMS with them OR fresh SMS/Email services setup will be required. Bidder understands that centralized helpdesk will be setup at Gandhinagar with minimum of 7 resources. Please provide more details of other helpdesk expectations like toll free number setup if any, premise/space facilitation, operational hours, specific tools required if any etc.	SMS and email service will be provided by Department, As per RFP, Generally Helpdesk should work office hours and as may required to adhere for uninterrupted service.
633		Section 3.2.1, Page No: 30	SP has to migrate the existing data from any existing applications (IFMS, Cyber Treasury, DoI, etc.).	Please provide more details on type, format etc. of data. Also confirm if volume detailed in RFP is final or is there any physical data also available for migration	Yes in Panchayat Module and LF Module
634		Section 3.2.3, Page No: 31	Post the detailed study, the selected Service Provider will be required to suggest to the Department more functionalities in addition to the ones mentioned in this RFP that may be included in RFP to meet the business requirements of the Department	Bidder understands that such additional functionalities will be dealt with proper change management procedures. Kindly confirm or clarify accordingly	As per Revised RFP.
635		Section 3.3.1, Page No: 38	System should have facility for Patrak 18 & 19	Please clarify on term “Patrik 18 & 19” used here	As per revised RFP.
636		Section 3.3.2, Page No: 42	Capability to maintain single model database capturing all personal and job related data of all kind of employees permanent/ temporary/contractual/ on deputation or ex-employees retired on superannuation, voluntarily retired, resigned, dismissed, opted for pension, etc.	Please clarify on the envisaged number of employees and future growth rate	As above

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
637		Section 3.3.2, Page No: 44	Facility to proceed payroll on monthly as well as on demand basis	Please clarify the expectation from the term “ on demand basis” used here	FD May Guide
638		Section 3.3.2, Page No: 44	Interface with Employee Database/ “SATHI” application	Please share more details on SATHI application in terms of Implementing agency, underlying technology etc.	SATHI application is owned by GAD Dept. and infosys is implementing Agency. It is COTS based SAP solution and DB - Sybase
639		Section 3.3.2, Page No: 48	System should have facility for e authentication by integrating with ePraman.	Please share more details on ePraman application in terms of Implementing agency, underlying technology and confirm that necessary APIs for integration will be shared	e Praman is portal use for Adhar based Life Certificate generation. It is Government of India’s initiative and developed by NIC in .Net technology
640		External Interfaces, Page No: 53	Interface with all the future online payment system through web, mobile etc.	Bidder understands that such changes will be dealt with proper change management procedures.	As per revised RFP.
641		External Interfaces, Page No: 53	Interface with NPCI, IWDMS, Works Management System of Road & Building Department, HRMS for pay roll, e-Kuber Portal of RBI	Please provide the detailed scope and requirement for these interfaces.	NPCI- for adhar based Payment, account No. verification of the Benefishieried. As above
642		External Interfaces, Page No: 54	Interface with GoG Department (Integration with various departments like Health Department, Home Department)	Please provide the detailed scope and requirement for these interfaces.	For Cyber Treasury Purpose and to excahnage the Data.
643		Section 3.4, Page No: 86	The SP has to provide the operation & maintenance for the period of 8 years Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. changes.	Bidder understands that such changes will be dealt with proper change management procedures. Kindly confirm or clarify accordingly	Yes
644		Section 3.4, Page No: 86	The SP has to provide the operation & maintenance for the period of 8 years	Bidder understands that this O & M includes hardware and system software as well in addition to Application. Kindly confirm or clarify accordingly.	As per Revised RFP.
645		Section 3.4, Page No: 87	During Operation and Maintenance Period bidders are expected to carry out any no. of Change Request that is required due to change in functionalities, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period. No additional payment will be made during O & M period.	Bidder would request for dropping “no additional payment” clause as well as “any no. of Change request” clause along with including Proper Change management for the same.	As per Revised RFP.
646		Section 3.4, Page No: 88	The mobile app should be developed for whole application with role base access and native in nature. It should develop for separately for Windows, iOS and Android.	Bidder understands that there may be functionalities having big forms with large number of input fields on the same. This may make it difficult to use this from a mobile. Bidder, recommends to have selected functionalities to be made accessible from mobile. Kindly confirm.	As per Revised RFP.
647		Section 3.4, Page No: 88	The mobile app should be developed for whole application with role base access and native in nature. It should develop for separately for Windows, iOS and Android.	Bidder understands that application is required to be accessible from a mobile app. For this if mobile compatible/mobile interface in terms of browser based access/hybrid apps (partial native, partial web) will suffice or is it mandatory to have pure native mobile apps?	It is mandatory to have pure native app.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
648		Section 3.8.2, Page No: 92	Approximate users are 30000 users. However, it may be noted that the Govt. may increase the person time to time and recruit the new persons. So the no. of users may be increased. As per Govt. norms the other users of Govt. of Gujarat may also use this system.	Please clarify total number of users using the system, internal user count, external user count, expected concurrent user count, growth rate of users.	as above
649		Section 4.1, Page No: 93	WFMC & BPMN 2.0 or higher Standards	TCS has its own process flow design which caters to the complex flow requirements of the Government organization and has several installations. Hence we propose to kindly relax or make it optional for the mentioned criteria.	As per Revised RFP.
650		Section 4.3, Page No: 96	The product should also be hosted in DR Site, as per provisions provided by Department of Science & Technology, Gujarat; however the final decision regarding the DR Site for hosting would rest entirely with the FD.	Please clarify if DR is in current scope , if yes then location of DR	Yes. The current DR site is in Hyderabad. The DR site for new IFMS has not decided yet.
651		Section 6.2.3, Page No: 102	Development of Change Request	Bidder would request for dropping the penalties on Change Request development days since no. of days required to develop depends on size of change request. Kindly change it to no. of days slippage / delayed beyond mutually agreed target date	As per Revised RFP.
652		1 /1.1. RFP Notice, pg 7	“Selection of Service Provider for Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System”	No product is supported for 8 years these days. Five years of support is maximum that any OEM/Vendor offers. Taking warranty/AMC beyond 5 years is not possible as noone provides such support. Hence request the department to consider at max 5 years of support/O&M.	As per Revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
653		2.4. , pg 14	<p>Note: In case of bidder not offering the COTS (ERP Solution), than the bidder has also to transfer source code so developed for the IFMS project to Government of Gujarat. The source code, fully documented for its architecture will be exclusive property of the Government of Gujarat and the bidder will have no right to use it anywhere else without prior approval of the Government of Gujarat through the Finance Department. If Government of Gujarat allows to the bidder the use of this source code then it will take 10% of the cost of application development for the subsequent projects as Royalty fee. Considering the rights of government of Gujarat over the source code, the bidder is specifically directed not to use any proprietary layer either of its own ownership or of ownership of others with the source code to deliver the solution for the IFMS project.</p> <p>& clause 8.9 are contradictory</p>	<p>We propose existing home grown FW based application to provide solution here.</p> <p>This has associated IP with it. It's the framework which has the IP ;while the customisation done for the department to provide solution will be given to the department and it will remain property of the department.</p> <p>Hence we would request the department to refrain from such clauses as restricting us from providing similar solutions to other departments. Kindly rephrase the clause as follows:</p> <p>In case of bidder not offering the COTS (ERP Solution), than the bidder has also to transfer the customisations done on the framework source code so developed for the IFMS project to Government of Gujarat. The newly developed customised code, fully documented for its architecture will be exclusive property of the Government of Gujarat and the bidder will have no right to use it anywhere else without prior approval of the Government of Gujarat through the Finance Department. If Government of Gujarat allows to the bidder the use of this source code then it will take 10% of the cost of application development for the subsequent projects as Royalty fee. Considering the rights of government of Gujarat over the newly developed code, the bidder is specifically directed not to use any proprietary layer either of its own ownership or of ownership of others with the source code to deliver the solution for the IFMS project.</p>	As per Revised RFP.
654			Users	Please give user count - internal , external & their concurrencies	As above
655			SMS Gateway	Who is expected to give SMS gateway. Who will pay the SMS Charges?	Govt. will provide the SMS Gateway
656			Email solution	Does the department already have an email solution? Can we contiune to use the same for this upcoming project?	GoG has its own email solution.
657				How many users are supported?	Approx. 70,000
658				How much storage is allocated for the same?	Existing storage of SDC will be allocated as per requirement.
659		pg 32	Digital Certificates	How will provide digital signature certificates for the users? How about its corresponding authentication / verification component?	As per Revised RFP.
660			SSL Certificates	How will provide SSL certificates?	Govt. will Provide the SSL Certificates
661		3.2.3, pg 33	It is also required that the Data Analytics and BI Component of the BI and Analytics solution proposed by the Bidder should be listed in the Leader's quadrant in the latest Gartner/ Forrester Wave.	<p>Please remove the specific need of Gartner presence as this narrows our search span.</p> <p>Please specify the exact requirements or capabilities of the DA / BI component so that we get the exact product matching the specs / requirements.</p>	as above

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
662		3.4, pg 87	Interface with online, telephone and on-site support..	Who will provide the phone line?	Land line phones are available at location
663			General	How many people are envisaged to run the helpdesk facility	As per RFP.
664			The space for helpdesk facility would be provided by Govt. of Gujarat.	Is it just space alone; is there seating arrangement - chairs, desk, tables etc available?	Yes
665			General	Do we have to provide desktops for the helpdesk people?	No
666			General	If yes, is there a configuration that can be suggested?	Not applicable
667		3.4, pg 87	The scope of services to be offered by bidder is detailed below:..	How about Anti virus, EMS solution, backup software solution - who will provide	GoG has its own anti virus, email solution and backup solution that will be used.
668		3.4, pg 87	The scope of services to be offered by bidder is detailed below:..	Since the hardware is procured by the department, we assume infra services will also be provided by the department at the SDC and DR.	Yes
669		3.4, pg 88	3.4.1. Handholding and support team] at Head Quarter and Distract Locations	Are these 100 resources required for the entire 8 years? Please reconsider, we can work out a plan to gradually decrease the number of resources over the period as users get accustomed to the new application. Please allow us to propose a plan.	As above
670		4.1.3. Security Criteria - page 95	Security requirements such as single sign on, encryption of passwords, logs and digital signature/e-sign etc. is a must.	1. Do you have Single Sign-On application & required to be integrated OR Single Sign On solution should be proposed as part of solution. 2. Single Sign-On solution be integrated with which all applications 3. How many internal users should be considered for Single Sign On 4. How many external users should be considered for Single Sign-On 5. What would be maximum transactions per second should be considered 6. It is important to have internal / external users in LDAP based authentication server. Should we propose LDAP based authentication server as a part of solution	No
671		Page 89	The application should be compatible with any open source database. Also, for future requirement Database should support all the functionality of the proposed solution.	Database will be part of the solution. What are the external databases that the solution should interface with?	As per Revised RFP.
672		Page 89	The proposed solution should be on open standard and compatible with other technology. So that, there should not be any proprietary/OEM lock in situation during the 8 years of O & M period.	Are you considering open standard technology or open source technology? On this page, at one place you mentioned looking for open source database and other place you are looking for open standard technology.	As per Revised RFP.
673		Page 33	It is also required that the Data Analytics and BI Component of the BI and Analytics solution proposed by the Bidder should be listed in the Leader's quadrant in the latest Gartner / Forrester Wave.	If you are considering leader's quadrant in Gartner then why don't you consider same for all other components like database software, application server etc as well.	As per Revised RFP.
674		Page 31	Database architecture, including clustering/ mirroring, backup strategies, defining data structure, data dictionary as per standards laid-down by Government of India/ Government of Gujarat (In case such standards are not defined, the same would be approved by GoG)	Please provide location where we can go through the standards provided by Government of India / Government of Gujarat	As above

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
675		Page 95	Databases should be secured via username/password protection and potentially sensitive information should be secured using industry-standard encryption algorithms.	The security architecture mentioned in the tender document is very primitive. For such critical projects, you should strengthen security at every layer - restricting application data from users (administrative users , application by-pass); ensuring multi-factor authorization; Separate audit warehouse capturing all users' activity audit data; masking of data for non-production environment for securing production sensitive data; redacting data from end user perspective; Unless such measurements are taken, there are various loop holes in the security. Also these all security measures should be independent of application so that department/ bidder will not have dependency on sepcific application.	Bidder may propose.
676		Page 88	In State Data Center and DR Site the required compute and storage will be provided.	Will it be 100% DC - DR or DR would be scale down setup? Do you want active DR or DR waiting for primary DC to go down to kick start?	As per Revised RFP.
677		Page 89	The application should be compatible with any open source database. Also, for future requirement Database should support all the functionality of the proposed solution.	There is no mention of application support, whether application should be based on openstandard platform like Weblogic, Websphere, dotnet or on open source platform like Jboss, Tomcat,etc.	As above
678		Page 31	Database architecture, including clustering/ mirroring, backup strategies, defining data structure, data dictionary as per standards laid-down by Government of India/ Government of Gujarat (In case such standards are not defined, the same would be approved by GoG)	There is no mention of application architecture whether clustering /mirroring or caching or some other performance parameters . This is vital part of IFMS 2.0 architecture.	Bidder may propose.
679		Page 26/27	Integration with Internal & External systems of stakeholders,HRMS systems,CSP and other applications as mentioned in RFP and scope of work	Whether Enterprise Service bus architecture has to be proposed by bidders or whether respective application will invoke web services . We would recommend to use ESB for complete integration with all other applications of GOG and other third party integration.	Bidder may propose.
680		3.2.3. Application Business Intelligence, Analytics and Reporting Solution	(external sources mentioned in Section 3.5.9) in future.	Can you please elaborate on the section 3.5.9 in detail about the external sources and will be external sources also have element of Un-Structure Data	No. All the data are in structure format.
681		3.2.3. Application Business Intelligence, Analytics and Reporting Solution	f) Should have facility for dynamic report generation on any data points (already fed in the system) along with generation of mandatory Static MIS Report. It is also required that the Data Analytics and BI Component of the BI and Analytics solution proposed by the Bidder should be listed in the Leader’s quadrant in the latest Gartner / Forrester Wave	Request you to re-phase it to following. f) Should have facility for dynamic report generation on any data points (already fed in the system) along with generation of mandatory Static MIS Report. It is also required that the Data Analytics and BI Component of the BI and Analytics solution proposed by the Bidder should be listed in the latest Gartner/ Forrester Wave	As per revised RFP.

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S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
682		General Section	Sizing	What will be total number of users accessing the Business Analytics system and how many of them with concurrent. This input is require to arrive at the correct sizing for Business Analytics system	As above
683		General Section	Big Data/ HADOOP	Are you looking for solution (Business Analytics) to have capabilities on Hadoop distribution (Big Data). It is highly recommended that with rapid anticipated growth in the data which can be structuand/semi structured/un-structured, the proposed solution should have hadoop/Big Data capabilities to deliver all the functional required as mentioned in the RFP.	No
684		General Section	Future-Proof	The proposed (Business Analytics) solution components should be available on both on-premise and cloud. While the current deployment model will be on-premise - from future proofing perspective an equivalent service based on the same architecture should be proposed on cloud from same OEM	On premises
685		Page 16 section 2.9.1	Pre Bid conference 1 - After receiving the suggestions Finance Department may accept the suitable suggestions and upload the revised documents. Bidder will be provided 15 days' time to study and understand existing IFMS and 5 Days' time to review and suggest on the New IFMS.	We would request for a notice of 15 days to ramp up the team for the due deligence for the study.	ok.