Responses of the 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

The queries have been responded in this document. Revised RFP Document stands modified to the extent clarifications have been made as enclosed below. In addition, Finance Department makes following changes in the Revised RFP bid document itself.

1. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges. Prices shall be inclusive of Excise Duties, if any. The prices shall strictly be submitted in the given format. Quoted prices shall be without GST. The tax components as applicable shall be mentioned separately in the respective columns. Successful Bidder will have to supply/provide services with an Invoice from a place located within State of Gujarat.

2. Offered price should be exclusive of all applicable taxes such as GST.

3. **Page no. 35 Component of Scope of Work:** The proposed database should be listed in any quadrant of any of last three years of Gartner report. The data should be stored in minimum 128 bit encryption mechanism. The user credential should also be stored in database in encrypted format.

4. **Page no. 115 clause: 8.10.6:** The software licenses supplied by SP shall be genuine, perpetual and full use. It 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 Finance Department from the date of procurement.

5. **SECTION V: Timeline and PAYMENT TERMS**

Activity	Completion Timelines (in Months)
Development/Customization of IFMS	
Project Initiation & Team Mobilization	T
Submission of SRS, URS and SDD	T1 = T + 4
Development of 50% functionalities of phase 1, UAT, Security audit and Training.	T2 = T + 8
Development of Phase-1 functionalities, UAT and Training, Security Audit and EQDC Testing and Go-live of Phase 1	T3 = T + 12
Development of Phase – 2 functionalities, UAT and Training , Security Audit and EQDC Testing and Go-live of Phase 2	T4 = T + 15
Development of Whole Application UAT and Training , Security Audit and EQDC Testing and Go-live of Phase 3	T5 = T + 15

Activity	Completion Timelines (in Months)
Go-Live of Whole Application	T6 = T + 18
Warranty and Operation & Maintenance Support of Application Software, Licenses software and COTS after Go-Live	T7= T6 + 8 Year
Development/Change in O & M Phase (with technical and functional document)	Mutually Agreed Time

Note: T - Date of Award of Contract.

Payment Terms

#	Description	Payment Terms
1	Development/Customization of New IFMS including design, development, implementation, training & testing as per the scope of work defined in this RFP and OS and Database licenses, BI Tools for running the application. Line item 1 and 4 (licenses cost)	**10%** of the cost of Development of New IFMS (mentioned in financial bid – Line item 1 and 4) on completion of Preparation and approval of URS, SRS and SDD of All modules. **25%** of the cost of Development of New IFMS (mentioned in financial bid – Line item 1 and 4) on completion of Development, Testing, security audit including mobile app and web portal of at least 50% functionalities of the phase 1 **15%** of the cost of Development of New IFMS (mentioned in financial bid – Line item 1 and 4) 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) **40**% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1 and 4) 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 and 4) on completion of 3 months of Go-Live fixing bugs and errors
1A	Development/Customization of Panchayat Finance Management System design, development, implementation, training & testing as per the scope of work defined in this RFP Line item 2	**20%** of the cost of on completion of Preparation and approval of URS, SRS and SDD. **60%** of the cost of 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 **20%** of the cost on completion of 3 months of Go-Live fixing bugs and errors

#	Description	Payment Terms
2	In case of COTS Product (ERP Solution) line item 1,3 & 4	**25%** on completion of Preparation and approval of URS, SRS and SDD of All modules. **15%** of the cost of Development of New IFMS (mentioned in financial bid – Line item 1 and 4) on completion of Development, Testing, security audit including mobile app and web portal of at least 50% functionalities of the phase 1 **15%** 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) **35%** 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%** on completion of 3 months of Go-Live fixing bugs and errors
3	ATS & AMC of COTS for 8 years - Line item 6	quarterly in equal installments after completion of each quarter and submission of Invoice as mentioned in Financial bid -
4	Operations and Maintenance of New IFMS Software Solution & Data Migration support for contract period including Technical support, Product Upgrades, Updates, patches, security updates, bug fixes etc. and ATS and AMC of the OS and Database Licenses, BI Tool line item 5 and 7	quarterly in equal installments after completion of each quarter and submission of Invoice as mentioned in Financial bid
5	Hand-Holding Support at District Panchayat and District Treasury Office bid – line item 8	Payment will be released quarterly basis after completion of each quarter and after submission of Invoice as mentioned in Financial
6	Training – Line Item 9	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

6. **Following tools/software licenses available with Gujarat State Data Center on shared basis.**
   - CA Spectrum,
   - eHealth Performance Manager,
   - Network Flow Analysis,
   - Unified Infrastructure Management, Application Performance Management
   - Service Operations insight for Systems and networks

- Client Automation,
- CA Service Management,
- CA Business Services Insight.
- Trend Micro Antivirus
- IT Asset Management, IT Client Management, SSO & IDAM.
- Also in Antivirus Deep Security - HIPS - Host based IPS for Server Office Scan –
- For Client AV IMSVA –
- For mail Security Scan Mail - For Exchange
- SSL Certificate - Wild card certificate for Gujarat Domain.
- WAF and DB Firewall

The software/tools required other than above list should be provided by the selected bidder.

7. **Compute power available under G-Cloud at data center**

Sr. No.	Description		Make	Model
1	4004 Core With 30720 GB RAM	Server Type I (2*22 Core , 320 GB RAM)	Cisco	UCSB-B200-M4
		Server Type II (2*22 Core , 384 GB RAM)	Cisco	UCSB-B200-M4
		Blade Chassis	Cisco	UCSB-5108-AC2
		Fabric Interconnect	Cisco	UCS-FI-6332-16UP-U
2	LAN Switch		Cisco	N3K-C3524P-10GX
3	SAN Switch		Cisco	DS-C9148S-12PK9
4	Cloud Management Software License (for 3740 Core of Cloud)		Microsoft	System Center
5	Windows Server Datacenter (for Cloud Management Software)		Microsoft	Windows server datacenter edition
6	Windows Server Standard (for SQL Server part of System Center)		Microsoft	MS SQL
7	Firewall		Fortinet	FG-3000D 2

8. **Transactional Volume:**

Type		2015-16	2016-17	2017-18 (till 06/07/17)
No. of Bills	Count	1591797	1599990	399407
	Amount	917626994479	1037657897670	339218904060
No. of Cheques	Count	1656893	1531698	274218
	Amount	679449011994	746955383048	207021243148

Type		2015-16	2016-17	2017-18 (till 06/07/17)
No. of ePayment	Count	4408007	5497505	1991524
	Amount	94850075600	281467124209	111517915208
No. of Vouchers	Count	1311394	1315204	287979
	Amount	710937357706	778956515263	206457012515
No. of Challan	Count	11477799	11625825	3469340
	Amount	2067867560939	2077845237442	553745077818
No. of Challan Created in Stamp	Count	157654	146210	43019
	Amount	13715663815	13664318222	4647290418
No. of Challan in PDPLA	Count	233120	227481	58491
	Amount	403883209911	384504816832	92467506471
No. of Cheque in PDPLA	Count	634015	460205	121896
	Amount	383099355199	364448007486	104613023548
No. of Challan Posting in EMD	Count	12968	12349	2441
	Amount	618969276	863970934.4	88601637
No. of Cheque in EMD	Count	56	50	1
	Amount	103589070	53847041	855
No. of Advice LC	Count	22731	24477	3781
	Amount	118436857116	97412315182	18247002276

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
1.		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.	No Change. As per revised RFP.
2.		90	Users	Concurrency of 20 thousand is too much for systems like IFMS. Though the hardware is provided by the department , concurrency value affects Software sizing as well. Since system SW (OS, DB) is in bidder's scope, we will unnecessarily be including cost for a huge BOM which is not really required to setup IFMS application. For eg: DB : Its mentioned that the chosen DB should be in gartners leader's quadrant. Such a class DB sized for 20000 concurrent users would be huge expense. Kindly provide a realistic number to be considered.	Modified: Concurrent User: 5000

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
3.		90	Application response time of 500 ms at client side	Application response relies on multiple factors including hardware , network etc. So expecting 500 ms response time at the end user location is not practical. We request the department to keep it at 5 secs especially because the systems involve integration with other systems, complex workflows across departments etc.	1. Indicators, completing ordinary user commands (e.g. closing a window), completing background tasks (e.g. reformatting a table) i.e. Application fine-tune 500 ms second 2. Displaying a graph or anything else a typical user would expect to take time (e.g. displaying a new list of all a company's personnel, transactions for an specified period) 1 seconds 3. Accepting, processing and rendering output of a multiple variable MIS & DSS system – 4 variable task 3 seconds
4.		NA	SMS Gateway, Payment gateway, Email	In the prebid response Page# 101 pt #587 it says "Payment, SMS and Email Gateway will be provided by bidder" whereas in all other text it says dept will provide these services. Kindly confirm that the department will provide these services at its cost.	Department will provide Email, SMS and Payment gateway.
5.		94	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 tp gradually decrease the number of resources over the period as users get accustomed to the new application. Please allow us to propose a plan.	Bidder can propose. However, bidder has to deploy resources as per recommendation of Finance Department.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
6.		NA	Helpdesk & Handholding service window / working hours	Please confirm that the helpdesk and HH staff will be available during department office hours	9:00 to 7:00 hrs and as and when any critical issue arises, on call/onsite support need to be available any time.
7.		102	SLA	Page #102 says : 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. Whereas the SLA in tabular form page #108 is different. Please confirm that we need to follow page #102 text.clarify which one to follow.	Clause: 4.2.5 Removed.
8.		NA	Training	How many people should we consider for training? In the last RFP it was indicated as 5 batches : "Training Charges for training to a Trainer in a batch of 20 to total 100 trainer" in commercial format. Does this hold now as well? Please clarify.	As per revised RFP.
9.		100	Digital Signature	Is the department looking for aadhar based digital signing or hardtoken based digital signing?	System need to have provision of both facilities. Currently, the hard token based digital signing certificate is used.
10.		125	100% onsite support	The RFP has called for 100% onsite support. We would request the department to consider onsite - offshore model which we have	No change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				successfully implemented in different accounts in diff geographies. We shall place critical resources at the department premises as and when required and the rest of the team operate from TCS AHD office locations.	
11.		45	HRMS and Payroll	Will the SATHI application continue to co-exist and be maintained by it SI? Will the existing payroll setup continue as it is today? We are unable to get a clear picture reading the prebid answers and the revised RFP.	Voucher generation and payment processing will be carried out in IFMS.
12.		11	Implementation phases - Phase 1, phase 2 and phase 3	We understand that the Panchayati Raj FMS is to be implemented in Phase 3. Please confirm.Please confirm that the below table is corrrectPhase 1:Dynamic BI according to the category BudgetIntegration with GST/Grant Distribution/Debt. Management System/Treasury Functions/Controlling Officer FunctionsDrawing & Disbursement Officer Functions/Receipt Management System/ePayment, eReceipt, eRefund in respect of Govt on one hand and Govt offices, businesses and individuals on other hand/Integration with External Agencies (e.g RBI, Banks, AG, HRMS, PFMS, WMS)Phase 2:Employee Database/Pay Fixation & Pay VerificationContract Management (Limited to for GoI Project for UTC, State & GoI projects General details such as Name, Milestone, Progress, Payment for monitoring externally aided projects)For DPPF/ Bureau of Public Sector Enterprises (BPE) Examiner, Local Funds/ Directorate of InsurancePhase 3:	As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				Panchayati Raj FMS for All District Panchayats/ All Taluka Panchayats	
13.		NA	IWDMS system	What is the impact on the existing IWDMS system?	As per revised RFP and responses of pre-bid queries
14.		45	EDP	What is EDP?	Electronic Data Processing
15.		104	Timelines	SRS, SDD is marked for 8 months, which is too late when the the implementation is to be complete by 15 months. Please clarify. Also please note that that the bidders are not paid any amount until 8th month for all the services done till then.	No Change. As per revised RFP.
16.		22	RFID	What is the intended usage of RFID tags in IFMS?	Word Removed: RFID
17.			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. – EMD validity should not be more than bid validity.	It is recommended that EMD validity not be more than 180 days from the Financial Bid Opening	No Change. As per revised RFP.
18.			System based clearance of bills in all treasuries spread over 253 locations in Gujarat, after checking for the budget availability with the database; -	Kindly share the list of all the location	Across the Gujarat.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
19.			The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of receipt of award. The PBG shall comprise two parts; 10% of the value of Development Cost of Price Bid valid for 2 years which would be discharged and returned after Go-Live + 180 days and second part as 10% of the value of O & M Period of Financial Bid (O&M component) valid up to 180 days beyond the expiry of contract. –	the second PBG should be provided only after the first is collected from the customer	No Change. As per revised RFP.
20.		104	Pg 104 Warranty and Operation & Maintenance Support of Application Software, Licenses software and COTS after Go- Live at T7= T6 + 8 Year.	What is the value of T6 and what will be total contract period? And O&M should be reduced from 8 years to 5 years	As above
21.			8.14.2. 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	This clause needs to be deleted	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			under the Contract is terminated, and the date upon which such termination becomes effective. –		
22.			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.	– Both Customer and SI should be able to terminate the contract.	No Change. As per revised RFP.
23.			Limitation of Liability	This should be a maximum of 10% of TCV	No Change. As per revised RFP.
24.				There is no clause for transfer of ownership. Ownership should be transferred to customer on delivery	No Change. As per revised RFP.
25.				Exit management has no notice period. There should be a notice period of 180 days.	Please see revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
26.				Credit Period is nowhere given in RFP.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.	No Change. As per revised RFP.
27.		91	Recovery Point Object (RPO) should be zero and Recovery Time Objective (RTO) should not be more than 120 minutes.	RPO zero is not possible without NDR site - we suggest you to change the RPO to 30 Minutes	The DC and DR Site should work as Active-passive and passive-active. The data loss should not be more than 5minutes.
28.		94	Central Site O & M Team - working hours	Please confirm the working hours of Central Site O & M Team	as above
29.		94	Central Site O & M Team	Please define the Number of resources required for section 3.4.1.2, point b, serial no 2 (Central Site O & M Team:)	Bidder has to propose based on the scope of work.
30.		108	SLA - Product Availability 99.7 %	What is the meaning of Product Availability please clarify - is it IFMS2 Application availability?	Yes
31.			Portal & Mobile app concurrent users	Expected concurrent users on Internet & Mobile app Portal	All Govt. employees other than teachers who involved in financial transaction. All Class 1 & Class 2 employees of State Panchayat All users of accounting branch of state govt. offices Citizen who will be paying to govt. treasuries (please refer process on page no. 59 of revised RFP)
32.	Section	20	Conditional bids are liable to	Bidder requests modification: ~~Conditional~~	No Change. As per revised

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
	2, 2.22.4		be rejected.	~~bids are liable to be rejected.~~	RFP.
33.	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.	No Change. As per revised RFP.
34.	Clause VI	41	Dash boards reports with various filter range (indicative not limited to following): ü Projected debt servicing ü Debt Repaid ü Debt Outstanding …. (As per draft)….	Dash boards reports with various filter range ~~(indicative not limited to following)~~: ü Projected debt servicing ü Debt Repaid ü Debt Outstanding ….. (As per draft)…..	No Change. As per revised RFP.
35.	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	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	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			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.	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. Requesting to delete the line "No additional payment will be made during O & M period" From the clause.~~	
36.	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 products like - COTS, OS, DB etc are paid up items to OEM, therefore request you to consider the payment of 90% on delivery of the such	As above.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				products and balance 10% on successful installation & commissioning of the system	
37.	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 products like - COTS, OS, DB etc are paid	As above.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				up items to OEM, therefore request you to consider the payment of 90% on delivery of the such products and balance 10% on successful installation & commissioning of the system	
38.	Section 8, 8.13	110	Under the Contract, FD may, by written notice terminate the SP in the following ways: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.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.8.13.3. The software that is complete and ready for rendering / deployment within 30 days after the SI's receipt of notice	Bidder requests modification: -Under the Contract, FD may, by written notice terminate the SP in the following ways: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.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.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:a) To have any portion completed and delivered at the Contract terms and prices **at its own risk and cost** ; and/orb) To cancel the remainder and pay to the SP an agreed amount for partially completed	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			of termination shall be accepted by FD at the Contract terms and prices. For the remaining services, FD /GIL may elect:a) To have any portion completed and delivered at the Contract terms and prices; and/orb) To cancel the remainder and pay to the SP an agreed amount for partially completed software and for software previously procured by the SI.	software and for software previously procured by the SI.**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.No ChangeSuggestion:Period of Termination to be defined**	
39.	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.~~	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
40.	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 you to modify the clause as - "An execution of contract between the purchaser & successful bidder shall constitute a binding contract between us."	No Change. As per revised RFP.
41.	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	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	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			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 have not been 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.We have not	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 31stMarch, 2016 in Gujara~~ **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 aswithdrawn.~~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.~~We have not breached/violated any contractual conditions so far to any of the Govt. Department or its PSU.~~In case any of the above statements made by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD ~~and / or PBG and /~~ or cancel the award of contract	

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			breached/violated any contractual conditions so far to any of the Govt. Department or its PSU.In case any of the above statements made by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD and / or PBG and / or cancel the award of contract		
42.	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 &	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**.	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			acceptance thereof.		
43.	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.	No Change. As per revised RFP.
44.	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.	No Change. As per revised RFP.
45.	3.2.2.	31	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.	Please modify this to mandate COTS product or give better technical score to COTS product along with QCBS evaluation of bids. Please add qualification criteria for the COTS product to be a matured product, which is used in at least two similar implementations and in established in market for at least 5 years. The solution will be more robust, time-tested, scalable & extensible which will also enable faster implementation time. Use of custom code allows use of existing code to be reused and updated which will have a cost advantage, however existing baggages will get carried forward. Will also	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				provide an unfair advantage to incumbent vendor.	
46.	3.2.2.	31	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.	Remove the requirements, which may put COTS based solutions (which is technical better) at a disadvantage. Asking for unlimited user license may unnecessarily increase the cost, wherein actually this may not be required as projected numbers of internal users are known. Also some of the base products, even, if an ERP solution is custom built, might have a user based license. Please confirm whether all such licenses should be unlimited.	No Change. As per revised RFP.
47.	4.1	99	4.1. Acceptance Criteria For each of the project requirements, there are operational requirements, deliverables and a set of standards, wherever applicable as per the following: 1. Process Flow design WFMC & BPMN 2.0 or higher Standards	If a COTS product is proposed, which covers all the business processes, then this may additionally require a tool for modelling using BPMN, which puts COTS based solution with price disadvantage. Please re-consider this requirement to be exempted for COTS based solution.	No Change. As per revised RFP.
48.	2.23	23	Final Evaluation of BidProposals 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. In case of a tie where two or more	Please modify the selection of the successful bidder by means of QCBS model with at least 70% weightage to technical score	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			bidders quote the same price, the bidder with the higher technical score will be invited first for negotiations for awarding the contract.		
49.	2.23.6.1	22	Page 21 - Sec 2.23.6.1 - Product Roadmap for the next eight years	Request to reduce it to 5 years. Eight years roadmap seems to be a very longer period of commitment.	No Change. As per revised RFP.
50.	3.2.3	32	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.	Please confirm the understanding that any such new requirements will be separately estimated and considered via change management procedure (change request) and the price mentioned in the financial bid will be excluding any such requirements (as the same is not available and cannot be estimated at present). Alternatively a fixed bucket of enhancement efforts per year may be suggested to be included in price for expected quantum of changes (The current minimum number of resources can be considered for the same)	No Change. As per revised RFP.
51.	3.4	93	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.	OEM will not agree on End of Sales phrase.	The application developer/software provider should ensure that the proposed application architecture & offered solution including 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. In case if so, bidder

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
					has to give the latest version, latest major upgrade/alternate product with all relevant customization without any additional cost to GoG. Bidder has to provide the undertaking for the same.
52.	6.2.1	107	Page 102 - Sec 6.2.1.1 - UAT Milestone	We recommend to keep UAT phase out of penalty clause as this phase is highly dependent on client	No Change. As per revised RFP.
53.	3.1	26	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.	Please clearly mention the duration for the said transactions (per year/month/day), and also the volume expected for the system to be proposed, also considering the projected growth.More accurate & optimum sizing of the solution	It is yearly transactions.
54.	3.1 3.1.1	27 28	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	These lines indicate a BPR (Business Process Re-engineering) activity is expected, in such a case, suggest such an activity to be done first before floating an RFP based on that. If it is not BPR really required, instead only a requirement gathering and analysis activity to be carried out , remove the references to BPRProper estimation of the solution not possible before BPR and requirements are finalized. If done, and the bidder who underestimate the scope is selected based on price, there will be issues during executions which will affect not only the Implementation	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			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.	Agency, but the purchaser as well.	
55.	3.1	27	<Diagram depicting exiting system functionality>	Please clarify the legends used for entities outside existing IFMS. Which of these are systems, which are users/ people, which are just interfaces (such as files). For example, does Finance department of Gujarat already have an HRMS system? If so what is expected to be done with the same - retain and integrate with the new IFMS systems to be proposed? In such a scenario, please clarify on the platform, technology & interface of the existing system to be integrated.	As above

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
56.	3.1.2, 7	29	The above outcomes would be facilitated by the NEW IFMS through the following modules, and other requirement as mentioned in RFP. but not limited to:…· Personnel Management (HRMS) & Payroll module (thorough SATHI Application)…· Interface modules with RBI, Agency Banks, HRMS, 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.	The payroll processing will be done in HRMS and payment will be process in IFMS.
57.	3.2.1	31	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 define the causes for software migration to be only to patches & minor upgrades. Major upgrades and any solution technology upgrade to be evaluated, estimated and mutually agreed before implementation - to be taken via change management procedure with additional cost implication	There will not be any change request as this will be continues development process.
58.	3.2.3	33	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. b) The following is an indicative list of external systems / agencies that the proposed system should be capable of interfacing	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 vis change management procedure). Also please provide the technical details on systems to be integrated (Platform, technology & interfacing method) Please also provide the list of data exchanges expected to be implemented so that integration effort can be estimated.	As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			... The external interface development will be done during the course of the Project <u>as and when required</u>.		
59.	3.3	36	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.	It may not be possible to define and estimate the process requirements only from the rules as it may depend on how the departments/ users wants the same to be implemented. Hence this may not be possible to be taken as an obligation from the bidder side to define the processes also considering the time available for bid submission. The price submitted will be as per the broad scope defined in the RFP, which might undergo detailing, Any <u>changes</u> from the defined scope to be considered as change request. Please confirm.	As per revised RFP.
60.	3.3	37	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	Please specify the volumetric parameters for which the system to be sized for. Request not to put bidder to be liable to be supporting a dynamic volumetric.Optimal sizing of the solution	The parameter available in the budget book. The link of the same is given.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			visit to http://financedepartment.guj arat.gov.in/Budget.html. The total number, volume and design of Budget Publication on the mentioned link is only indicative, the actual number, volume design of publications may vary at the time of process as per requirement of Government.		
61.	3.3	45	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	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.	As per revised RFP.
62.	3.4		<missing>	Please specify the maintenance window for the support. In case on-call support is expected, please specify the same.	As per revised RFP.
63.	3.5	95	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	Please specify the migration volumetric to estimate the same - please provide approximate number of tables/ records to be migrated. Assume that only DB to DB migration to be done. Otherwise please provide the volumetric for data entry/ digitization.	Nos. of table counts already mentioned in responses of pre-bid queries.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			the size of the database of existing IFMS is 1.8 TB and CTP is 73 GB.		
64.	3.5	95	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.	Please confirm whether functional data correctness will be owned by Department of Finance - SI to define templates for data capture/ define rules for technical validation. In such a scenario, since an estimate needs to be performed, suggest to limit the number of such rules to be defined so that a proper comparison can be made between bidders' prices. Data is owned by departments - the functional correctness to be ensured by purchaser. Need scope boundary for estimation.	As per revised RFP.
65.	3.6	96	Language of the Producto The product modules to be developed by the SP must be support Gujarati and English languages.	Please confirm whether the multi-lingual support required is limited to labels in user interface? If any data entry is expected in multiple languages, please clarify what capability is expected in processing the same, other than recording and displaying back. We assume that cross language searches and transliterations are outside scope, please confirm.	Except the Budget all the entry shall be done in English. The budget speech and publication report should be entered in Gujarati and English. For the Guajarati typing Unicode standard (shruti font) shall be used. The number of system should automatically generate from

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
					English to Guajarati. The total Gujarati data entry will be approx. 10% of overall system.
66.	5.1	104	Development of Whole Application UAT and Training , Security Audit and EQDC Testing and Go-live of Phase 1 $T2 = \cancel{T + 9}\ T + 12$ Development of Whole Application UAT and Training , Security Audit and EQDC Testing and Go-live of Phase 2 $T3 = \cancel{T2 + 3}\ T + 15$ Go-Live of Whole Application $\cancel{T6 = T + 12}\ T5 = T3 + 3$	Please clarify whether T3 and T6 refers to same milestones (as they seems to be both at T+12). Are there any functionality expected to be implemented after phase 2 (from T3 to T6)? Or does this refer to only roll out to locations?	As above
67.	5.2	104	Payment Terms	Request payment of h/w and s/w license in full on delivery Request an intermediate payment after design of phase 1.	As per revised RFP.
68.	6.2.3	103	Development of Change Request Response Time 1 Day	Please clarity how response time is defined/ calculated in case of change request. What is the deliverable expected, if any? Also since there are no penalties defined, what is the implication of measuring this SLA?	It is already mentioned in the RFP.
69.	6.2.2, 6.2.3	102-103		<Flat penalty rates>	-
70.	6	101-103	<Availability & Performance SLAs missing>	Please confirm whether there will not be any availability of performance SLAs to be adhered to. If yes, please define now - cannot keep this open	Response Time: As per response of query no. 3 Finance Department may randomly check the response time of the

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
					application for about 10 days/month. If in more than 10% cases response time is measured more than response time mentioned in query no 3, than penalty of 0.1% of quarterly payment made to bidder will be deducted and subsequent every 5% cases of such increase, penalty will increase by 0.1%. Maximum penalty cap will be as define in revised RFP page no. 110. *Response Time will be measure from DC to DC Client PC.
71.	6.2.1.1	107	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%.	0.5 % of total contract value may be too high, we recommend to change it to 0.5% of implementation value.	As per revised RFP, it was clarified.
72.			bidder may propose	Please kindly share the details of the source systems that GIL gets data from. Is the data held in any other language except English? If yes , please provide the language in which data is held in source systems	English or Gujarati
73.			bidder may select	Can the SI select the data warehouse format as there are existing infra (oracle) available with GIL. Please confirm this	Yes. However, the report should be generated as per requirement of users.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
74.			CTP, IFMS table counts	Can the SI select the data warehouse format as there are existing infra (oracle) available with GIL. Please confirm this	As per revised RFP.
75.			Scope of data quality	Please highlight what is the quality of data level in the source system in terms of percentage. Also please define the scope of work for data quality	All the data available in IFMS system which can be used.
76.			Real Time	We understand that the scope is to build a financial data warehouse, is real time with CDC required? Please confirm if there are requirement for real time/near real time	The real time data should be used in Data warehouse for analysis.
77.			Enrichment	Please confirm if enrichment of data is required for the sources data that are extracted	It will decide at the time of requirement gathering.
78.			Profiling - KDE	Please provide the Key Data Elements for which the data profiling to be done as KDE are business driven values. Or at least provide the number of KDE required for each source system	Bidder has to study and provide at the time of requirement gathering.
79.			As per Revised RFP.	Please provide clarity on the source system details that needs extracted and data quality check	The data should be extracted from all the interface and migrated database mentioned in the RFP.
80.			Bidder may propose based on scope of work	The scope of work does not require any data store in revised RFP, please confirm if we can exclude this requirement for data store	Bidder may propose based on scope of work
81.			As per Revised RFP.	Please provide expected data volume of initial history load?	The current IFMS data should be load initially in Data ware house. The size of the same is already mentioned in the RFP. Last

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
					1 year data shall be migrated in New system and other data shall be kept in Archival and will be fetch as and when required.
82.			As per Revised RFP.	Please provide source systems details with years of history data for extraction from each sources system.	All the source system data required is available in current IFMS. The size of the same is already given.
83.			Data governance	Is data governance required for the financial data warehouse? Are there no existing DG policies available in the current system of GIL?	DG policies may be proposed by bidder. Govt. will review and take necessary action.
84.			ODS build - Yes	With reference to 354, please confirm if real time requirement is needed to build an ODS? This is because the scope defines only to create a financial data warehouse	All the data operational as well as financial data warehouse should be real time.
85.			MDM - Yes	Please explain why MDM required as scope of revised RFP does not highlight any of these requirements. Please confirm this MDM requirement	360 viewing purpose.
86.			Metadata management Yes	Please explain why metadata management required as scope of revised RFP does not highlight any of these requirements. Please confirm if metadata does not exist in the current system?	For meeting regular requirement. Metadata will be required.
87.			Data retention - Yes lifetime	Please explain the retention policy required in terms of years and the archival period for the data warehouse	The data should ne retended life time. Archival as above.
88.	3.4	90	As Per Draft	Who is going to provide tool for helpdesk?	Bidder has to provide.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				Can we use the exisitng helpdesk tool being used by DC Service provider or existing application provider? Pl confirm	
89.	3.4	90	As Per Draft	How many users would be contacting Helpdesk, as it may be internal as well as external users, we need this information to cross validate manpower asked by Department	It will be internal user. The external users will call at GoG call center and if any technical query it will be transfer to Help Desk of IFMS.
90.		35	As Per Draft	They have mentioned that Hardware would be provided by Department to host the applications but OS/DB etc to be managed under this RFP. We need to understand what technology along with BoM for such services required. Are you also going to provide access to the exisitng EMS tool the the IFMS application provider to resolve the issues	As above
91.	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.
92.	General		Functional Requirments	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 fill in their own format.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
93.	Page 30		Under Fianacial Data Warehouse module - Insurance Module has been mnetioned.	The Insurance module requirement is only from Reporting purpose or transaction processing is also expected.	Both. Reporting and transaction
94.	Page 93		• 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 appliaction to be proposed and the basic purpose gets defeated. Hence request you to please remove this clause.	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 excluding COTS, BI, OS and DB.
95.	Page 45		2. Payroll & Employee Database • 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.	Payroll will be process in HRMS and payment process will be carried out in IFMS.
96.	Page no 33		• Business Intelligence, Analytics and Reporting Solution a) The Department receives and analyzes a large volume of data such as	Can you please let us know the number of users who will be using this Business Intelligence, Analytics and Reporting Solution?	All users of IFMS based on their level of rights

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			Employees, Pensioners, Budget forecasting, investments, debts, payments, receipts, etc.		
97.	Page 31		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.
98.	115		8.10.2. In case of COTS Product the state Government has right to retain customization layer and should the agreement with service provider and to further develop. Therefore, Government of Gujarat will hold IPR of the customized COTS solution. The same would be applicable to copyrights. The TSP shall sign any/all the documents in this regard and will get necessary undertaking to this effect from	We will not be able to accommodate this clause please note the product/services involved belong to SAP, further if there is any developing/customizing the same is to meet the scope of the work and no other intent. Hence, any SAP materials, and all Intellectual Property Rights embodied therein, shall be the sole and exclusive property of SAP, SAP SE (the parent company of SAP) or its or their licensors. Except for the rights set forth in the SAP SOFTWARE LICENSE AND SUPPORT AGREEMENT General Terms and Conditions, Licensee is not permitted to modify or otherwise make derivative works of the Software or other SAP	20% Royalty on customized portion.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			the COTS OEM.The Gujarat Government further intends use customized COTS back to the COTS OEM to enable it to use in Government organizations in other States or in organizations in Government of India. The COTS OEM will have to agree to this arrangement and wherever, the COTS OEM uses Govt. of Gujarat customized COTS solution or gets additional projects of Department of Electronics & IT, Govt. of India or any other state government, it will have to pay to Government of Gujarat a license fee / access fee / sharing fee /royalty of 20% of project fees collected towards the COTS solution (License fees collected towards database licenses or Operating System licenses will not be included for sharing) from the tendering authority or the TSP (Total Solution Provider) is included) of such projects. At the time of awarding contract, authorized representative of COTS OEM	Materials. Also for IFMS projects since SAP will bid through their SI license fee/access fee/sharing fee/royalty of 20% of project fees will not be applicable. This is only applicable to SI who get this IFMS project and replicate the same in other departments, or any other Govt. Entity provided they agree.	

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			will have to sign a separate contract agreement to such an extent with Govt. of Gujarat. The TSP has to get such an undertaking from the OEM at the time of filing this bid and hand over the source code, Meta data details etc. to the Finance Department at different stages of customization and before release of final payment on completion of training and roll out of software.		
99.	Page 90		• Currently, Govt. of Gujarat is in process of Selection of Agency for Supply, Installation, Commissioning and Support of Cloud Enabled Infrastructure at GSDC, Gandhinagar on behalf of Department of Science & Technology, Government of Gujarat (RFP NO.: GIL\DST\SDC_Cloud\2016-17 dated 24.03.2017) which is available onhttps://gil.gujarat.gov.in/tendercms/TenderDocs/201722118593593.pdf The existing infrastructure and future environment details is	HW provisioning as required by the OEM (HANA appliances) will be provided as part of this infrastructure - Please clarify.	The details of the infrastructure are given above. The application should run on same infrastructure.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			available in the RFP. The New IFMS solution will be hosted on this cloud infrastructure. For storage, EMC VMA 200K storage will be provided. In State Data Center and DR Site the required compute infrastructure and storage will be provided		
100.	Page 92		Document Management System: In a government application like IFMS, it must deal with lots of documents & contents across various section of the overall IFMS application. Hence it is not just the holding the content at one place, but it is also how effectively the complete management of enterprise content from its capture and disposition. Thus, delivering contextual information to business stakeholders for improved collaboration, smarter decision making and enhanced customer satisfaction is of prime importance.	Please clarify the number of users who will be using this DMS system? Please also clarify a third party product can be used for this purpose?	All the users of IFMS. Bidder may use.
101.	Page 35		It is also required that the Database proposed by the Bidder should be listed in the	PLEASE MAINTAIN EARLIER RFP POINT THAT "It is also required that the Data analytics and BI component proposed by	As above

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			Leader's quadrant of last three years of Gartner report.	bidder should be listed in the Leader's Quadrant in the latest Gartner / Forrester wave." <u>Reason</u> --- The Analytics tools should be flexible and capable to work on various databases rather than only on specific database and should be listed in the Leader's Quadrant in the latest Gartner / Forrester wave. Best class Analytics tools will be a long term solution and will not be linked to any specific database or have dependency on any database. Also the point defeats the purpose of open standard DB to be used for IFMS 2.0 Application purpose as in Application it has not been specified that DB used for IFMS application should be from Gartner Leading quadrant. Secondly it also restricts the SI to evaluate options available on COTS Analytics solution.	
102.	Page 93		After completion of 8 years and at the time of hand over take over SP has to provide application with latest technology version ,updates and upgrades	It is also mandatory for both COTS and Bespoke solution within 8 years' time frame also SP/ SI needs to provide details on technical upgrades, version upgrade and updates also. This should not be limited to that after completion of 8 years support and at the time of handover only SP has to provide application with latest technology version ,updates and upgrades as this will restrict Finance Department and GIL to get the latest version or any specific updates released during 08 year time frame related to application, Database and any other platform	Accepted.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				used for this project. Bidder has to provide all latest updates, releases on the product given and it is up to FD and GIL to decide whether to implement or not.	
103.	Page No. 22, clause 2.23.6.1. Technical Evaluation of Offered Solution		4. Database Exchange Facility	Please explain the requirement and the facilities expected.	It is integration of data from different system.
104.	Page No. 27 2.23.6.1. Technical Evaluation of Offered Solution		1) Integration between the treasury system and the stakeholder departments for real time transfer of information.	Existing systems are running in which platform and what are all the dbms are involved and what kind of data to be transfer in realtime. (example: files, images, database transactions)	As per revised RFP.
105.	Page No. 95 3.5. Database Migration & Manage		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	Please clarify the data size of the proposed new system Does it require all history data from IFMS 1.8 TB and CTP 73 GB to be migrated to the new system.	Yes

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
	ment		capturing that data. Currently the size of the database of existing IFMS is 1.8 TB and CTP is 73 GB.		
106.	Page No. 95 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.	IFMS and CTP data sizes already given in the above clause. What is the data size of IWDMS? And is also required to move to the new system.	It is already mentioned in the responses of pre-bid queries.
107.	Page 31		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.	In the earlier RFP 30000 users were mentioned, on the basis of this we would go ahead with the overall no of users for COTS based Solution. Please Clarify.	As per revised RFP: The licenses should be unlimited.
108.	Section 3.8.1	97	3.8. Details of the activities, 3.8.1. Documentation List of deliverables As-Is process Report for all the processes of services. Business Process Re-engineering report for the all the services of FD. To-Be process map based on the BPR report.	As per response clarification to PBQ Sr. No. 454, Business Process Reengineering as aslready done and bidder is required to implement the same. Which contradicts with section 3.8.1, if BPR is already done then what are the process which are still need to be reengineered and document has to be produced as deliverable. Please clarify.	One BPR exercise was conducted in 2009 and implemented. Any improvements to process identified now, shall be carried out.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
109.	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.	as above
110.	General		Digital signature users	Kindly provide the number / count of dept users using digital signatures. We understand that the certificates will be given by the department however this info is required and important for us to provide complete end to end solution. We need numbers/count of dig signature users.	Approx. 4000 users are using digital signature as of now. It will be given by the department. However for any arrangement/central level software required should be provided by the selected service provider.
111.	General		EMS	We understand that the department will provide all the tool, dependent DB, dependent software, middleware and OS to host the EMS solution. Please confirm.	As above
112.	General		DR	We understand that DR is at delhi/Hyd. Please confirm if it is cloud env or physical standalone infra.	It will be cloud environment. .
113.	General		HRMS and Payroll	Our understanding is that employee data and payroll processing will be done in HRMS system.We need to develop a newHRMS and Payroll System for the for employees OTHER than those covered by SATHI application.Please confirm.Please define the clear scope of HRMS and Payroll for new IFMS.	Employee data and payroll will be generated in SATHI. The payment processing for payroll will be done in New IFMS.
114.	General		HRMS and Payroll	Please provide the list of all the modules	All the administrative

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				which needs to be implemented under HRMS	decision related to employee will be taken by HRMS and payment processing will be done in IFMS.
115.	General		HRMS and Payroll	What will be the total no of employees who will be accessing this new HRMS system	As above
116.	General		HRMS and Payroll	Please provide the total no of employees along with the location details who will be accessing the new proposed payroll.	as above
117.	Pg 45		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.	Please provide the total no of modules for which we just needs to built up data capturing screens and not the entire process flow.	As above
118.	General		Payroll	Please provide the total no of employees for whom the payroll be generated from the new proposed system	As above
119.	General		Payroll	Please provide the concurrency for new proposed HRMS and payroll system	as above
120.	General		Dev/testing env	Please allow us to do development and internal testing at offshore location. If not allowed then please confirm that HW, SW, Dev space will be provided by Govt for development and internal testing. We assume that the dev/testing infra includes physical space(to seat as many people as proposed by us), furniture, local lan, connectivity to SDC & DR sites, desktops, servers, database, operating system, application server software etc required for	For testing purpose all the arrangement has to done by bidders.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				app dev and testing will be provided by department. Please confirm.	
121.	3.4	90	As a part of technical bid, the detail BoM required is to be proposed as below:For Sizing Purpose only:*Concurrent users: 20,000Client end application response time: 500 ms	Please note that the user concurrency and the response times defined as sizing inputs for the solution are very stringent and technically not feasible/ that might have unnecessary cost.Concurrency:From our analysis of number of various internal users given in RFP & Pre-bid that the total internal users will be about 21,000, for which we recommend concurrency to be not more than 3500.Response Time: Since teh response time at client side depends on many variable factors (such as per user bandwidth, network latency, page siize etc.), we recommend to measure the response time at the DC, from a client system placed within DC. Further, the response time of 500 ms (0.5 sec) is too low from current standards. Recommend to increase this to not less than 5 seconds for a page size of 50KB.	As above.
122.	3.4	90	As a part of technical bid, the detail BoM required is to be proposed as below: For Sizing Purpose only: *Concurrent users: 20,000 Client end application response time: 500 ms	Please provide the total number of external users expected to access the systems and corresponding concurrency. Please also provide total number of users & concurrency for which the mobile application should be sized for?	1. As above. 2. Mobile user cannot be envisaged at this stage.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
123.	2.4 3.2.2. 9.6	15 31 128	Qualification Criteria: 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. 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. Self declaraitiion forms - We are agrees to provide the unlimited licenses to Govt. of Gujarat.	a) Please clarify whether the unlimited licenses requirement is applicable only for ERP COTS product, if proposed. That, is whether it is excluded for base products such as BPM, DMS, Rule Engine etc. b) Suggest to only define the number of users required / performance to be satisfied considering growth for 8 years and revoke the condition for unlimited licenses of COTS products These will be unnecessarily costly and will be dependent on OEM. c) Please clarify whether support for open source products from a product vendor supporting it is mandatorily required. If so please explicitly define the same so that all proposals will comply to the same.	a) & b) as per RFP. C) Yes
124.	2.23.6.1 3.4	2293	Page 21 - Sec 2.23.6.1 - Product Roadmap for the next eight yearsThe 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	a) Pleae clarify whether this is only applicable for ERP COTS product?b) Since the product roadmap and the time until which it is in sale and on support depends on OEM, the same should be discussed with OEMs and defined. Please revoke/ relax (reduce to 3 years, remove end of sale) these clauses.b) Please clarify whether these are applicable for open source products?	Both open source and COTS product. If product declared as end of sale/support during 8 years of period, bidder has to provide the latest version, latest major upgrade/alternate product with all relevant customization without any additional cost to GoG. The undertaking has to give for the same by bidder.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
125.	PBQ Query No. 454, 560 3.2.3 3.2.1 3.3 Section 3, Clause 3.8 - 3.8.2	32 31 36 92	PBQ no. 454 confirms BPR is already done and no. 560 mentions BPR is in scope [Also RFP contents referring BPR] 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. 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. 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	All these clauses indicate open scope/ change in scope later, from what can be assessed and estimated by bidder while submitting the bid. Please note that a Business Process Re-Engineering (BPR) activity typically involves coming up with new processes (varying to any degree from existing) to accommodate requirements of parties involved - hence the keep the scope open, which cannot be absorbed by SI. Our understanding is that, the BPR activit is already carried out and the functional requirements & processes mentioned in RFP is based on the resulting report. As part of the requirement analysis, now only detailing of the same is required, hence the resulting SRS will be within the scope boundary defined in the RFP and detailed in the proposal. Please confirm. Request to remove the term BPR from the RFP as it can keep scope open to any change. Bidder may propose new functionalities during Business blue printing phase, if any. However our understanding is that, such new requirements will be separately assessed whether with in RFP defined scope. If so, it will be estimated and considered via change management procedure (change request). Please confirm. Please exclude major product upgrades form free of cost solution migration and related changes, testing & deployment efforts. Otherwise this may unnecessarily cost	As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			the rules related to Gujarat Financial, Budget, Treasuries etc. are available on http://financedepartment.guj arat.gov.in/rules.html. The system should be developed/customized as per this rules and scope of work. 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	additional effort being factored. Understand that when a change request is estimated, the training/ change management required for the same will also be part of the estimate. Please confirm. If, other than that refresh trainings/ change management is required, please define the interval/ number of such trainings expected.	
126.	3.4, 3.4.1. Section 3, Clause 3.8 - 3.8.2	8992	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 5resources (application developer, system analyst, DBA or any other	a) Please clarify whether the support development team model is T & M or FPP. If not T & M, please exclude clause of additional resources for changes at not cost. Please note that, if a fixed number of sources are asked/ of if the enhancements cannot be defined now, either the changes are to be prioritized and schedule to be defined & mutually agreed based on available manpower or get additional manpower for additional cost for a rate defined.b) Similarly, Please clarify the model on which the handholding resources will be operating & billed. AS here also fixed number of resources are asked. Please also provide total number of locations.	This is already clarified in the revised bid. The bill should be actual no. of resource deployed on location.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			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.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 helpdeskteam. Other resources may be placed at District Locations		
127.	3.4	91	Considering the 8 years of growth if more compute infrastructure and storage will be required than it will be provided by Department. However, the incremental licenses of the OS and Database is required to be supplied and maintained with	The licenses to be provided for the sizing requirement as given in RFP. Any additional licenses, required for change in sizing requirements, will be charged additional. Please confirm. Otherwise unnecessary & varying cost will be added by bidders, with varying system load handling capabilities.	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			required ATS/AMC by bidder during 8 years of O & M period as part of this bid. The bidder has to envisage incremental licenses and AMC/ATS cost and the quote for the same in financial bid.		
128.	3.6PBQ Query no. 413	96	Language of the Producto The product modules to be developed by the SP must be support Gujarati and English languages.As part of answer to query no. 413 of first PBQ response, it is mentioned that translation / transliteration between languages are part of requirements (though for our query it ls mentioned labels are the one to be multi-lingual)	Please note that the various technical solutions available for the translation/ transliteration will have varying results/ capabilities and the decision on whether the solution provided is adequate to requirements are very subjective and hence will affect acceptance process. Hence suggest to either drop this requirement or mention the same tool to be used by everyone (acceptance will be only based on tool quality).Typically, the multi-language site only provides labels in multiple languages.	No Change. As per revised RFP.
129.	2.1.20	10	2.1.20. Go Live means 100 Successful transactions of each functionalities and Module after UAT.	Please confirm our understanding that the transactions defined in this clause refers to dummy transactions executed in a test/ pre-prod stage.	No. The transaction data will be real time as decided by the Finance Department.
130.	6.2.1	107	Page 102 - Sec 6.2.1.1 - UAT Milestone / Other dependent milestones	Please define clauses indicating delays not accounting to SI will be exempted from SLA/ Penalties. In case of delays from customer/ customer controlled entities, the same may lead to change requests as the resources need to be locked. For UAT milestone, request to remove the penalty as this will e driven by the customer / authorized party.	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
131.	3.2.2. 2.23	31 23	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. 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. In case of a tie where two or more bidders quote the same price, the bidder with the higher technical score will be invited first for negotiations for awarding the contract.	Confirm whether the following COTS products are mandatorily to be proposed a) Business Process Manager (BPM) b) Business Rule Engine (BRE) c) Document Management System d) Portal e) Enterprise Service Bus f) Business Analytics Platform / Reporting Tool For component mandatory, please define the same/ define the required technical capabilities as part of a compliance document so that the proposed solutions from various vendors will be at same level of capability and hence can be compared on price effectively.	Bidder may choose.
132.	3.5	95	4) Ensure the accuracy and completeness of the migrated data. Department reserves the right to verify the accuracy and completeness of the	It is clarified in the PBQ response that data verification will be done by FD and validation by SP. Would like to confirm our understanding on this.The SP will define the templates for collection of data for migration	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			migrated data on its own or through its nominated agencies.	and define the data technical data quality rules as required. However the functional correctness of data has to be ensured by department and related arbitrations as well, if any. Since the no. and complexity data quality rules to be defined are not available, right now, the proposal will have assumptions on the same, which needs to be considered for deciding CR, in case there is a significant difference (say more than 10%).Same also holds good for assumptions on migration volumetric.	
133.	3.4		<Support Window not defined>	Please define the support window expected. Please define the usage timings for various modules. Please provide the number of onsite locations where support personnel is physically expected (other than handholding resources), if any.	IT is already define in the RFP. Handholding support.
134.	3.2.3	33	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. b) The following is an <u>indicative list of external systems</u> / agencies that the proposed system should be capable of interfacing ... The external interface	Since the integration expectation (level of automated integration) may vary allow the bidder to define the interaction requirements in the proposal based on RFP requirements. The same to be considered as scope boundary for the same, in case of major differences may get this revised and change request to be raised based.	No Change. As per revised RFP.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			development will be done during the course of the Project as and when required.		
135.	3.1	26	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.	Please define the transaction volumes per duration (assumes the given data is for entire year) for which the system to be sized for considering the growth as well.	As above
136.	Section 3, Clause 3.1.2	29	Finance data warehouse module	Is this part of (section related to finance) Analytics / reporting DB creation as part of BI requirements, which will consolidate data from various modules/ systems? Please clarify he intent of this module and how it is being envisaged? The RFP only refers some bulleted points such as Inventory Module, Insurance Module etc.	This is for analysis, projection and forecasting purpose.
137.	Section 3, Clause 3.3.6	68	Panchayati Raj Finance Management System	Please provide number of users who will use system for PRI-FMS and the number of employees for the same.	As per revised RFP. Unlimited user.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
138.	3.3	37	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.guj arat.gov.in/Budget.html. The total number, volume and design of Budget Publication on the mentioned link is only indicative, the actual number, volume design of publications may vary at the time of process as per requirement of Government.	Please confirm whether we can size based on the budget publication volumes as defined in the site referred. If any growth is expected, please define.	As per revised RFP.
139.	Query No. 341		Query: Please provide more details on the number of source systems with the table counts and volume for extraction Ans; CTP, IFMS table counts	Are CTP and IFMS only source system from which the data to be migrated for the financial data warehouse? Please confirm If not please proviide the data details for these systesms as well (db size, no. of tables etc.)	CTP, IFMS, DoI, IWDMS-Budget, other external sources define in RFP for integration
140.	Query No. 347		<Scope of data quality > Query: What is the volume of data that needs data quality process? Ans: the data which are generated in solution to meet the scope of work that all required data quality process.	Please highlight what is the quality of data level in the source system in terms of percentage. Also please define the scope of work for data quality.	99%.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
141.	Query No. 354		Query: Is there a requirement for a real-time/near real-time or post facto data cleansing? Ans:Real Time	We understand that the scope is to build a financial data warehouse? Please confirm if there are requirement for real time/near real time data capture	as above
142.	Query No. 373		<Real time data - CDC> Query:Is there any requirement for real time data processing with ODS to be built? Please confirm	With reference to 354, please confirm if real time requirement is needed to build an ODS? This is because the scope defines only to create a financial data warehouse	Yes. Required as part of scope of work.
143.	Query No. 381		Data retention Policy - Lifetime	Please explain the retention policy required in terms of years and the archival period for the data warehouse Suggest to have a data retention period for better performance & DB sizing.	as above
144.	Section 3,Clause 3.1PBQ Query; 453	25	The IFMS when established in November 2009 and hasbeen in operation for the past 7 years. The IFMS handlesthe following volume of transactions:<Table>Figures are for the financial year 2014-15.Query Ans:Current Growth 20% each yearCurrent Peak Volume: 3500	Please clarify whether the prak volume given is for which period (within a month/ day/ etc,).Also please clarify this figure is across all the events. If not please provide this for all the business events.Please clarify whether this transaction rate can be applied to ESB/ API which will be used as middleware. If not what is the Transaction per second volume that will be hitting the ESB / API.	The year is already mentioned. As above.
145.	Section 3.7 section 3.1.1	96	3.7. Envisaged Project Phases: Identification of Business Process Reengineering requirement to achieve the proposed service levels, including legal changes	How many AS IS process are present and what are the percentage of process to be reengineered should be considered. However section 3.1.1 18 The proposed system plans to implement the following Business Process Reengineering	Bidder has to study at the time of requirement gathering.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			required in processes. Documentation of To-Be Process maps in line with the BPR proposed of processes.	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. Is this the only list which needs to be reengineered? Please confirm.	
146.	PBQ Query 450		,Interface with IWDMS> Query: Our understanding is that the IWDMS will discontinue after IFMS-2. Pls confirm Ans: Bugdet will be trasnfer in IFMS II	Please confirm the understanding that the entire Budget Preparation & control will be moved out from IWDMS and into the new IFMS system. Please confirm. Correspondingly please define what is the voluem of data migration required from IWDMS as well as what is the integration scenaios required with IWDMS?	Yes. Already mentioned
147.	PBQ Query 415		No. of Tickets as below For Financial Year 2016-17 L1 - 60000+ L2 - 20000+ L3 - 1000+	Please define the current categorization for L1, L2, L3 tickets, in terms of what role is performed by the resource. Request tp give last 6 months ticket dump to analyze the ticket patters to optimize	The current categorization is attached herewith. The dump will be provided to selected bidder.
148.	3.4.1	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	Please clarify the roles & responsibilities expected from handholding resourcesCould not find from the PBQ answers and revised RFP, the duration for which the handholding resources are to be proposed. Please clarify,	The resources proposed for hand holding support will be helping hand to that location and that subordinate offices. They will resolve the issues of users and also provide the

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
			placed at Head Quarter/Gandhinagar including helpdesk team.Other resources may be placed at District Locations		training on any new functionalities.
149.	PBQ Query 540		Query: 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? Ans: 1. We have Life time Data retention policy 2. Yes, 3. No	Please clarify whether the entire data from existing system for the complete period (from 2009 onwards) to be migrated to the new applciation? Can this be kept in archives and produced only on demand, with custom reports being built if required?	Last 1 year data should be migrated in new system. The data of other years should be kept in archives.
150.		91	Document Management System: In a government application like IFMS, it must deal with lots of documents & contents across various section of the overall IFMS application.	Please confirm our understanding that there are no digitization of existing documents in scope. If there are any existing documents to be migrated, please provide volume & number of such documents? Assume digitization/ scanning of documents, if required wil be done outside the IFMS system. Please confirm.	Yes
151.	5.1	104	T7= T6 + 8 Year	Please clarify what is the T6 referred here. Assume this is actually T5, please confirm.	as above
152.	201753 114584 6439- Gujarat IFMS.PD F Technic al Details:	92, 93	The mobile app should be developed for following functionalities with role base access and native in nature. It should develop for separately for Windows, iOS and Android.	It is understood that the mobile app is to be developed for 7 major used case as mentioned in this section. Do we need to consider 7 different mobile app or single mobile app with role based access of various users. (It is advisable to develop separate application since this will reduce the App Size and thus the app performance.) Please suggest. One of the following options can be	Single app for all users based on their rights.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				considered: 1.7 separate apps for the functional areas mentioned in the RFP 2.One app for Internal users - Employess, the other for external users - Customers and third app for Vendors (club all the related functionalities in one app) 3.Single app for all the users/stake holders/use cases. Please guide.	
153.	201753 114584 6439- Gujarat IFMS.PD FTechni cal Details:	92, 93	1. Top Management - For Report Viewing2. Drawing & Disbursement Officer - For Report Viewing	From the pre bid queries it is understood that the the Mobile Analytics is out of scope thus please explain what kind of reports are expected on the mobile app? Also, Please mention the number of reports to be considered on mobile app for both of these functionalities?	N. nos. of reports which is generated by system should be available on Mobile also.
154.	201753 114584 6439- Gujarat IFMS.PD F Technic al Details:	92, 93	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 separate native app development, can we propose "Developed Once - Use for multiple platform" approach (i.e. Hybrid or cross platform Mobile App Development with all the required native features)	As per RFP
155.	201753 114584 6439- Gujarat IFMS.PD	92, 93	The mobile app should be developed for whole application with role base access and native in nature. It should develop for separately	Are you open to go for enterprise class Mobile App Development Platforms (MADPs) to develop the native/hybrid applications or we need to use native SDKs provided by respective platforms to develop the mobile	Bidder has to use native SDKs for respective platforms.

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
	F Technical Details:		for Windows, iOS and Android.	apps?	
156.	201753 114584 6439- Gujarat IFMS.PD F Technical Details:	92, 93	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 share total number of internal and external users for Mobile Apps along with concurrency details.	as above
157.	NA	NA	NA	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.	As Above
158.		Page -44 of RFP	Payroll and Employee Database	a. What all functionality is expected in new IFMS for employee and payroll related process? We assume payroll will be processed for employee, contractors, pensioner in HRMS system and consolidated pay-bill will be processed via new IFMS, pls. confirm. b. Another option is – High level employee data will be captured in IFMS with salary detail (just to validate the salary of employee) at the time of consolidated pay-bill processing by Pay and Account Office. Pls. confirm? In that case we need to create employee database in the new IFMS.	as above
159.	NA	NA	Data Digitization / Data Migration	Please confirm our understanding that as part of work their remains no scope of Data entry ,	No need of Data Entry. Only Data Migration activities

S.No	Section No & Clause No	Page No	Original Clause	Query raised	Clarification by FD/GIL
				only the Bidder shall need to migrate the legacy digitized data available in one place(DC) to the new IFMS Application DB or datawarehouse.	should be carried out. All the data should be migrated available in DC.
160.	2.1 3.3.4 3.3.6 11 65 71	11 65 71	In Phase 3 bidder has to provide the required functionalities for the following offices: · All District Panchayats Finance Management System · All Taluka Panchayats Finance Management System Upload link for village panchayat Audit Reports to taluka panchayat & Collector Office. Panchayati Raj Finance Management System Gujarat state has 33 District Panchayats, 249 Taluka Panchayats and 14030 Gram panchayats works as rural local bodies for governing the services to rural citizens.	Our understanding is that PRI-FMS system will handle the fund management involving District Panchayath, Thaluka Panchayath and Gram Panchayaths. However from the description of Phase 3 work it looks like only District panchayath & Thaluka panchayath will be given user logins & access to this system. Please confirm the understanding. Also please clarify, the upload link for village panchayat Audit Reports referrred in RFP, wh will use that?	No. All the functionalities mentioned in Scope of Work will be developed for Disctrict, Taluka and Gram Panchayat.

Current L1, L2 and L3 Support

1. Support Level in IFMS Software Support

Three levels of support (L1, L2, L3) is provided for supporting IFMS application. Details of activities carried out in each of these three levels of support are mentioned below.

A. List of activity to be carried out under L1 support:
- Providing support to users while working on IFMS at following locations.
    - Treasury
        - Bill Processing
        - Accounting
        - PDPLA
        - LOC
        - Stamp & Cheque Inventory
        - Pension Payment
        - Status Tracking and MIS
        - Report generation of accounting

    - Local Fund
        - Pension Processing
        - MPR
        - Pay Verification

    - Sub Treasury
        - Bill Processing
        - Accounting
        - PDPLA
        - LOC
        - Stamp & Cheque Inventory
        - Pension Payment

    - DDO Office
        - Online Bill Creation
        - Pay-fixation
        - Grant tracking and MIS
        - NPS Schedule
        - Employee Census
        - Future pensioner Details to DPPF
        - Password reset and configuration change requests
        - Status Tracking and MIS

- Digital Signature issuance process
    - Form submission, printing and send to helpdesk
    - Primary document verification
    - Support for Revocation/suspension of Digital Signature

- Helping in resolution of any complain through centralize helpdesk support.
    - Giving understanding of problem to Helpdesk
    - Providing required details of problem
    - Collecting problem request number and taking follow-up to get it resolved.

- Helping in Password reset and Change in access right request
    - Guiding concern users for resetting password using admin screen.
    - Support the users for changing access rights due to
        - Transfer
        - Promotion
        - Deputation
        - Retirement
    - Provide hierarchy details to helpdesk support for configuration.
    - Provide application's access rights.

- Maintaining Problem Requests tracker on daily basis (Module Name, Received Date, Description of a PR/CR, Status, priority)

- Solve Functional problems and escalate technical problems to L2 support team
    - Understand end user requirement and provide resolution
    - In case not resolved in time, discuss the same with Helpdesk support team to enhance the application
    - Test the changes, once they are deployed at the server, inform and demonstrate the changes to the end user

- As and when required preparing and providing documents of status asked by helpdesk.

B. List of activity to be carried out under L2 support:
- Attending Client calls and providing support to Treasury users and L1 Team for fixing functional issues of IFMS.
    - Providing guidance to users on calls.
    - Identifying issues of users by taking remote access their desktops if needed.
    - Guiding users who are coming directly at helpdesk and resolving issues.
- Supporting cyber treasury portal's users on calls.
    - Guiding the functionality.

- o Identifying issues
- o Resolving the issues which are logged in issue tracker by taking follow-up from L3 team.

- IFMS training on existing IFMS functionality or for any deployed changes.
- Requirement gathering and analysis for new change request.
    - o New requirement collection and analysis.
    - o Confirming clarifications.
    - o Preparing change request document.
    - o Preparing all the functional document of approved change request.

- Providing data as per required by HOD's from IFMS application. (If needed from Backend).
    - o Supporting all the HODs (EDP/DAT/DPPF/PAO/LF/DOI) of finance department and providing data as per format given by any officials by generating reports from IFMS.
    - o For any backend details asked by client, raising request and providing details as asked by follow-up from L3 support team.

- Maintaining Problem request and Change request tracker and submitting daily status to client.
- Provide Server logs to L3 Technical team as and when required
- Weekly/fortnightly application status reporting
- Coordination with the different HoD's and external agency integrated with the system
- Testing the application for any change in the system
- Application SLA Monitoring
- Database Administration
- Database Back-up/Restoration activity
- Archival Management activity
- Application server (GlassFish) and Database server (MySQL) monitoring,
- Application Back-up (Daily, Weekly & Monthly) / restoration activity
- Plan downtime and performing maintenance activities during downtime including deploying changes/fixes

C. <u>List of activity to be carried out under L3 support:</u>
- Installation/Deployment/Integration of application
- Enhancement in existing application as per approved Change Requests
- Design and development of new application as per approved Change Requests
- Implementing minor changes as suggested by end-users

- Impact analysis of the changes and Unit & Integration testing
- Patch creation and WAR file creation for deployment in production/UAT
- Application/Database Performance Tuning
- Incorporation of changes to support Archival activity
- Providing Data as per Ad-hoc requests
- Application level problem fixing
- Application support (configuration, authentication related activities)
- Project Management Activity, Quality related activity, Documentation & Application SLA Monitoring,
- Weekly/fortnightly application status reporting