S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
1	Page 11, Section 2.4. Qualification Criteria	The bidder should have experience in customization/development and implementation, support services of at least 2 eOffice/workflow and document management system solution in India which include workflow and DMS in state/central government or PSU or any board or corporation set up by government having each of value at least 5 crores. Projects should be functional at multiple location.	Please include the following criteria for qualification: The bidder should have experience in customization/development and implementation, support services of at least 2 eOffice/workflow and document management system solution in India which include workflow and DMS in state/central government or PSU or any board or corporation set up by government / Government Affiliate or Government holding 25% or above / Utilities / Pharmaceuticals having each of value at least 4.5 crores or cumulative of all POs for single project adds to 4.5 crores. Projects should be functional at multiple location.	As per revised RFP
2	Page 31 Point # 18	The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0	Why is separate instance required, will not all office have same set of requirements apart from flow?	As per revised RFP
3	Page 41 Section 3.5.2.1 Point # 9	Ability to type notes with the help of voice dictation module and using stillet to write on screen as in smart phone	Please explain on voice dictation module	As per revised RFP
4	3.5.2.9	Requesting for Visitor pass to New Sachivalaya by mobile app, SMS, etc.,	SMS should trigger request in system , this requires dedicated number for visitor to send SMS. Will DST arrange for required infrastructure?	Visitor will request for pass through Mobile App/web portal only. The status confimration SMS shall be send to the visitor.
5	Page # 52	Department will provide the virtualization/cloud environment.	Will the environment on day one i.e. T days , if there are any delays in availability of hardware that should not impose penalty on bidder for deliverable	Delay which is not attributable to SP, will not be considered while calculating penalties if any.
6	Page 37 Section 3.5.1.11 Point # 5	The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.	Bidder has to propose backup solution or DST will be using existing backup software/solution for IWDMS backup. Backup solution is to be considered in Financial bid?	DST will provide the Backup Solution. Currently we are using EMC Networker 9.1.05
7	Page 50 Section 3.6	Integration Scope	Please give details on technology/platform used for these applications	The details of technology platform of other application shall be provided at the time of actual implementation. However, the integration shall be done through API.
8	Page 54 Section 3.7 Technical Details:	Bidder should provide a mobile app which must provide all the requisite functionalities from web interface functionalities which are feasible to deliver from mobile app in all the 3 versions of mobile OS, viz., Android, iOS & Windows.	Can you list down which are the mandatory functionalities/requirements to be fulfilled by Mobil app	As per revised RFP
9	Page 46, Section 3.5.2.17. Citizen Grievance Redressal Portal		Should we assume this portal will be accessible to over internet ? Can we consider to develop with independently of IWDMS which will internally have integration with IWDMS 2.0 ?	1) Pl. see clause no 3.5; pg no. 28 2) The existing IWDMS will be discontinued after sucessful implementation of IWDMS 2.0.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
10	Page 50, Section 3.6. Integration Scope	Integration with Common Service Portal Integration of the Common Service Portal for Citizen Centric Services	Is the Citizen centric portal will be different from citizen grievance redressal portal ? Is there option to combine them to one or build on the existing portal ?	Yes. Common service portal is totally separate portal owned by DST/GoG. Citizen Grievance redressal Portal asked in the RFP will be part of the IWDMS 2.0 and both of these portal should be integrated through API.
11	Page 28, Section 3.5. Technical Scope of Work	Government of Gujarat has envisaged the requirement of a new version (2.0) of Integrated Workflow and Document Management System (IWDMS) as a centralized web cum mobile based application which can be accessed by departmental officials of various departments/ agencies of Government of Gujarat across the State either on secured intranet and internet using several devices like Laptop, PC and Mobile Tablets/iPad.	Should we consider all the user login will be authenticate for the IWDMS systems over intranet or internet ? This will no be accessible with login to system or freely available to general public ?	As per revised RFP
12	Page 47 , Section 3.5.2.18	These may or may not be developed in IWDMS 2.0. The department's latest & upcoming requirements which needs to be collected after work order is given and accordingly eFile tracking and management system needs to be customized to individual department's need.	Should we consider each application list as individual workflows/customization to defined in as part implementation scope ?	Yes.
13	Page 54 , Section 3.7 in Technical Details:	Document Management System: In a government application like IWDMS 2.0, it must deal with lots of documents & contents across various section of the overall IWDMS 2.0 application.	Do we have high level list/count of how many different types documents will be stored with their associated metadata ? Does each document type will required to have upload screens with associated metadata/fields ?	As per revised RFP
14	Page 38 , Section 3.5.1.14 Process Monitoring and Reporting	The workflow management system shall support the generation of performance comparison reports.	Please provide additional details on this ?	The no. of files created by the individual, time taken for necessary action, disposal of files etc.
15	Page 38 , Section 3.5.1.14 Process Monitoring and Reporting	System shall provide a facility to configure role-based dashboard for individuals, for e.g., dashboard for Secretary, dashboard for director/Commissioner/ HoD/Officers assigned to monitor.	Should we consider around 10 different types of dashboard to be defined for different roles ?	The dashboard for all the functionalities mentioned in Scope of Work shall be developed. Dashboard should be custamizable according to user needs. User should be able to pick and choose from the various pre-defined dashboard parameter as per his choice.
16	Page 38 , Section 3.5.1.14 Process Monitoring and Reporting	User should be able to configure dashboard without any coding.	What is user configuration in dashboard ? Are you looking to have configured dashboard for each user/role ? If yes what are different parameters to be considered for dashboard ?	It is like drag and drop facility of field. Users can select the required field and generate the different type of dashboard based on their their rights and needs.
17	Page 103, Section 10: Financial Bid	Part 1: One-time cost of IWDMS 2.0 including design, customization/development, implementation, Migration of existing database & testing as per the scope of work defined in this RFP	Should IWDMS 2.0 cost includes the Phase 1, 2, 3 with all the mentioned scope & department implementation ?	Yes
18	Page 69, Section 5 Timeline and PAYMENT TERMS	Proposed timelines for Implementation and payment terms		As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
19	Page 69, Section 5 Timeline and PAYMENT TERMS		Given payment terms are negotiable	As per revised RFP
20	Page 69, Section 5 Timeline and PAYMENT TERMS	Project Initiation & Team Mobilization Submission of SRS, URS and SDD and approval of UI	Can you please verify the time given both activities is same ?	As per revised RFP
21	Page 31, Section 3.5.1.2 Integrated Document Capturing (Scanning) Module		Kindly specify the number of scanning stations and number of users using the scanning system?	As per revised RFP
22	Page 31, Section 3.5.1.2 Integrated Document Capturing (Scanning) Module	Should provide an integrated individual & bulk scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution.	Kindly specify that the scanning solution to be web -based scanning system to avoid dependency on thick client machines?	As per revised RFP
23	Page 31, Section 3.5.1.2 Integrated Document Capturing (Scanning) Module	Should provide an integrated individual & bulk scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution.	Kindly specify that the web based scanning solution to have all the features listed in the section 3.5.1.2. Integrated Document Capturing (Scanning) Module without any dependency on thick client version?	As per revised RFP
24	Page 31, Section 3.5.1.2 Integrated Document Capturing (Scanning) Module	The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.	Proposed scanning solution should have feature of auto-extraction of data/index information without any manual intervention like rubber banc extraction which is very much needed. The highlighted feature of zone based and rubber band extraction though should be available are obsolete method of extraction.	As per revised RFP
25	Page 31, Section 3.5.1.2 Integrated Document Capturing (Scanning) Module		Kindly specify the number of document load in a year that will be scanned by the system?	As per revised RFP
26	Page 31, Section 3.5.1.2 Integrated Document Capturing (Scanning) Module		Kindly specify the number of fields to be OCR in documents ?	As per revised RFP
27	Section 5.1	Proposed timelines for Implementation and payment terms	Here it mentions T1- T+ 10 Days for project initiation and team mobilization and submission of SRS also T + 10 days. Is our understanding correct or it should be T1 + 10 days	As per revised RFP
28	Section 2.16.4.1	The prices quoted shall be inclusive of license software required for actual running of applications developed (i.e. Operating System, databases, any COTS product and any other software required till the tenure of contract).	Does DST have ULA agreement with any of the Database OEM	No.
29	Section 3.6	Integration Scope	Please elaborate on the existing application being used for CSP, HRMS, SWAGAT, ecourt	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
30	10 Section X	Part 2 ;One time cost of required COTs licenses, OS, Database licenses and other readymade software required for running of application for unlimited users	Since different SI will be using different Database and OS ; is there any database preference by DST? How will DST evaluate when multiple SI are offering different Database and OS	No. Bidder may select at their own. The evaluation shall be done on technical parameter defined in RFP and cost loded for the components.
31	3.5.1	DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM or should be design and develop/customized with integrated approach under Bespoke development in order to have the homogeneous and integrated solution.	Requesting you to please allow Scanning component from other vendor?	Please refer revised RFP.
32	1.2	Date and time submission of bid	Considering the complexity of the project. Please allow us 4 weeks from the pre-bid queries response for the submission of the bid	As per revised RFP.
33	3.5.1. System Requirement/Page 29	Undertake requirement / GAP Analysis, customization/development and installation of new customized/developed integrated product as per the transactional needs of the State of Gujarat for a minimum support of concurrent (transacting) user base of 5,000. This installation shall be upward scalable for increase in value of concurrent user base gradually. Concurrency of users here means not just the users who are logged in to the system at a point of time but those who are actually transacting with the servers at that specific instant of time.	Does this mean that the meaning of concurrency is 1:1 i.e. 1 concurrent user is 1 named user?	As per revised RFP.
34			Also from the perspective of sizing should we consider 5000 named user for sizing requirements? Accordingly we have to propose hardware and system software requirements?	As per revised RFP
35	3.3. Geographical Scope (Offices/Location to be covered for the Project)/Page 26	Approximate users are 25,000 users. However, the no. of users may increase and the system should be scalable enough to provide seamless operations accordingly.	The proposed solution has the capability to scale to unlimited number of users provided the requisite hardware and infrastructure is available to support the scalability? Kindly specify the number of user for sizing of the hardware? Also should the sizing consider the growth of user in the coming 8 years or only the current user base?	As per revised RFP
36	3.3. Geographical Scope (Offices/Location to be covered for the Project)/Page 28	The bidder has to give the solution of unlimited users for Government of Gujarat	While you may roll out to indefinite number of instances across the state , Kindly clarify from licensing standpoint what number of users to be considered. Also kindly remove the reference of unlimited licenses?	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
37	2.16. Bid Prices 2.16.4.6/ Page 16	The bidder agrees to that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no additional cost to client. State Government may choose to carry out the development/customization of the software, after the expiry of the post implementation support, by any way they want.	The software support under active AMC program will ensure that you will get the requisite support for in support version of the software. While the number of instance can be unlimited kindly modify the clause to include the procurement of additional number of users as and when the roll out happens?	As per revised RFP
38	3.5.1. System Requirement, Point 5/Page 30	Having back to back support arrangements with OEM to provide technical support to the COTS product, in case of bidder is offering COTS Product. The OEM must submit an affidavit for supporting the COTS product for the entire duration of the contract.	OEM support will be provided under the Annual Maintenance Contract which covers the duration of the contract that is 8 years. Is that sufficient from meeting the requirement mentioned in the highlighted clause?	Yes
39	3.5.1.1 General Compliance/ Point 16/Page 31	The system shall have feature of Tag Cloud which will display the most widely used application names in homepage for ease of access.	"Tag Cloud" feature here is similar to "Favorites" or "Frequently Used Documents" features? Kindly confirm	As per revised RFP
40	3.5.1.1 General Compliance/ Point 18/Page 31	The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0	Kindly specify the requirement ? Also the proposed solution can have unlimited instances but overall users will need to be scoped from sizing and licensing perspective? Kindly specify the number of users from these departments who would be accessing the system?	As per revised RFP
41	3.5.1.2 Integrated Document Capturing (Scanning) Module/Point 30/Page 33	The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, font size, color, highlighting, etc.	Kindly modify the clause for replacing web based text editor with Office editor to have full functionality of office(like font, format) rather that just text editing?	As per revised RFP
42	3.5.1.4 Workflow Management/Page 34	The workflow management should have following in-built functionalities ⬛ Organization Management ⬛ Role Management ⬛ Role based Access ⬛ Structured Workflow ⬛ Unstructured Workflow ⬛ Each Department for its different applications should be able to customize the workflow if it so wishes.	Kindly specify if the workflow requirement is to meet the requirement of file movement and e-office requirement? If not then what are the other processes that the Department would look at automating?	Yes. It is e-Office and efile movements requirement. However the functions of Governement may vary from departments to Department.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
43	3.5.1.7 Annotations/Page 36	1 The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps, etc. 2 The system shall support automatic stamping of annotations with user name, date and time of putting annotations. 3 The system shall provide facility for securing annotations for selective users. 4 The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations	Kindly include a universal viewer to avoid any dependency of the type of files that will be required to be viewed without native viewing capabilities and features like annotation, redaction, comments and approval?	As per revised RFP
44	3.5.1.8 Indexing/Page 36	The System shall support Automatic full text indexing for Text search.	Kindly specify if the image based document also needs to be converted in to text pdf to enable search within the document?	Yes
45	3.5.1.10 Security & User Management/Page 37	The system shall support integration with eSign and PKI (public key infrastructure) for enhanced security.	We comprehend that the PKI infrastructure here refers to digital signature, kindly confirm our understanding? Secondly is there any PKI infrastructure currently being used?	As per revised RFP
46	3.5.1.20 Integration & Web Services/Page 41	The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry.	Kindly specify the internal core and legacy systems apart from the one highlighted in the section 3.6. Integration Scope with which integration is envisaged and also the whether all of these systems support integration through API/web services methodology of integration?	As per revised RFP
47	3.5.1.21 Architecture & Scalability/Page 41	Format agnostic repository to store content in multiple file formats.	Kindly also add that the format in which data is to be stored also needs to be in non-proprietary format so that in future your migration is not dependent on the OEM of the COTS solution?	As per revised RFP
48	3.10. Language of the Product/Page 56	The product modules to be developed by the SP must be support Gujarati and English languages. o The application user interface will have to program in two different interface formats – 1. English Language and 2. Gujarati Language. o For the Gujarati typing Unicode standard (shruti font) shall be used. The number of system should automatically generate from English to Gujarati.	Does the end user interface needs to be real time interactive i.e. it should render content in the relevant language based on the option selected?	Yes
49	Information Rights Management		Solution should control and protect document even after they are retrieved from repository and shared.. DMS should have the features viz. Information encryption, Permissions management. Solution should have ability to dynamically control and manage information security by allowing content owners to decide who gets to view, edit, print or forward emails and documents and who does not.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
50	MS Outlook Integration		The outlook connector for e-office should have the following features which are currently missing, 1)E-mail user should be able to search & use folder / document within outlook 2)Emails could be forwarded to the Repository automatically using Rules in MS Outlook 3)Document's properties, permissions, versions, etc. should be visible from MS Outlook	As per revised RFP
51	2.4. Qualification Criteria/Page 10	The OEM of the COTS product should have 50 or more registered partner to sell their product commercially.	Kindly modify the clause to include 5 or more partners?	As per revised RFP
52	2.4. Qualification Criteria/Page 10	The bidder must get and present an undertaking duly signed by authorized signatory of the COTS OEM to convey OEM's acceptance to the following arrangement "The COTS OEM provider agrees to provide the additional user licenses with following conditions: ▢ Additional licenses shall be provided at a discount to the quoted price in this bid subject to following discount schedule: Request for Proposal Department of Science and Technology Government of Gujarat Confidential 12 of 101 ▢ Additional License quantity from 25001 – 50000 Licenses: 60% Discount on the finalized rate per user. ▢ Additional License Quantity from 50001 and above Licenses: 80% Discount on the finalized rate per user.	Kindly remove the clause for additional user quantity discounting as the price is subject to fluctuation and market condition? Request you to also highlight by when will be the additional lots 25000-50000 and onwards will be procured?	pl refer revised RFP
53			Kindly specify for sizing purpose how many users should be considered?	pl refer revised RFP
54	3.5.1.1 General Compliance/Page 30	DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM or should be design and develop/customized with integrated approach under Bespoke development in order to have the homogeneous and integrated solution.	Kindly include Gartner listed COTS product for workflow -Case Management Based BPM Framework and for DMS-Enterprise Content Services Platform and remove the requirement for bespoke development?	pl refer revised RFP
55	8.10. Intellectual Property Rights/Page 81	At the time of awarding contract, authorized representative of COTS OEM will have to sign a separate contract agreement to such an extent with Govt. of Gujarat.	Kindly mention that the contract will be on similar lines as mentioned in the RFP?	Yes. The contract will be based on RFP and its subsequent amendments only.
56	8.10. Intellectual Property Rights/Page 81	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 Department of Science and Technology at different stages of customization and before release of final payment on completion of training and roll out of software.	Kindly clarify that the source code reference made to COTS product are related to customization and not source code of the product?	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
57	9.7. FORM VII: Original Equipment Manufacturer (OEM)/Developer Authorization Form in case of COTS Product and for OS and	This letter of authority should be on the Rs. 100 stamp paper should be signed by a person competent and having the power of attorney to bind the OEM of COTS as well as Bidder. The Bidder in its bid should include it.	Kindly remove the requirement of Rs.100 stamp paper, OEM letter head with sign and stamp should suffice the requirement of MAF?	As per revised RFP
58	4. SECTION IV: SPECIFICATIONS 4.1. Acceptance Criteria/Page 63	WFMC, BPEL & BPMN 2.0 or higher Standards	Kindly modify the clause to have "WFMC/ BPEL/ BPMN 2.0 or higher Standards	As per revised RFP
59	6.2.2.1. For Software Uptime/Page 74	>= 99.7%	Kindly specify if this applies to underlying database and whether it should be in Active -Active Configuration? Also specify for other environments what should be the availability?	Please refer page no. 27. Bidder has to design solution in such a way that application and database environment should achive 99.7% up time.
60	Clause 2.4, Page 12	The OEM of the COTS product should have 35 or more registered partners to sell their product commercially.	Every OEM has its Unique Channel/GTM policies. Having a specific no. of Channels partners as per your RFP would restrict participation of the OEM's . Moreover RFP clearly defines Bidder Qualification Criteria . Hence this clause is Redundant . Request you to delete this clause	As above
61	Clause 3.5.1, Page 30	Having back to back support arrangements with OEM to provide technical support to the COTS product, in case of bidder is offering COTS Product. The OEM must submit an affidavit for supporting the COTS product for the entire duration of the contract.	While we shall give an undertaking for supporting the offered solution/products for the entire duration of the contract, we request you to amend the requirements of giving this undertaking on the stamp paper. Please note that we are a Global Company with legal & other teams required to sign the undertaking are outside of India. Hence it would be a logistics issue for us & hence this request	As per revised RFP
62	Clause 3.5.1.1, Page 30	DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM	We request the department to give the flexibility to offer the best of breed solution for each of the requirements including DMS, Workflow/BPM, Letter/File Management and Scanning component to the bidder . This clause may also restrict participation of OEM's . Hence request you delete/amend this clause accordingly	As Above
63	Clause 8.10, Page 81	In bespoke development as well as COTS product the Department of Science and Technology shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations. /PSUs or other Gujarat's State Government Entity.	As a Platform company we do not provide Source code to our customers. As a Platform company we enable SI's to build applications & customize them as per customers requirements. Hence there is no need/requirement of source code of the platform either by the SI or the customer as the customer requirements are met without source code	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
64	Clause 8.10.5, Page 82	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 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. At the time of awarding contract, authorized representative of COTS OEM 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 Department of Science and Technology at different stages of customization and before release of final payment on completion of training and roll out of software.	As mentioned above as a Platform company we do not provide Source code to our customers. As a Platform company we enable SI's to build applications & customize them as per customers requirements. Hence there is no need/requirement of source code of the platform either by the SI or the customer as the customer requirements are met without source code . The entire application & customization would be done by the SI leveraging our platform & hence the undertaking of providing the source code of customization layer would be required to provided & signed by the SI.	As per revised RFP
65	Clause 9.7, Page 95	If we go for bespoke development or COTS product the DST shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations./PSUs or other Gujarat's State Government Entity.	As a Platform company we do not provide Source code to our customers. As a Platform company we enable SI's to build applications & customize them as per customers requirements. Hence there is no need/requirement of source code of the platform either by the SI or the customer as the customer requirements are met without source code	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
66	Clause 9.7, Page 95	We agree to the fact that 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 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. At the time of awarding contract, authorized representative of COTS OEM 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, Metadata details etc. to the DST at different stages of customization and before release of final payment on completion of training and roll out of software.	As mentioned above as a Platform company we do not provide Source code to our customers. As a Platform company we enable SI's to build applications & customize them as per customers requirements. Hence there is no need/requirement of source code of the platform either by the SI or the customer as the customer requirements are met without source code . The entire application & customization would be done by the SI leveraging our platform & hence the undertaking of providing the source code of customization layer would be required to provided & signed by the SI.	As per revised RFP
67	Clause 10.0, Page 102	The licenses for DR will be counted 25% of the quantity and price quoted for DC.	Kindly clarify if the DR prices would be considered for Commercial Evaluation	As per revised RFP
68	Clause 10.0, Page 102	The licenses for DR will be counted 25% of the quantity and price quoted for DC.	Pl. note that the COTS OEM are expected to quote for Unlimited User license at the Primary Site . Hence kindly clarify the basis of arriving at 25 % quantity for DR based on Unlimited User Lic at the primary site	As per revised RFP
69	Clause 2.5.1.8, Page 13	All undertakings submitted by the Authorized Signatory shall be on a Stamp Paper of value not less than Rs.100	While we shall give an undertaking for supporting the offered solution/products for the entire duration of the contract, we request you to amend the requirements of giving this undertaking on the stamp paper. Please note that we are a Global Company with legal & other teams required to sign the undertaking are outside of India. Hence it would be a logistics issue for us & hence this request	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
70	Clause 9.7, Page 95	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.	Kindly clarify/elaborate on this clause as this clause is not very clear	As per revised RFP
71	NA	OEM Qualification	The requirements of the RFP encompasses deploying statewide solution & hence solution requires to be Enterprise grade with huge scalability & reliability capabilities . However RFP is currently not considering Credentials of the OEM's who are offering COTS solution . We request you to include OEM qualification criteria such as presence in Gartner Magic Quadrant /Forrester /IDC so that Department gets the best of breed solution .	As per revised RFP
72	page no.11, point no.2	The bidder must have average annual turnover of at least Rs. 200 Crores for last three financial years or cumulative Rs 600 crore for last three financial years from the development/customization of solution only. (completed financial year period completed on 31st March, 2018).	request to please re-phrase the qualifying criteria as follows: The bidder must have average annual turnover of at least Rs. 100 Crores for last three financial years or cumulative Rs 300 crore for last three financial years from the development/customization of Information Technoloy and Information Technology Enabled services only. (completed financial year period completed on 31st March, 2018).	pl refer revised RFP
73	page no.11, point no.2	The bidder must have average annual turnover of at least Rs. 200 Crores for last three financial years or cumulative Rs 600 crore for last three financial years from the development/customization of solution only. (completed financial year period completed on 31st March, 2018).	Please amend the turnover from 200 Cr. To 100 Cr.	pl refer revised RFP
74	Section 2.4 Qualification Criteria, Page 11, #3	The bidder should have experience in customization/development and implementation, support services of atleast 2 eOffice/workflow and document management system solution in India	Could you please reduce this to 1 implementation?	As per revised RFP
75	Section 3.5.1.10, #9 page 37	The single sign on facility available in SATHI (HRMS) shall be used.	Which is the SSO in HRMS that is being referred to here?	HRMS is SAP based ERP which have the single sign on facility which may be ussed for IWDMS 2.0 also.
76	Section 3.5.1.3 #18, page 32		Could you please let us know current email client being used? i.e. Outlook, Lotus notes etc.	Outlook
77	Section 3.5.1.3 #24, page 32		Are you using any barcode generation mechanism at org level currently? Are barcode printing and reading devices available?	No
78	Section 3.5.1.10, #1	Security and user management	Is there an existing org level LDAP?	As per revised RFP
79	Section 3.5.1.14, #8, page 38	Diversion Report	Could you please explain what is meant by diversion report? Are there any other reports apart from the ones listed?	MIS reports: There should not be any restricition on generation of query based MIS reports from the information avaible within the system over and above listed MIS Report.
80	Section 3.5.1.20 #5, page 41	Integration	Apart from SMS & gateway, are there any other systems to be integrated with?	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
81	Section 3.12.3, page 61	Help desk services	We are assuming that helpdesk and support services for a period of 8 years is to be included in bid price. Please confirm. Also, we are assuming that base location is Ahmedabad/Gandhinagar and no travel to any other city for requirements gathering/training would be required. Please confirm.	Yes.
82	Section 3.5.1.2, page 31	Document scanning	> Approximate number of Document types to be auto identified/classified and uploaded to DMS > Approximate number of fields to be extracted per document type/form > Volume of handwritten vs printed documents > Approximate count/percentage of unstructured vs structured documents > what language are the documents in?	As per revised RFP
83	Section 5.1 , Page 69	Timeline and PAYMENT TERMS	Can the timelines be relaxed as per estimations done during RFP response?	As per revised RFP
84	6.2.2.1, page no. 74	INR 50,000 for every 10 hours of downtime at a stretch or in parts on a quarterly basis. And INR 25,000 for every subsequent hour of downtime	Request if the penalties can be reduced further.	pl refer revised RFP
85	6.2.2.2, page. 74	Severity and Penalty	Request if the penalties can be reduced further.	As per revised RFP
86	5.1, page 69	10% cost of CAPEX amount quoted in Financial Bid Penalties are additional.	please make license payments 100% advance at the time of delivery.	As per revised RFP
87	last para at page 7	Minimum absolute technical score to qualify for commercial evaluation is 50%	Please confirm if qualifying is 50% or 60%	pl refer revised RFP
88	11 - 2 point	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years/CA certificate mentioning turnover	How GIL will capture development/ customisation turnover from Balance sheet	Bidder has to give CA certificate clearly mentioninig the Turnover from the activity as per the eligibility criteria
89	page 20	80 marks technical and 20 presentation	How will you award 80-20 by going through bid or presentation?	As per revised RFP
90	page 25	quality, user friendly, cost effectiveness	Please elaborate how qualitatives will be captured	Quality Assurance could be captured based on the user experinece of the usage.
91	page 69	Partial Go-Live Procurement of COTS and OS, Database Licenses and other readymade software required to run the application, Implementation of eFile and Citizen Grievance edressal Module and UAT and Security Audit	Please confirm if you need licenses in phase manner or in one go	As per revised RFP
92	page 102	One time cost of required COTS licenses, OS, Database licenses and other readymade software required for running of application for Unlimited users (*except DR licenses) - Part 2	Do you need OS to be quoted?	Yes

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
93	page 88	The entire liability of the bidder shall be limited to Maximum (Limitation of liability) = Payment made to the bidder and explicitly exclude all direct, indirect and consequential losses impact, etc. to the Department	Use of direct word is intentionally or what may be the definition of it	Reworded: In no event shall department liable for any indirect, incidental, special, consequential, reliance or cover damage, loss of profits, revenue, date or in respect of all suits, actions, losses, expenses (including but not limited to legal fees and costs of defence and any Tax thereon) incurred by bidder. However, in no event the total liability of bidder under the project exceed the total fees received by bidder from the Client under this project, as of the date such liability arose.
94	page 81, 8.8.3	Any document, other than the Contract itself, shall remain the property of DST and shall be returned (in all copies) to DST on completion of the SI's performance under the ntract if so required by the DST.	As per our policy, we are required to retain our working papers to support the work performed by us	As per revised RFP
95		h/w sizing queries	a. Working hours (daily hours when the system will be used?)	Normal working hours 10:30 AM to 6:10 PM
96			b. How many users will be accessing the system?	As per revised RFP
97			c. Number of documents scanned and uploaded per day?	As per revised RFP
98			d. What is the number of pages per document?	As per revised RFP
99			e. Number of fields, which will be automatically picked up from the documents using OCR? (If OCR is planned to be used)	As per revised RFP
100			1) Which Platform will you deploy the solution on? Kindly specify Hardware Model ? Eg System x3550 M3 Xeon 5504 (1 chip / 4 cores) at 2.2 GHz	Its x86 based server environment. Exact model nos will be shared with successful bidder only, due to confidentiality.
101			2) What is the peak throughput requirement for your BPEL process and select the appropriate frequency?(Valid choices: per day, per hour, per minute, per second) E.g 15 Transactions per second	As per revised RFP
102			3) What is the number of Work Days per Month per user? [example: 20]	As per State Governement Calender, However if required employees are working on holidays also
103			4) What is the number of Work Hours per Day per user? [example: 8]	As per State Governement Calender and time, However if required employees are working on holidays also
104			5) What is the number of cases of the workflow that will be create (Process Instances) ? Must specify frequency. [example: 600 per hour](Valid choices: per year, quarter, month, day, hour, minute)	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
105			6 i) What is the number of total logged-in users in the workflow? [example: 1,000] ii) For the total logged-in users, what is the average think time between successive user actions/activities (in seconds)? [example: 150 seconds]iii) What is the minimum think time between successive user actions/activities (in seconds)? [default: 60 seconds] iv) Referring to i) above, to what % of the total logged-in users does this minimum think time apply? [example: 25% of 1,000 total logged-in users]	As per revised RFP
106			7) Please specify the number of developers accessing development environment? [example: 20]	The no. of developers shall be defined by the bidder in the technical bid. Minimum required nos are already defined in the RFP. Further,if required bidder is free to provide additional manpower at no cost to meet the project/SLA timeline.
107	3.1.1 General Compliance	The system shall have feature of Tag Cloud which will display the most widely used application names in homepage for ease of access.	As per mentioned in the RFP our understanding is that system shall have feature of displaying most widely searched/accessed documents in search result for getting better results. Please confirm our understanding.	As per revised RFP
108	3.1.1 General Compliance	The system should have features like ever note i.e. to share notes, to take and attach pictures to a note, attach voice memos and audio to a note, attach files to any note, to scan text in a photo using Optical Character Recognition technology, to set reminders for various tasks, goals, and projects, to create checkboxes that serve as virtual to-dos, to sync automatically between all devices.	As per mentioned in the RFP our understanding is that the system should have feature of linking notes with various documents, letters, audio, video or records attached in the file. Also it should provide the capability of to set reminders for various tasks, goals, and projects along with capability to create checkboxes that serve as virtual to-dos. Please confirm our understanding.	As per revised RFP
109	3.5.1.3 Electronic File System (e-File) Creation, Tracking & Correspondence/Letter Management System	The system shall provide a facility to add new documents in the file by calling native applications from MS – Office Suite, Open Office Suite, etc. from the same interface.	As per mentioned in the RFP our understanding is that the system shall provide the facility to add new documents in the system directly through the applications such as MS Office or Open Office suite etc. Please confirm our understanding.	As per revised RFP
110	3.5.1.3 Electronic File System (e-File) Creation, Tracking & Correspondence/Letter Management System	The system shall provide facility to open multiple documents simultaneously,	As per mentioned in the RFP our understanding is that the system shall provide facility to have the list of multiple documents which can be viewed in the same interface by clicking on the respective documents. Please confirm our understanding.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
111	3.9 Database Migration and Management	Yet to be closed files shall be migrated in new system and other data shall be kept in Archival and will be fetched as and when required	As per mentioned in the RFP our understanding is that the migrated data is to be archived and should be made available for search, as and when required without performing any processing on the migrated data/file/document. Please confirm our understanding.	As per revised RFP
112	3.9 Database Migration and Management	Database Migration & Management	We expect that data from existing system will be made available in a defined format at some export location. Also kindly specify the format in which this information including document and metadata would be made available for migration.	As per RFP. Further Database Migration & Management is entirely responsibility of bidder. DST/GoG will provide the available raw data.
113	3.9 Database Migration and Management	Database Migration & Management	Kindly provide the details on number of Legacy system and the underlying technology from which the Data Migration needs to be carried out.	The data migration needs to be carried out of existing IWDMS only.
114	3.12.2 Training, Page 60	Training	In order to create a batch wise training plan, Kindly specify the total number of users who would undergo the training in proposed 7 days. Also kindly specify the location wherein training would take place.	As per revised RFP
115	3.5.1.2 Integrated Document Capturing (Scanning) Module, Page 30	Integrated Document Capturing (Scanning) Module	Kindly provide clarity on the volume of the existing documents which is to be digitized also location of scanning stations.	No digitization work shall be carried out by the respective bidder.
116	3.5.1.2 Integrated Document Capturing (Scanning) Module, Page 30	Integrated Document Capturing (Scanning) Module	Kindly provide clarity on which DPI the scanning has to be done.	It should support Minimum 300 DPI.
117	3.6 Integration Scope, Page 49	Integration Scope	As per mentioned in the RFP the proposed solution is to be integrated with other 3rd party solution, our understanding is that GIL will provide necessary APIs and Web Services for proposed integration	API for third partly application shall be provided. However, bidder has to make api for IWDMS 2.0.
118	Section 3.5.1.4 Workflow Management	Unstructured Workflow	Is "Unstructured Workflow" refers to workflow which are dynamic in nature. Kindly provide use case for better understanding of unstructured workflow scenario	Its refer to level jumping (Horizontal & Vertical). For e.g. Section officer can send file to DS or JS directly.
119	3.8 Development and O & M Team	Bidder shall propose development team with efficient resource to develop/customize IWDMS 2.0 in prescribed timeline. The developer team resources will be based onsite at location/ premises to be provided by Government of Gujarat.	Kindly request to allow Oniste/Offshore development activities during the implementation phase.	As per revised RFP
120	2.16. Bid Prices, Page 16	The prices quoted shall be inclusive of license software required for actual running of applications developed (i.e. Operating System, databases, any COTS product and any other software required till the tenure of contract).	Some of the software components are depended on number of cores being used for running the application. The hardware sizing will be done for 5000 cocurrency. Please confirm that DST/GAD will provide additional cost for those components which are depended on cores being utilized, if there is an increase in concurrency.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
121	3.5.1. System Requirement/Page 29	Undertake requirement / GAP Analysis, customization/development and installation of new customized/developed integrated product as per the transactional needs of the State of Gujarat for a minimum support of concurrent (transacting) user base of 5,000. This installation shall be upward scalable for increase in value of concurrent user base gradually. Concurrency of users here means not just the users who are logged in to the system at a point of time but those who are actually transacting with the servers at that specific instant of time.	Does this mean that the meaning of concurrency is 1:1 i.e. 1 concurrent user is 1 named user? Also from the perspective of sizing should we consider 5000 named user for sizing requirements? Accordingly we have to propose hardware and system software requirements?	As per revised RFP
122	3.3. Geographical Scope (Offices/Location to be covered for the Project)/Page 28	The bidder has to give the solution of unlimited users for Government of Gujarat	While you may roll out to indefinite number of instances across the state , Kindly clarify from licensing standpoint what number of users to be considered. Also kindly remove the reference of unlimited licenses?	As per revised RFP
123	2.16. Bid Prices 2.16.4.6/ Page 16	The bidder agrees to that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no additional cost to client. State Government may choose to carry out the development/customization of the software, after the expiry of the post implementation support, by any way they want.	The software support under active AMC program will ensure that you will get the requisite support for in support version of the software. While the number of instance can be unlimited kindly modify the clause to include the procurement of additional number of users as and when the roll out happens?	As above.
124	3.5.1. System Requirement, Point 5/Page 30	Having back to back support arrangements with OEM to provide technical support to the COTS product, in case of bidder is offering COTS Product. The OEM must submit an affidavit for supporting the COTS product for the entire duration of the contract.	OEM support will be provided under the Annual Maintenance Contract which covers the duration of the contract that is 8 years. Is that sufficient from meeting the requirement mentioned in the highlighted clause?	As above.
125	3.5.1.1 General Compliance/ Point 16/Page 31	The system shall have feature of Tag Cloud which will display the most widely used application names in homepage for ease of access.	"Tag Cloud" feature here is similar to "Favorites" or "Frequently Used Documents" features? Kindly confirm	As above.
126	3.5.1.1 General Compliance/ Point 18/Page 31	The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0	Kindly specify the requirement ? Also the proposed solution can have unlimited instances but overall users will need to be scoped from sizing and licensing perspective? Kindly specify the number of users from these departments who would be accessing the system?	As above.
127	3.5.1.2 Integrated Document Capturing (Scanning) Module/Page 31		Kindly specify the number of scanning stations and number of users using the scanning system?	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
128	3.5.1.2 Integrated Document Capturing (Scanning) Module/Page 31	Should provide an integrated individual & bulk scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution.	Kindly specify that the scanning solution to be web -based scanning system to avoid dependency on thick client machines?	As above.
129	3.5.1.2 Integrated Document Capturing (Scanning) Module/Page 31	Should provide an integrated individual & bulk scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution.	Kindly specify that the web based scanning solution to have all the features listed in the section 3.5.2. Integrated Document Capturing (Scanning) Module without any dependency on thick client version?	As above.
130	3.5.1.2 Integrated Document Capturing (Scanning) Module/Page 31	The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.	Proposed scanning solution should have feature of auto-extraction of data/index information without any manual intervention like rubber banc extraction which is very much needed. The highlighted feature of zone based and rubber band extraction though should be available are obsolete method of extraction.	As above.
131			Kindly specify the number of document load in a year that will be scanned by the system?	As above.
132	3.5.1.2 Integrated Document Capturing (Scanning) Module/Point 30/Page 33	The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, font size, color, highlighting, etc.	Kindly modify the clause for replacing web based text editor with Office editor to have full functionality of office(like font, format) rather that just text editing?	As above.
133	3.5.1.4 Workflow Management/Page 34	The workflow management should have following in-built functionalities Organization Management Role Management Role based Access Structured Workflow Unstructured Workflow Each Department for its different applications should be able to customize the workflow if it so wishes.	Kindly specify if the workflow requirement is to meet the requirement of file movement and e-office requirement? If not then what are the other processes that the Department would look at automating?	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
134	3.5.1.7 Annotations/Page 36	1 The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps, etc. 2 The system shall support automatic stamping of annotations with user name, date and time of putting annotations. 3 The system shall provide facility for securing annotations for selective users. 4 The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations	Kindly include a universal viewer to avoid any dependency of the type of files that will be required to be viewed without native viewing capabilities and features like annotation, redaction, comments and approval?	As per revised RFP
135	3.5.1.8 Indexing/Page 36	The System shall support Automatic full text indexing for Text search.	Kindly specify if the image based document also needs to be converted in to text pdf to enable search within the document?	As per revised RFP
136	3.5.1.10 Security & User Management/ Page 37	The system shall support integration with eSign and PKI (public key infrastructure) for enhanced security.	We comprehend that the PKI infrastructure here refers to digital signature, kindly confirm our understanding? Secondly is there any PKI infrastructure currently being used?	As above.
137	3.5.1.20 Integration & Web Services/Page 41	The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry.	Kindly specify the internal core and legacy systems apart from the one highlighted in the section 3.6. Integration Scope with which integration is envisaged and also the whether all of these systems support integration through API/web services methodology of integration?	As above.
138	3.5.1.21 Architecture & Scalability/Page 41	Format agnostic repository to store content in multiple file formats.	Kindly also add that the format in which data is to be stored also needs to be in non-proprietary format so that in future your migration is not dependent on the OEM of the COTS solution?	As above.
139	3.10. Language of the Product/Page 56	The product modules to be developed by the SP must be support Gujarati and English languages. o The application user interface will have to program in two different interface formats – 1. English Language and 2. Gujarati Language. o For the Gujarati typing Unicode standard (shruti font) shall be used. The number of system should automatically generate from English to Gujarati.	Does the end user interface needs to be real time interactive i.e. it should render content in the relevant language based on the option selected?	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
140	Information Rights Management		Solution should control and protect document even after they are retrieved from repository and shared.. DMS should have the features viz. Information encryption, Permissions management. Solution should have ability to dynamically control and manage information security by allowing content owners to decide who gets to view, edit, print or forward emails and documents and who does not.	As above.
141	MS Outlook Integration		The outlook connector for e-office should have the following features which are currently missing, 1)E-mail user should be able to search & use folder / document within outlook 2)Emails could be forwarded to the Repository automatically using Rules in MS Outlook 3)Document's properties, permissions, versions, etc. should be visible from MS Outlook	As above.
142	3.5.1.1 General Compliance/Page 30	DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM or should be design and develop/customized with integrated approach under Bespoke development in order to have the homogeneous and integrated solution.	Kindly include Gartner listed COTS product for workflow -Case Management Based BPM Framework and for DMS-Enterprise Content Services Platform and remove the requirement for bespoke development?	As above.
143	8.10. Intellectual Property Rights/Page 81	At the time of awarding contract, authorized representative of COTS OEM will have to sign a separate contract agreement to such an extent with Govt. of Gujarat.	Kindly mention that the contract will be on similar lines as mentioned in the RFP?	As above.
144	8.10. Intellectual Property Rights/Page 81	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 Department of Science and Technology at different stages of customization and before release of final payment on completion of training and roll out of software.	Kindly clarify that the source code reference made to COTS product are related to customization and not source code of the product?	As above.
145	4. SECTION IV: SPECIFICATIONS 4.1. Acceptance Criteria/Page 63	WFMC, BPEL & BPMN 2.0 or higher Standards	Kindly modify the clause to have "WFMC/ BPEL/ BPMN 2.0 or higher Standards	As above.
146	6.2.2.1. For Software Uptime/Page 74	>= 99.7%	Kindly specify if this applies to underlying database and whether it should be in Active -Active Configuration? Also specify for other environments what should be the avialability?	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
147	Clause 2.4, Page 12	The OEM of the COTS product should have 35 or more registered partners to sell their product commercially.	Every OEM has its Unique Channel/GTM policies. Having a specific no. of Channels partnres as per your RFP would restrict participation of the OEM's . Moreover RFP clearly defines Bidder Qualification Criteria . Hence this clause is Redundant . Request you to delete this clause	As above.
148	Clause 3.5.1, Page 30	Having back to back support arrangements with OEM to provide technical support to the COTS product, in case of bidder is offering COTS Product. The OEM must submit an affidavit for supporting the COTS product for the entire duration of the contract.	While we shall give an undertaking for supporting the offered solution/products for the entire duration of the contract, we request you to amend the requirements of giving this undertaking on the stamp paper. Please note that we are a Global Company with legal & other teams required to sign the undertaking are outside of India. Hence it would be a logistics issue for us & hence this request	As above.
149	Clause 3.5.1.1, Page 30	DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM	We request the department to give the flexibility to offer the best of breed solution for each of the requirements including DMS, Workflow/BPM, Letter/File Management and Scanning component to the bidder . This clause may also restrict participation of OEM's . Hence request you delete/amend this clause accordingly	As above.
150	Clause 8.10, Page 81	In bespoke development as well as COTS product the Department of Science and Technology shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations. /PSUs or other Gujarat's State Government Entity.	As a Platform company we do not provide Source code to our customers. As a Platform company we enable SI's to build applications & customise them as per customers requirements. Hence there is no need/requirement of source code of the platform either by the SI or the customer as the customer requirements are met without source code	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
151	Clause 8.10.5, Page 82	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 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. At the time of awarding contract, authorized representative of COTS OEM 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 Department of Science and Technology at different stages of customization and before release of final payment on completion of training and roll out of software.	As mentioned above as a Platform company we do not provide Source code to our customers. As a Platform company we enable SI's to build applications & customise them as per customers requirements. Hence there is no need/requirement of source code of the platform either by the SI or the customer as the customer requirements are met without source code . The entire application & customisation would be done by the SI leveraging our platform & hence the undertaking of providing the source code of customisation layer would be required to provided & signed by the SI.	As above.
152	Clause 9.7, Page 95	If we go for bespoke development or COTS product the DST shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations./PSUs or other Gujarat's State Government Entity.	As a Platform company we do not provide Source code to our customers. As a Platform company we enable SI's to build applications & customise them as per customers requirements. Hence there is no need/requirement of source code of the platform either by the SI or the customer as the customer requirements are met without source code	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
153	Clause 9.7, Page 95	We agree to the fact that 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 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. At the time of awarding contract, authorized representative of COTS OEM 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 DST at different stages of customization and before release of final payment on completion of training and roll out of software.	As mentioned above as a Platform company we do not provide Source code to our customers. As a Platform company we enable SI's to build applications & customise them as per customers requirements. Hence there is no need/requirement of source code of the platform either by the SI or the customer as the customer requirements are met without source code . The entire application & customisation would be done by the SI leveraging our platform & hence the undertaking of providing the source code of customisation layer would be required to provided & signed by the SI.	As above.
154	Clause 10.0, Page 102	The licenses for DR will be counted 25% of the quantity and price quoted for DC.	Kindly clarify if the DR prices would be considered for Commercial Evaluation	As above.
155	Clause 10.0, Page 102	The licenses for DR will be counted 25% of the quantity and price quoted for DC.	Pl. note that the COTS OEM are expected to quote for Unlimited User lic at the Primary Site . Hence kindly clarifiy the basis of arriving at 25 % quantity for DR based on Unlimited User Lic at the primary site	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
156	Clause 2.5.1.8, Page 13	All undertakings submitted by the Authorized Signatory shall be on a Stamp Paper of value not less than Rs.100	While we shall give an undertaking for supporting the offered solution/products for the entire duration of the contract, we request you to amend the requirements of giving this undertaking on the stamp paper. Please note that we are a Global Company with legal & other teams required to sign the undertaking are outside of India. Hence it would be a logistics issue for us & hence this request	As above.
157	Clause 9.7, Page 95	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.	Kindly clarify/eleborate on this clause as this clause is not very clear	As above.
158	NA	OEM Qualification	The requirements of the RFP encompasses deploying statewide solution & hence solution requires to be Enterprise grade with huge scalability & reliability capabilities . Howver RFP is currently not considering Credentials of the OEM's who are offerring COTS solution . We request you to include OEM qualification criteria such as presence in Gartner Magic Quadrant /Forrester /IDC so that Department gets the best of breed solution .	As above.
159	Clasue 2.04 Page 12	Initially, the bidder has to give the unlimited user licenses	Request for a finite number of users	As per revised RFP
160	2.04 Page 13	Besides the cost of COTS licenses, if there are other items in the bid document which also attract costs based on quantity of user licenses then all such licenses shall attract discounts as mentioned above in their lump sum onetime cost or in their annual licensing costs. The TSP shall give this undertaking in respect of such quantities which are chargeable by him. The discount shall be computed against the price quoted in the Financial Bid of this RFP. Further the quantity indicated above includes such licenses bought by other Government organizations, inside Gujarat. The discount shall apply on incremental quantity and not on the cumulative quantity. Such undertaking will have to be taken from the OEM and to be submitted by the TSP along with the Bid.	We would request you to allow OEM to provide undertaking on their own format for discount rates as mentioned in clause. This undertaking would be based on SAP management approval .	As per revised RFP.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
161	Clasue 2.16.4.6 Page 16	2.16.4.6. The bidder agrees to that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no additional cost to client. State Government may choose to carry out the development/customization of the software, after the expiry of the post implementation support, by any way they want.	Any technological changes coming in product would not be supported post expiry of post implementation support if DST is not under ATS of OEM. Development/customization would be under sole responsibility of DST.	As per RFP. Further as defined in the RFP bidder quote should include 8 years OEM support charges and upon completion of contract period bidder has to handover to DST latest version with all the latest updates/upgraded is being implemented.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
162	2.23.3 Page 19	2.23.3. During the technical evaluation, DST/GIL may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarifications in due time, the technical evaluation will be done based on the information submitted in the technical bid. The price bid will be opened of the bidders whose technical bids are fully complied and who have scored 60% of technical evaluation out of 100. At any point of time, if DST/GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, DST/GIL may reject his bid without assigning any reason or explanation.	This minimum Technical score of 60% is mentioned here, whereas 50 % is mentioned in Page 5 - Please calrify which is correct.	As above
163	Clause 5 Page 26	SP has to migrate data from the existing IWDMS. Cost for data migration from existing application should be included in the price bid.\n1. 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.\n2. The bidder has to migrate all the current data out of which only last one-year data to be kept in the new system. Other data are to be kept in the archival system. As and when required by the respective department, the bidder shall have to support to retrieve the same by deputing one dedicated person. The last year data is: 0.15TB\nTotal database size is: 1.76 TB	For most of these last one year files workflows would have been completed in the existing system. Hence there is no necessity of transferring the one year data in the new system. Instead it will be better to migrate the files that are open and create those files in the new system. It will better to archive all the closed files and make them available for future retrival.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
164	Clause 3.2 Page 27	Bidder is also required to deliver workflow engine comprising of form builder, process designer and rule engine for catering needs of different department table/MIS report generator and govt. offices. The form builder and process designer will be used for everyday data capturing needs of Government organization. Government Department/Organization can build forms and process as per their requirement by its own.	Can you explain this requirment with a Practical example to understand this better.	As per revised RFP
165	Clause 3.3 Page 28	The bidder has to give the solution of unlimited users for Government of Gujarat.	A finite number will always be needed for assessing the other peripherals like Hardware etc. so please mention the same.	As per revised RFP
166	Clause 3.5.2 Page 29	2 Provide centralized application for office automation built using Enterprise Content Management and Business Process Management for covering File Movement and Tracking, Letter movement and Tracking and Committee and Meeting Management including various operational reports, etc. (the unlimited licenses pertaining to the required modules)	Can you please clarify the statement - (the unlimited licences pertaining to the required modules).	As per revised RFP
167	Clause 3.5.5 Page 30	5 Having back to back support arrangements with OEM to provide technical support to the COTS product, in case of bidder is offering COTS Product. The OEM must submit an affidavit for supporting the COTS product for the entire duration of the contract.	OEM will provide undertaking in their own format subject to management approval and also on basis that client is having active Support cost paid by their SI/DST.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
168	Cluase 3.5.1.10 Page 30	DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM or should be design and develop/customized with integrated approach under Bespoke development in order to have the homogeneous and integrated solution.	Can you please explain what do you infer by scanning component and why this shuld be part of the single OEM?	As per revised RFP
169	Cluase 3.5.1.18 Page 31	18 The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0	As per RFP it is proposed with 25000 user, requested to please clarify the same, regarding unlimited instance its an agreement which needs to be clarified by SI to DST.	As per revised RFP
170	Clause 3.3 Page 28	The bidder has to give the solution of unlimited users for Government of Gujarat.	Can you please provide the break up of users against the various solutions like Fle Management, Records Management, scanning component etc..	The breakup of the users of each module is not possible.
171	Clause 3.5.1.1 Page30	1. Proposed solution should be platform independent and should support all operating systems for with or without virtualization.	Please note that this clause may be restrictive for COTS based applications. Hence, request to remove it or change as follows Proposed solution should support Linux and/ or other operating systems	No change, As per RFP
172	Clause 9.7 Page 94	9.7. FORM VII: Original Equipment Manufacturer (OEM)/Developer Authorization Form in case of COTS Product and for OS and Database Support	We request you to kindly allow OEM to give OEM/MAF authorisation to their SI in their Standard format .	As per revised RFP
173	Section 5, clause 5.1 Page	Payment terms	Requested to pls. make payment terms on licenses to 100% within 30 days of delivery or atleast 90% against delivery within 30days and balance against go live	As per revised RFP
174	8.28. Taxes and Duties; Pg. 89	Taxes and Duties 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. Offered price should be exclusive of all applicable taxes such as GST. The billing should be done in Gujarat only.	Please include the following in the clause : "Any increase/decrease in the statutory tax structure by the Government, shall be borne the Department"	Taxes will be paid on actual.
175	Clause 2.14.1 / Page 15/106	Bid security shall be valid for 9 months from the last date of Submission.		No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
176	2.17. Validity of proposal; Pg. 17	2.17.2. In exceptional circumstances, GIL may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security period provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be permitted to modify its bid.	EMD validity period should be limited to Bid validity period only	No change
177	Clause 5.1 / Page 68/106	Payment Milestones	Please ensure Milestones shall be different for Services and Non Services. We propose below milestones: - 100% payment for Hardware and Software on delivery and Installation. - 100% payment for Implementation Services till Go-live. - 100% payment of training cost upon completion of training - Payment for Infra O&M as yearly in advance - Payment for Support charges as equated monthly installments in arrears	As per revised RFP
178	Clause 6.2.2 / Page 76/106	Overall penalty shall be capped at 5% of quarterly invoice value during contract period. However, if such value of 5% is reached for any 2 quarters during 8 years, then Customer has right to terminate the contract	Please clarify this clause. If total penalty for a contract period is capped at 5% of quarterly invoice value then how this value can be reached twice? Is this cap of 5% quarterly value is for 1 quarter or for entire Contract duration	pl refer revised RFP
179	Clause 8.14 / Page 84/106	Termination for Convenience	Termination for Convenience clause may not be accepted. Please remove this clause.	No change
180	Clause 8.14 / Page 84/106	Termination	Notice period is not mentioned in the RFP. Please add notice period of 90 days in Termination clause	No change
181	Clause 8.22 / Page 87/106	Total contract period is Go-live duration + 8 years of Support.	Though Price will be submitted for 5 years however please check if Price revalidation may be sought at the end of 5 years of Support.	No change, pl read clause clearly
182	General	Termination	The RFP does not state any situation in which SP can terminate the Contract. Please check with Legal on the same	As per revised RFP
183	General	Credit period	Please add a clause for Credit period as 30 days for Invoice payment	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
184	Pg. 16, Section 2.16.4.4	This shall also include the cost of integration with applicable modules of integrated solutions like IFMS, SAATHI, SWAGAT, Digital Gujarat, e- Vidhan (proposed), Seva Setu, Pragati Setu, Government Email & any other upcoming and/or upgraded Portal and/or applications of Govt. of Gujarat during the tenure of the contract.	Bidder understands that there will be an integration requirement as per section 3.6, Pg. 50 of the RFP . Bidder requests DST to provide the integration aspects for defined applications. For the integration requirement during O&M period, Bidder shall deploy the team during O&M as per the resource requirement defined in RFP. As O&M team will be available with DST for continuous development, DST can utilize the same team for any required integration. DST needs to prioritize the assignments given to O&M team where delivery timelines will be shared with DST. if DST wants to deliver the multiple assignments/Changes/integrations etc. in a desired timeframe and there will be requirement of more resources then DST can ask Bidder to deploy more resources for the required period on man month rate basis.	As per revised RFP
185	Pg. 26, Section 3.2, Point 2 in Table	Central Application Development (O&M) Team - Establishment of a Central Application Development (O&M) Team for Government of Gujarat to provide additional customization/development of new modules, feature enhancements, defect fixing, etc. at no extra cost during the period of contract. No Change request will be entertained during O & M period. Any development/change during the O & M will be developed through continuous development team mentioned in this RFP.	"During O&M period, Bidder will deploy the team during O&M as per the resource requirement defined in RFP. As in O&M team will be available with DST for continuous development/changes/bugs/defects etc., DST can utilize the same team for any requirement of IWDMS 2.0. DST needs to prioritize the assignments given to O&M team where delivery timelines will be shared with DST. if DST wants to deliver the multiple assignments/Changes/integrations etc. in a desired timeframe and there will be requirement of more resources then DST can ask Bidder to deploy more resources for the required period on man month rate basis. Please confirm."	As per revised RFP
186	Pg. 27, Section 3.2	Application Testing with testing of QR Code/Bar Code	Bidder understand that QR Code/Bar Code readers will be provided by DST. Please confirm.	Yes
187	Pg. 28, Section 3.2	• Digital Certificates both DSC/eSign	Bidder understand that Digital Certificates will be provided by DST. Please confirm.	Yes
188	Pg. 28, Section 3.2	• Mobile Applications	Bidder requests DST to provide list of Mobile Application along with features required in IWDMS 2.0.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
189	Pg. 29, Section 3.5.1 (1)	minimum support of concurrent (transacting) user base of 5,000. This installation shall be upward scalable for increase in value of concurrent user base gradually. Concurrency of users here means not just the users who are logged in to the system at a point of time but those who are actually transacting with the servers at that specific instant of time.	Bidder understands that the envisaged concurrency for IWDMS 2.0 is 5000. Bidder request to provided YoY growth for concurrent users.	As per revised RFP
190	Pg. 29, Section 3.5.1 (9)	Central Application Development Team to develop New Modules for the application software as and when required.	During O&M period, Bidder will deploy the team during O&M as per the resource requirement defined in RFP. As in O&M team will be available with DST for continuous development/changes/bugs/defects etc., DST can utilize the same team for any requirement of IWDMS 2.0. DST needs to prioritize the assignments given to O&M team where delivery timelines will be shared with DST. if DST wants to deliver the multiple assignments/Changes/integrations etc. in a desired timeframe and there will be requirement of more resources then DST can ask Bidder to deploy more resources for the required period on man month rate basis. Please confirm.	As per revised RFP
191	Pg. 30, Section 3.5.1.1	Compliance to workflow standards: Business Process Model and Notation (BPMN), Business Process Execution Language (BPEL) and Workflow Management Coalition (WFMC).	Bidder Workflow solution caters the complex requirements of any Government Organization and it has been running successfully in our past installations which can be provided as a reference. Hence we request you to kindly relax this criteria of Workflow. Please consider.	pl refer revised RFP
192	Pg. 30, Section 3.5.1.1 (11)	The status tracking, appointment scheduler, Committee of Secretaries, e-Cabinet, Visitor Pass Management System etc. Customized appointment Scheduler for CMO, meeting/ program follow up of meeting/program held by Hon'ble CM and other facilities as decided by individual Departments.	Bidder understands the requirement of mentioned applications like status tracking, appointment scheduler, Committee of Secretaries, e-Cabinet, Visitor Pass Management System etc. Bidder requests DST to provide the clarity on the statement "and other facilities as decided by individual Departments." As this is an open statement which may refer to development of Department Specific Process Requirements. As the there will be so many business processes comes under the department of Government of Gujarat. Please clarify the scope of this requirement.	The scope mentioned in the RFP shall be developed during the Development phase. Additional requirement shall be developed during O & M phase as part of continues development.
193	Pg. 30, Section 3.5.1.1 (12)	and report viewing facility shall be available on Mobile App also. Mobile App shall have facilities bi lingual UI and Unicode Compliant. Bidder has to provide the 3-4 theme option from which department will select the UI for application.	Bidder understands that IWDMS 2.0 will be required on Portable devices like Mobiles, Tabs etc. So the propose IWDMS solution will be accessible through such devices. Bidder requests DST to provide list of Mobile Application along with features required in IWDMS 2.0.	Yes. As above

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
194	Pg. 30, Section 3.5.1.1 (13)	Noting and Draft Preparations in IWDMS can be done using Digital Writing Pad to handle the file in the same way of handling the physical file. Senior officials will be able to put noting in a file using digital writing pad.	Bidder understands that writing pad will be provided by DST to users, for UAT and Testing.	As per revised RFP
195		The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0	Bidder understands that IWDMS 2.0 will be a centralized application for all the Government organizations as per RFP. Bidder needs to make sure that the Departments requirement will be covered in centralized IWDMS 2.0. Please confirm.	Yes.
196	Pg. 31, Section 3.5.1.1(22)	Support for creating ad hoc tasks at runtime and assigning to users. Support for creating temporary ad hoc users too on need basis however, once the active period lapses, this ad hoc user should be maintained in the system in inactive mode rather than permanently deleting so that the activity log can be traced at any point of time in the future on need basis.	Bidder requests to clarify the requirement creation adhoc users and their usage.	The adhoc users are the temporary staff in State Governement. So, the users will be created during their work tenure. After completion of their tenure it will became inactive.
197	Pg. 47, Section 3.5.2.18(22)	These may or may not be developed in IWDMS 2.0. The department's latest & upcoming requirements which needs to be collected after work order is given and accordingly eFile tracking and management system needs to be customized to individual department's need.	Bidder understands that here" latest & upcoming requirements" related to eFile tracking and management system only. This is not related to Department Specific processes. Business processes specific to departments of Government of Gujarat will not be under the scope of work which is not mentioned in RFP. Please confirm.	Department Specific processes. Business processes specific to departments of Government of Gujarat will part of scope of work mentioned in RFP
198	Pg. 50, Section 3.5.2.18(22)	Integration Scope	Bidder understands that there will be an integration requirement as per section 3.6, Pg. 50 of the RFP . Bidder request DST to provide the integration requirements for defined applications like what integration would be from SAATHI. Bidder requests to provide such details for systems mentioned in RFP.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
199	Pg. 51, Section 3.7	The SP has to provide the operation & maintenance for the period of 8 years Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. changes.	During O&M period, Bidder will deploy the team during O&M as per the resource requirement defined in RFP. As in O&M team will be available with DST for continuous development/changes/bugs/defects etc., DST can utilize the same team for any requirement of IWDMS 2.0 during O&M. DST needs to prioritize the assignments given to O&M team where delivery timelines will be shared with DST. if DST wants to deliver the multiple assignments/Changes/integrations etc. in a desired timeframe and there will be requirement of more resources then DST can ask Bidder to deploy more resources for the required period on man month rate basis. Any such changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. will be covered in the above mentioned way. Please confirm.	As above.
200	Pg. 53, Section 3.7	However, the incremental licenses of the OS and Database is required to be supplied and maintained with 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.	As defined in RFP, Bidder understands that the envisaged concurrency for IWDMS 2.0 is 5000. Bidder request to provided YoY growth for concurrent users.	As above.
201		Bidder shall propose development team with efficient resource to develop/customize IWDMS 2.0 in prescribed timeline. The developer team resources will be based onsite at location/premises to be provided by Government of Gujarat.	Bidder understands that deployment of development team by its own choice meeting the criticality of project IWDMS 2.0. Please confirm.	The team should have experience and qualification as mentioned in the RFP. Existing clause clearly defines the process to be followed by bidder for selection and deployment of resources.
202	Pg. 55, Section 3.8	All the resources mentioned in 3.8.1 and 3.8.2 are to be deployed onsite.	Please clarify that who will provide the Infrastructure at onsite: Development hardware Infra includes seating arrangements, Electricity, Furniture, Desktops, required softwares for desktops etc. for Onsite team.	Tenderer will only provide working environment i.e. seating space, furniture (table & Chair) and electricity. Rest all would be in the bidders scope of work for the entire Contract duration.
203	Pg. 55, Section3.8.1	Bidder shall propose configuration management team of 5 resources onsite (at least 3 years of experience in development/configuration of similar solution) and handholding support team of 35 resources (at least BE/B.Tech/MCA/IT graduate and having 2 years of experience in handholding/Operation & Maintenance support of IT software/application) after UAT of eFile module.	Bidder understands the this particular requirement of resources (5 resources at least 3 years of experience and 35 resources at least 2 years experience) will be required after T+3 months to till Go Live as per section 5.1. Please confirm. After GO Live, resources will be deployed as per section 3.8.2. Please confirm.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
204	Pg. 56, Section C, (2)	To provide the hand-holding support, the SP has to depute 35 technical resources initially for individual department for change management.	Bidder need to provide 35 Technical resources for handholding to each department. OR Bidder needs to provide 35 technical resources for handholding support of IWDMs 2.0. Please confirm.	1) Resources defined in the RFP is minimum required, however bidder is free to provide additional resources as per his requirement at no additional cost. 2) These Resources may be placed at disposal of various departments of GoG for providing support of IWDMS 2.0. 3) Tenderer is the final authority on finalisation of deployment place of resources asked withi in the state of Gujarat.
205	Pg. 56, Section C, (2)	To provide the hand-holding support, the SP has to depute 35 technical resources initially for individual department for change management.	Please clarify the deployment locations of these resources. These resources will deployed in secretariat departments. Please clarify and confirm.	Resource will be deployed at Ahmedabad/Gandhinagar.
206	Pg. 57, Section 3.9	Database Migration & Management	Bidder understands the data migration would be required from existing IWDMS only. Please confirm. If there are other systems from where data needs to be migrated. Please provide the system along with the data size to be migrated.	Yes. From Existing IWDMS only.
207	Pg. 59, Section 3.12.1	Application Testing through EQDC and Security audit of the application through CERT-In empanelled agency.	Bidder understands that DST will bear the cost for the Third party empanelled agency for any such audits. Bidder would be responsible for closing the Audit findings, if any. Please confirm.	As per revised RFP
208	Pg. 61, Section 3.12.2	Training to master trainers (Five from each department and Commissionerate and office) Training of software support professionals from GIL or DST	Kindly provide the total number of Trainees. Bidder requests to provide more information on this- What would be the expected no of - Batch size, No. of sessions for each batch, No. of Trainings expected ,Location of the training. Please clarify.	As per revised RFP
209	Pg. 61, Section 3.12.2	Training team who should further provide compulsory training to each user for 3 days at regional/ District SPIPA Centre. The Bidder is responsible to provide a minimum of 7 days Training to identified set of government officials and user groups on the usage of the proposed solution.	Please clarify these two statements from RFP related to training.	It talks about Train the Trainer concept wherein SP has to train the trainer for 7 Days and trainers in turn will train the users for 3days.
210	Pg. 63, Section 4.1	Business Process Management/Workflow Engine WFMC, BPEL & BPMN 2.0 or higher Standards	Bidder's Workflow solution caters the complex requirements of any Government Organization and it has been running successfully in our past installations which can be provided as a reference. Hence Bidder requests DST to kindly relax this criteria. Please consider.	As Above

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
211	Pg. 63, Section 4.1	Document Management System ODMA, WebDAV, CMIS	Bidder's Document Management system caters the complex requirements of any Government Organization and it has been running successfully in our past installations which can be provided as a reference. Hence Bidder requests DST to kindly relax this criteria. Please consider.	No Change
212	Pg. 63, Section 4.1	Record Management System DoD 5105.02, ISO 15489, VERS	Bidder's Record Management Solution solution caters the complex requirements of any Government Organization and it has been running successfully in our past installations which can be provided as a reference. Hence Bidder requests DST to kindly relax this criteria. Please consider.	No Change
213	Pg. 67, Section 4.20	At time of installation of application- Application Security Audit is required from CERT-IN Empanelled Vendor. After installation, GSDC will audit 2 times in a year as a part of GSDC policy.	Bidder understands that DST will bear the cost for the Third party empanelled agency for any such audits. Bidder would be responsible for closing the Audit findings, if any. Please confirm.	As above
214	Pg. 69,Section 5.1	Project Initiation & Team Mobilization - T1 = T + 10 Days Submission of SRS, URS and SDD and approval of UI - T2 = T + 10 Days	Bidder requests DST to re confirm the mentioned timelines where timelines of Project Initiation & Team Mobilization And Submission of URS, SRS and SDD is same. Please clarify.	As above
215	Pg. 69,Section 5.1	Table of Proposed Timelines for Implementation and Payment terms.	Bidder suggests that the bidder will deliver the software as per the signed URS, SRS and other approved documents. But usage of application in departments upto Taluka level is majorly dependent on Department. So Delivering the IWDMS 2.0 would be the Bidder's responsibility and its roll out would be DST or Department's responsibility. Considering that Please provide the acceptance criteria of all activities/milestones defined in Table of Proposed Timelines for Implementation and Payment terms.	As above
216	Pg. 74, Section 6.2.2.2	Severity 1 and Severity 2 - Response time in hrs and Resolution time in hours	Bidder understands the response time and resolution time in hours considering the working business hours of Government of Gujarat. Please confirm.	As per revised RFP
217	Pg. 74, Section 6.2.2.2	Severity 4: Service is not affected, Changes and Enhancement to be resolved at a future date.	Severity 4 issues are related to changes and Enhancement So it should be covered as per section 6.2.2.3. Development/Change during O & M Period.	No Change
218	Pg. 75	Total Time shall be measured on 24*7 basis.	Bidder request to consider total time on the basis of working hours of Government of Gujarat. As DST has already defined Application Availability penalty clause separately so any fatal error where the complete system is down can be covered through it. For any other Severity, Penalty would be considered on Prime/Working business Hours.	As above

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
219	Pg. 76, Section 6.2.2.5. Operational Related Penalty for Handholding Support	SLA Measure Target Flat Penalty Rs. Absence of Manpower and not made alternate arrangement > 1 Day 500 per day Not recruited/deployed manpower > 7 days to < 15 days 2000 per day > 15 days 3000 per day	Absence of any resource may be because of several emergent reason like act of god, medical emergency of self or any family member. Bidder requests DST to provide 7 days time to bidder to provide the replacement of resource. Please consider.	As per revised RFP
220		This penalty will be additional to nonpayment of man days cost for the said requirement.	In reference to above query, after 7 days if a bidder does not provide any replacement then then DST can stop the payment of resource from the time since the resource is not available. Please consider.	As per revised RFP
221	Pg. 83, Section 8.11.1 (b)	As per Govt. Of Gujarat circular dated 10th March 2006, the DST applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by DST at the cost of SI. The SP must include testing cost in their financial bid. The different types of tests that has to be performed through EQDC/other competent agency are as mentioned below: Stress/Load testing Performance testing Security testing	Bidder understands that any such third party cost will bear by DST. Bidder needs to close the finding of such audits. Please confirm.	As above
222	Pg. 83, Section 8.11.2 (b)	In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In Empanelled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empanelled Security Auditors.	Bidder understands that any such third party cost will bear by DST. Bidder needs to close the finding of such audits. Please confirm. If bidder needs to bear the cost of such third party cost then How many times such Audit would be required across the tenure of project? What are timelines of conducting such Audits in reference to Project implementation plan mentioned in Pg. 59, Section 5.1.	As above
223	Pg. 84, Section 8.12	Change Request Orders	During O&M period, Bidder will deploy the team during O&M as per the resource requirement defined in RFP. As in O&M team will be available with DST for continuous development/changes/bugs/defects etc., DST can utilize the same team for any requirement of IWDMS 2.0. DST needs to prioritize the assignments given to O&M team where delivery timelines will be shared with DST. if DST wants to deliver the multiple assignments/Changes/integrations etc. in a its desired timeframe and there will be requirement of more resources then DST can ask bidder to deploy more resources for the required period on man month rate basis. Please confirm.	As above

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
224	General	General	Please confirm whether onsite team will follow Government of Gujarat Calendar or Bidder's Calendar.	1) Team shall be avaialable onsite as per Governement of Gujarat Calender. 2) if required team may be called on during holidays or asked for late sitting without any additional cost to DST/GoG.
225	General	General	Please clarify the eligibility of a deployed resource for Leaves.	As per revised RFP
226	Pg. 81, Section 8.10	Intellectual Property Rights	Bidder requests DST to allow/Introduce Pre Existing Work IPR: Kindly include the clause "IPR of all pre-existing work should remain with the bidder and need not be transferred to GoG. Only IPR of development done specific to the requirements of GoG should be made available to DST". Please consider.	No Change
227	Pg. 106, Section 11	Annexure A: Approximate Department wise users and implementation Phase	Please clarify the following: Has current IWDMS system basic data of 203232 users, posts, Subjects ? If yes, then Bidder understands that it covers in Data migration of current IWDMS system. Please clarify and confirm.	As per revised RFP
228	Pg. 106, Section 11	Annexure A: Approximate Department wise users and implementation Phase	If complete data related to 203232 users, posts, Subjects etc. is not available in any existing system, then who will be responsible for creating such required data to use IWDMs 2.0. Please clarify as it will impact implementation timelines. What are the impacts of creating such data on implementation milestones and what are the bidders responsibilities on this. Please clarify as it will impact implementation timelines.	Bidder will be responsible for configuration and management of users.
229	Pg. 106, Section 11	Annexure A: Approximate Department wise users and implementation Phase	If only partial data is available then who will be responsible for creating such required data to use IWDMs 2.0, then who will be responsible for creating such required data to use IWDMs 2.0. Please clarify as it will impact implementation timelines.	As above
230	3.2 Scope of Work Component wise Scope of Work Pg.26	At the end of the contract period, in case of open source software, the source code should be successfully handed over to department/its selected agency and in case of COTS the customized part of coding shall be handed over to the department	Kindly change to the following "At the end of the contract period,open source software or COTS , the source code of customized part of coding shall be handed over to the department	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
231	3.2 Scope of Work Component wise Scope of Work Pg.26	Central Helpdesk	Kindly proivide details for the following 1) How many resources to be deployed 2) Will department provide desktops also for help desk users 3) Call logging and IVRS is required ? 4) Telephone , toll free number to be provided by department	1) As per RFP 2) Department will provide the Sitting space, IVRS, Telephone and number. 3) Rest if anything is required will be in bidders scope.
232	3.2 Scope of Work Component wise Scope of Work Pg.26	Training	kindly provide details for the following 1)How many trainees to be trained 2) Request to remove the requirement of hard copy of training material as the soft copy would be available.	As per revised RFP
233	3.5.1. System Requirement . Page # 29	Undertake requirement / GAP Analysis, customization/development and installation of new customized/developed integrated product as per the transactional needs of the State of Gujarat for a minimum support of concurrent (transacting) user base of 5,000. This installation shall be upward scalable for increase in value of concurrent user base gradually.	Please provide what is the approximate growth of users . This is required to size the necessary compute and softwares	As above
234	3.7. Operation & Maintenance Support Pg. 52 , 53	In State Data Centre and DR Site the required compute infrastructure and storage will be provided. However, bidder has required to quote, supply, install and maintain the required OS, Database and other s/w licenses provided by bidder. 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 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.	Bidder can only provide the licenses for the sized hardware and software . It would be very challenging to anticipate the additional requirement as the solution is hosted in the cloud environment . Request to delete this requirement	No Change
235	3.8. Development and O & M Team - Pg. 55	All the resources mentioned in 3.8.1 and 3.8.2 are to be deployed onsite.	Request to allow deployment of development team at offshore (SI's premise)	No Change
236	3.9. Database Migration & Management Pg. 57	Database Migration & Management	Kindly provide the following details 1) What is the current database make and version	Current Database is Oracle 11g.
237	4.1. Acceptance Criteria Pg. 63	BPM/Work flow engine standards WFMC, BPEL & BPMN 2.0 or higher Standards	Kindly change the standard to "WFMC, BPEL or BPMN 2.0 or higher Standards"	As above
238	4.17. Backup & Recovery Pg.67	4.17. Backup & Recovery	The tools for backup and recovery would be provided by department . SI has to cordinate with SDC . Is our understanding correct?	Yes.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
239	6. SECTION VI: SERVICE LEVEL AGREEMENT & PENALTY CLAUSE Pg.74	6.2.2. Operational Related Penalty 6.2.2.1. For Software Uptime	SI would be only accountable for the uptime of the application. The unavailability due to other issues like connectivity , hardware failure etc.. Would not be under SI	Yes
240	6. SECTION VI: SERVICE LEVEL AGREEMENT & PENALTY CLAUSE Pg.76	6.2.2.6. User Interface (*Response Time will be measure from SDC to SDC Client PC.) 1. Document viewer 500 ms	SLA requirement of 500 ms to generate document viewer is very stringent even the measurement is taken from DC LAN . Request to raise the time to 3 secs minimum as there would be multiple dependencies to generate the document which would be beyound SI .	The DC Server to DC Client will be used for measuring this parameters.
241	6. SECTION VI: SERVICE LEVEL AGREEMENT & PENALTY CLAUSE Pg.77	6.2.2.6. User Interface (*Response Time will be measure from SDC to SDC Client PC.) 3. Accepting, processing and rendering output of a multiple variable MIS & DSS system – 4 variable task	SLA requirement of 3 seconds for producting the mentioned output cument viewer is very stringent even the measurement is taken from DC LAN . Request to raise the time to 10 secs minimum as there would be multiple dependencies to generate the document which would be beyound SI .	The DC Server to DC Client will be used for measuring this parameters.
242	3.2. Scope of Work . Pg. no. 26	SP has to migrate data from the existing IWDMS. Cost for data migration from existing application should be included in the price bid. 1. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software, etc. should be done by bidder at no extra cost.	This clause is open ended and must be quantify with appropriate cap so that bidder can envisage the efforts and cost associated with such migration. This also list the activities which the client envisages which may come at the later date and time. Kindly suitably modify or remove this clause.	No change
243	3.2. Scope of Work Page No. 26	Establishment of a Central Application Development (O&M) Team for Government of Gujarat to provide additional customization/development of new modules, feature enhancements, defect fixing, etc. at no extra cost during the period of contract. No Change request will be entertained during O & M period. Any development/change during the O & M will be developed through continuous development team mentioned in this RFP.	This is very open ended clause and need to be quantify based on the change request of the modules and the efforts to be accounted for. Kindly change the clause based on efforts the bidder will be compensated as per the prevailing rate. 2)The unpredective addition of modules may drive the additional compute power at respective time of executing those modules and this could lead to impact the SLA and the performance of the application as a whole.	As above
244	3.2. Scope of Work Page No. 29	Undertake requirement / GAP Analysis, customization/development and installation of new customized/developed integrated product as per the transactional needs of the State of Gujarat for a minimum support of concurrent (transacting) user base of 5,000. This installation shall be upward scalable for increase in value of concurrent user base gradually. Concurrency of users here means not just the users who are logged in to the system at a point of time but those who are actually transacting with the servers at that specific instant of time.	For Sizing of Hardware, Request you to provide YoY user growth and expected concurrent users. This is the important factor to size the appropriate sizing for respective load of concurrent users. Kindly share.	As above

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
245	3.5.23. Record Management Page No. 42	Solution should support managing and tracking of physical location of documents if required.	What is expected here to track the physical location of file? Kindly elaborate and clarify.	Yes, tracking of Physical location of file through system using QR Code/Bar Code.
246	3.7. Operation & Maintenance Support - Page no 51	Monitoring & Reporting Server/ System performance	Is bidder has to supply licenses (EMS) for Monitoring & Reporting Server/ System performance?	No.
247	3.7. Operation & Maintenance Support - Page no 51	Monitoring & Reporting Server/ System performance	Who will be responsible for server OS installation, management & its Administration. As we believe that the Hardware is being provisioned by the SDC and the Firmware upgrade will be the responsibility of the SDC ,hence we request that the OS level control shall be with SDC and the bidder is only support the application level activity. Interdependency can be restricted to application , DB layer only with the bidder and it will help the client to clearly articulate the responsibility in the event of any incident.	1) As defined in the RFP, compute like server, switch, network, storage etc will be provided by the DST/GoG. However other activities like OS Installation, Management & Administration, Application installation and management, firmware installation & management etc will be the responsibility of bidder and it has to be done in supervision of SDC O&M operator and Composite team SDC. 2) Further, O&M of Compute provided as above will be the responsibility of DST/GoG.
248	3.7. Operation & Maintenance Support - Page no 51	Bidder shall set up centralized helpdesk at DST (Gandhinagar) to log complaints of the users and issue the log ticket number and communicate the corrective measure.	We believe that, IT infra, multiple hunting Telephone line , adequate space for sitting for Helpdesk will be provided by department/Client. Air conditioning cooling, clean and adequate working environment with lighting , hygienic RO drinking water other necessities will be provisioned by the client to all TCS deployed staffs. Please confirm.	As above
249	The scope of services to be offered by bidder is detailed below: - Page no 51	Provide manpower for operations, maintenance and onsite warranty support of all the existing and supplied items.	1)Is bidder has to deploy manpower (System Administrator, Network Admin and security admin) to manage central and DR infrastructure? If yes - please provide the minimum Nos. of qty of manpower resources. 2)What is the support window from bidder is expected for a)Application & Database b) IT Infrastructure support window. Kindly clarify both points.	As above

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
250	3.7. Operation & Maintenance Support Page No. 53	The DR shall be 25% of DC in terms of resource capacity (sizing). It shall be active-passive and passive active setup. SP should propose a solution where the Recovery Point Object (RPO) should not be more than 5 minutes and Recovery Time Objective (RTO) should not be more than 120 minutes. The DC and DR Site should work as Active-passive and passive-active. The data loss should not be more than 5minutes. The DR location may be in Delhi or Hyderabad or some other place. The DR environment will also be cloud environment.	1)The Infrastructure is not in the scope of SI and hence SI is completely dependent on backbone infra and the associated bandwidth and its latency between DC and DR. Kindly remove this clause from the bidder scope. However, for our understanding kindly share details of replication bandwidth between DC and DR to start from day one and gradual incrementing bandwidth envisaged , its latency between DC and DR. 2)The rate of change of data is the driving factor for RPO of 5 min. which cannot be envisaged at the time of bid and hence with certain assumption we can provide some figures . We hope that will be acceptable to client. Kindly elaborate both points.	As per revised RFP
251	3.7. Operation & Maintenance Support Page No. 54	The application should be compatible with any open standard technology. The bidder has to quote and supply any OS and data base on open standard technology with 8 years of AMC/ATS support. The bidder has to envisage incremental licenses and AMC/ATS cost and the quote for the same in financial bid.	As the compute power is not stagnant and keep changing as and when new modules and respective additional users will be introduce and therefore we cannot define the compute requirements and associated software licenses, hence remove this clause or modify it by considering with practical approach.	Bidder has to give compute requirements and associated software & OS licenses considering the current requirement. In case of no. of Users or scope of work increases beyond the RFP ask than the addtional compute will be provided by Department and incremental licenses of OS and Database will be given by bidder on prorata base.
252	3.7. Operation & Maintenance Support Page No. 54	Should be able to support Backup for hot backup and recovery at enterprise level and eliminate any risk of data loss.	Please confirm backup solution (i.e. server, tape library, licenses) is bidder scope or not ? As the infrastructure is provisioned by SDC this clause is not applicable to SI. Kindly clarify.	No
253	3.7. Operation & Maintenance Support Page No. 54	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. Bidder has to provide the latest version of application, 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.	The system Software and base application software and their road map is controlled by OEM if the same is supported by respective OEM SI will support the existing software version as is instead of removing and installing the new version. This approach is not practically a viable or feasible solution and needs complete interoperability and through testing of all modules with other inter dependencies and will require good downtime as it cannot run parallel. Even the efforts for such change cannot be envisaged at the time of bid and may undergo multiple iteration. The associated license clause can also impact the ongoing deployment setup which is very difficulty to envisage for future OEM strategy. Looking at the complexities we recommend that this clause need to be modified suitably to meet the objective.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
254	3.7. Operation & Maintenance Support - Page No 52	Concurrent users mean "those users transacting during the same session."	1)What session means here? 2) A session in a generic term means a time frame with certain elapsed time to quantify it. The transaction are module dependent and the work executed to complete the given task which can vary from transaction to transaction. So, it is advised to keep the no. of user based concurrency at Web layer to quantify it? Kindly clarify.	As per revised RFP
255	The scope of services to be offered by bidder is detailed below: - Page no 52	Concurrent users (Transacting users during the same session): 5,000	We believe that, bidder has to do the sizing for 5000 concurrent users or more. As we do not see any YoY growth which will further drive the concurrency and associated compute power. Kindly clarify.	As above
256	The scope of services to be offered by bidder is detailed below / Page no. 52	As part of technical bid, the detail BoM requires to be proposed as below: For Sizing Purpose only: *Concurrent users (Transacting users during the same session): 5,000 a. Document viewer : 500 ms second b. File link open: 1 second c. Accepting, processing and rendering output of a multiple variable MIS & DSS system – 4 variable task: 3 seconds d. 100 MS latency as part of network. Bandwidth: 1Mbps	1)In this point, do we assume that all the sizing is based on 100 ms latency as part of Network and B/W 1 Mbps for single remote office or multiple locations each having 1Mbps link or its an aggregation point where the 1Mbps is getting terminated and the given parameters in the given clause are going to be verified? Please clarify. 2)If multiple location, then share the distribution list of the users at respective location and their associated Bandwidth termination link speed. 3)Kindly let us know whether its a typo mistake of 100 MS and we should read it as 100 ms. Kindly clarify all respective points.	The DC Server to DC Client will be used for measuring this parameters.
257	The scope of services to be offered by bidder is detailed below: - Page no 53	The DR shall be 25% of DC in terms of resource capacity (sizing). It shall be active-passive and passive active setup. SP should propose a solution where the Recovery Point Object (RPO) should not be more than 5 minutes and Recovery Time Objective (RTO) should not be more than 120 minutes.	We believe that, required bandwidth between DC to DR will be provided by department to achieve the RPO of 5 Minutes. Please confirm.	As per revised RFP
258	3.8.1. Bidder shall propose the development Team for project as follow (the cost of the same has to mention in part 1 of financial bid: - Page No 55	Bidder shall propose development team with efficient resource to develop/customize IWDMS 2.0 in prescribed timeline. The developer team resources will be based onsite at location/premises to be provided by Government of Gujarat.	We believe that, Required IT infrastructure (Servers, Desktop, LAN Printer, Scanner etc.) for development team will be provided by department. Please confirm.	1) As Above 2) Bidder is responsible for anyother IT Infra required like Printer, Scanner etc including its consumables if any for the entire contract duration

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
259	3.8.2. Bidder shall propose the Operation and Maintenance team for project as follow - Page No 55	b. To support the technical support for hardware/software, mobile app, web interface including applying patching, OS updation, antivirus updation, DB Management, take new requirement, a Central Site O & M Team of System Administrator, System/Business Analyst, DBA, Security Expert, Mobility Expert, BI Expert etc. with BE (CE/IT/EC) / B.Tech (CE/IT/EC) /MCA/M.Tech in IT having minimum 4 or more years s of experience in their respective field.	Please confirm the working hours of Central Site O & M Team Please define the Number of resources required for Central Site O & M Team Is bidder has to deploy any manpower at DR Location ? Please confirm.	1. The O & M Team will working for DC as well as DR (as & when avaiable). The Working hours will be as per Government norms ans as and when required. 2. The number of manpower is mentioned in the RFP.
260	Clause 2.4: Qualification Criteria, Point 2 of Notes	2. COTS means commercially Off-The-Shelf: The software application should be readily deployable with or without configuration to suit the customer's specific process requirements and does not involve developing the application from scratch. COTS software shall be implementable or deployable and maintainable by any other competent agency other than the manufacturer or agency which has developed the COTS software. Proposed COTS software solution shall also be available with complete transparency including operation manuals, help documents, APIs and customization source code. The OEM of the COTS product should have 35 or more registered partners to sell their product commercially.	2. COTS means commercially Off-The-Shelf: The software application should bereadily deployable with or without configuration to suit the customer's specificprocess requirements and does not involve developing the application fromscratch. COTS software shall be implementable or deployable and maintainable byany other competent agency other than the manufacturer or agency which hasdeveloped the COTS software. Proposed COTS software solution shall also beavailable with complete transparency including operation manuals, helpdocuments, APIs ~~and customization source code.~~ The OEM of the COTS productshould have 35 or more registered partners to sell their product commercially.	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
261	Clause 2.6: Eligible Goods and Services, Pg. 13	2.6.1. Software application development and deployment with or without configurationto suit the customer's specific process requirements. Software shall beimplementable or deployable and maintainable by any other competent agency.Software solution shall also be available with complete transparency includingoperation manuals, help documents and source code.	2.6.1. Software application development and deployment with or without configurationto suit the customer's specific process requirements. Software shall b eimplementable or deployable and maintainable by any other competent agency.Software solution shall also be available with complete transparency including operation manuals, help documents ~~and source code~~.	No change
262	Clause 2.14 Bid Security/Earnest Money Deposit (EMD); Pg. 15	2.14.4. The Bid security may be forfeited at the discretion of TENDERER/GIL, on accountof one or more of the following reasons if:a. The Bidder withdraws their Bid during the period of Bid validity.b. Bidder does not respond to requests for clarification of their Bid.c. Bidder fails to co-operate in the Bid evaluation process,d. Bidder is found to be involved in fraudulent and corrupt practices ande. In case of a successful Bidder, the said Bidder fails:i. To sign the Agreement in timeii. To furnish Performance Bank Guaranteeiii. is found to be involved in fraudulent and corrupt practices	2.14.4. The Bid security may be forfeited at the discretion of TENDERER/GIL, on accountof one or more of the following reasons if: a. The Bidder withdraws their Bid during the period of Bid validity. ~~b. Bidder does not respond to requests for clarification of their Bid.~~ ~~c. Bidder fails to co-operate in the Bid evaluation process,~~ d. Bidder is found to be involved in fraudulent and corrupt practices ande. In case of a successful Bidder, the said Bidder fails: i. To sign the mutually agreed Agreement in time ii. To furnish Performance Bank Guarantee	No change
263	2.16 Bid Prices; Pg. 16	2.16.4.4. The price quoted shall be inclusive of "Designing,Development/Customization, Implementation, Training, Hand Holdingand Operation & Maintenance, Support for Integrated Workflow andDocument Management System" for the period of contract. Thisshallalso include the cost of integration with applicable modules ofintegrated solutions like IFMS, SAATHI, SWAGAT, Digital Gujarat, e-Vidhan (proposed), Seva Setu, Pragati Setu, Government Email & anyother upcoming and/or upgraded Portal and/or applications of Govt. ofGujarat during the tenure of the contract.	The price quoted shall be inclusive of "Designing,Development/Customization, Implementation, Training, Hand Holdingand Operation & Maintenance, Support for Integrated Workflow andDocument Management System" for the period of contract. This shallalso include the cost of integration with applicable modules ofintegrated solutions like IFMS, SAATHI, SWAGAT, Digital Gujarat, e-Vidhan (proposed), Seva Setu, Pragati Setu, Government Email ~~& anyother upcoming and/or upgraded Portal and/or applications of Govt. of Gujarat during the tenure of the contract.~~ Cost of integration with any other upcoming and/or upgraded Portal and/or applications of Govt. of Gujarat during the tenure of the contract shall be discussed mutually and shall be paid by the Purchaser additionally.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
264	2.16 Bid Prices	2.16.4.5. Bidder is expected to fill the rates/amount for all items in Financial Bidformat. Bidders quoting incredibly low or unrealistic high cost of itemswith a view to subverting the tender process shall be rejected straightaway by DST. GIL and EMD of such Bidder(s) will be forfeited. However,in case, the bidder chooses to quote zero, nil amount or blank, it will behis risk and the same shall in no way restrict the scope of the work. Anyrate quote field kept blank would imply that bidder is quoting zeroprices for that item.	2.16.4.5. Bidder is expected to fill the rates/amount for all items in Financial Bidformat. Bidders quoting incredibly low or unrealistic high cost of itemswith a view to subverting the tender process shall be rejected straightaway by DST. GIL ~~and EMD of such Bidder(s) will be forfeited.~~ However,in case, the bidder chooses to quote zero, nil amount or blank, it will behis risk and the same shall in no way restrict the scope of the work. Anyrate quote field kept blank would imply that bidder is quoting zeroprices for that item.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
265	2.23 methodology & Criteria for Technical, Financial and Final Evaluation.; Pg. 19	2.23.7 The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract.	2.23.7 The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. The negotiations should be mutual and DST/GIL cannot impose the downward modification in prices to Bidder. Bidder shall have the right to refuse to work below the quoted price without there being any consequences, financial or otherwise.	No change
266	2.28. Performance Bank Guarantee.; Pg. 22	2.28.2. The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15)working days of receipt of award. The PBG shall be 10% of the value of contractvalue valid up to 180 days beyond the expiry of contract.2.28.4. The proceeds of the Performance Bank Guarantee shall be payable to theDepartment as compensation for any loss arising from the bidder(s)'s failure tocomplete its obligations under the contract.	2.28.2. The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of receipt of award. The PBG shall be 10% of the value of contractvalue valid up to 180 days beyond the expiry of contract.2.28.4. The proceeds of the Performance Bank Guarantee shall be payable to theDepartment as compensation for any loss arising from the bidder(s)'s failure tocomplete its obligations under the contract **if the failure is due to the reasons solely and entirely attributable to the bidder.**	No change
267		2.29. Confidentiality Information relating to the examination, clarification and comparison of the proposalsshall not be disclosed to any bidder or any other persons not officially concerned withsuch process until the selection process is over. The undue use by any bidder ofconfidential information related to the process may result in rejection of its proposal.Except with the prior written consent of DST, no party, shall, at any time communicate toany person or entity any confidential information acquired in the course of the Contract.	2.29. Confidentiality Information relating to the examination, clarification and comparison of the proposalsshall not be disclosed to any bidder or any other persons not officially concerned withsuch process until the selection process is over. The undue use by any bidder ofconfidential information related to the process may result in rejection of its proposal.Except with the prior written consent of DST, no party, shall, at any time communicate toany person or entity any confidential information acquired in the course of the Contract.Every piece of Confidential information should be designated or marked as 'confidential' by the Disclosing Party at the time of disclosure of such information to the Receiving Party or where disclosed orally being confirmed in writing by the Disclosing Party within five days of such oral disclosure. The Purchaser shall also maintain the confidentiality of the information, data, documents etc. shared by the Bidder with it. This restriction does not limit the right to use information contained in the data if it: a. Is obtained from another source without restriction. b. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; c. becomes generally known to the public without violation of this Proposal;c. becomes generally known to the public without violation of this Proposal; d. is independently developed by the receiving party without the use of confidential Information and without the	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
268	Component wise Scope of Work.; Pg. 26	5. Data Migration 1. During the 8 years of O & M period any migrationactivities required to carry out due to change inInfrastructure, Software, etc. should be done by bidderat no extra cost.	5. Data Migration 1. During the 8 years of O & M period any migrationactivities required to carry out due to change inInfrastructure, Software, etc. should be done by bidder at a mutually decided no extra cost.	No change
269	3.7. Operation & Maintenance Support.; Pg 51-55	The SP has to provide the operation & maintenance for the period of 8 years Resolution of errors/bugs (if any), software updates, patches, changes in the softwarethat may be necessary due to legal/statutory/GR/Any ACT etc. changes.Provide warranty/on-site maintenance product, software that shall be supplied andinstalled under this procurement throughout the period of contract as per SLA andalso provide warranty execution/onsite maintenance of the Database S/W.The application developer/software provider should ensure that the proposed should be latest and should not be end of support/end of sales during the 8 years of O& M period. Bidder has to provide the latest version of application, latest major upgrade/alternate product with all relevant customization without any additionalcost to GoG. The undertaking has to give for the same by bidder. The proposed solution should be on open standard and compatible/inter-operablewith other technology so that, there should not be any proprietary lock in situationduring the 8 years of O & M period. ⬜ After completion of 8 years and at the time of handover-takeover, SP has to providethe application with latest technology version, update and upgrades. ⬜ Every 6 months, Bidder has to submit the documentation including source code, codestructure and architecture.	The SP has to provide the operation & maintenance for the period of 8 years Resolution of errors/bugs (if any), software updates, patches, changes in the softwarethat may be necessary due to legal/statutory/GR/Any ACT etc. changes shall be done by the SP at an additional cost .through change order process where an equitable adjustment shall be done in the contract price and delivery schedule..Provide warranty/on-site maintenance product, software that shall be supplied andinstalled under this procurement throughout the period of contract as per SLA and also provide warranty execution/onsite maintenance of the Database S/W.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
270	3.7. Operation & Maintenance Support.; Pg 51-56		Under this warranty, upon receipt of a notice, Selected Bidder shall remove the 'defect' in the deliverables. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by Purchaser. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Selected Bidder and operation of the deliverables on incompatible hardware not recommended by Selected Bidder; (ii) any change, not made by Selected Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by Purchaser without the written permission of Selected Bidder; or (iv) defects in components or materials provided to Selected Bidder by Purchaser in connection with the preparation of the deliverable. In case of breach of this warranty, Purchaser's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to Purchaser if already paid by Purchaser. EXCEPT AS SET FORTH HEREIN, THE SELECTED	No change
271	3.7. Operation & Maintenance Support.; Pg 51-57		The application developer/software provider should ensure that the proposedapplication architecture & offered solution including software or any other toolshould be latest and should not be end of support/end of sales during the 8 years of O& M period. Bidder has to provide the latest version of application, latest major upgrade/alternate product with all relevant customization without any at an additionalcost to GoG. The undertaking has to give for the same by bidder.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
272	3.7. Operation & Maintenance Support.; Pg 51-58		▢ The proposed solution should be on open standard and compatible/inter-operablewith other technology so that, there should not be any proprietary lock in situationduring the 8 years of O & M period. ▢ After completion of 8 years and at the time of handover-takeover, SP has to providethe application with latest technology version, update and upgrades. ▢ Every 6 months, Bidder has to submit the documentation including ~~source code~~, code structure and architecture.	No change
273	Development and O & M Team.; Pg. 55	3.8.2. In the Operation and Maintenance Period, the bidder is expected to carry outchange that is required due to change in functionalities or need, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period with the help of abovementioned team. No additional payment will be made during O & M period.	3.8.2. In the Operation and Maintenance Period, the bidder ~~is expected~~ will to carry outchange that is required due to change in functionalities or need, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period with the help of abovementioned team. ~~No additional payment will be made during O & M period~~. Any changes required by purchaser due to change in functionalities or need, Act, Rule, GR etc. during the 8years of Operation and Maintenance period shall be done by the bidder at an additional cost to purchaser which shall be mutually decided by the parties.	No change
274	3.9. Database Migration & Management.; Pg. 57	The selected Service Provider is required to migrate all the existing data available withDepartment in the digitized format of the existing application if required, in its currentdatabase to the new system to be hosted at State Data Centre free of cost.During the 8 years of O & M period any migration activities required to be carried out dueto change in Infrastructure, Software, etc. should be done by bidder at no extra cost. This will not be considered as any change request, as this will be continuous development process.	The selected Service Provider is required to migrate all the existing data available withDepartment in the digitized format of the existing application if required, in its currentdatabase to the new system to be hosted at State Data Centre ~~free of~~ at cost.During the 8 years of O & M period any migration activities required to be carried out dueto change in Infrastructure, Software, etc. should be done by bidder at ~~no extra~~ cost. ~~Thiswill not be considered as any change request, as this will be continuous developmentprocess.~~	No change
275	3.11. Envisaged Project Phases.; Pg. 58-59	Stage II- Implementation Phase. o Commissioning & Acceptance Testing shall involve the completion of thesupply and installation of the required software and hosting the completeapplication in Gujarat State Data Centre for carrying out live Operationsand getting the acceptance of the same from Govt. of Gujarat.o Acceptance testing shall be carried out for all the sites before thecommencement of Live Operations in the centralized location/departmentmutually decided between the Govt. of Gujarat and the bidder.	Stage II- Implementation Phase. o Commissioning & Acceptance Testing shall involve the completion of thesupply and installation of the required software and hosting the completeapplication in Gujarat State Data Centre for carrying out live Operationsand getting the acceptance of the same from Govt. of Gujarat.o Acceptance testing shall be carried out for all the sites before thecommencement of Live Operations in the centralized location/department mutually decided between the Govt. of Gujarat and the bidder.	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
276			The application software (if any) will be delivered/installed for acceptance to BUYER as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of BUYER. BUYER will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by BUYER. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by BUYER, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. BUYER will confirm acceptance in writing to Bidder. The BUYER shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by BUYER if the BUYER (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment.	No change
277			Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the BUYER. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
278	3.12. Documentation; Pg.59	3.12.1. Documentation The SP shall prepare all necessary documentation for the project, and providethem to the GAD and DST for review, approval, record, reference, etc. as mentionedin this RFP. The following is the list of deliverables in the form of documents tobe submitted by the SP in the course of project implementation. ⬜ Complete Source Code of Customization.	3.12.1. Documentation The SP shall prepare all necessary documentation for the project, and providethem to the GAD and DST for review, approval, record, reference, etc. as mentionedin this RFP. The Purchaser shall review such documents and provide its comments on such documents within 2 weeks else the same shall be deemed to have been approved by the Purchaser. The following is the list of deliverables in the form of documents to be submitted by the SP in the course of project implementation. ⬜ Complete Source Code of Customization.	As per revised RFP
279	SECTION IV. SPECIFICATIONS:: Pg. 63	4.1 Acceptance Criteria.	Unless agreed otherwise, the testing and acceptance period for a deliverable shall be seven (7) days after delivery ("Acceptance Period"). The Purchaser shall not withhold or delay the issuance of written acceptance of any of the deliverables, if the deliverables substantially meet the agreed specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by Purchaser if the Purchaser (a) fails to provide the list of Non-Conformities within the Acceptance Period, (b) fails to notify the acceptance of the deliverables at the end of the Acceptance Period, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).	No change
280	4.12. Version Control & Bug Fixing; Pg. 66	The bidder must make any modifications necessary for the duration of the contract toensure that the system is compatible with current and supported versions and releasesof the relevant operating system and other system software.	The bidder must make any modifications necessary for the duration of the contract toensure that the system is compatible with current and supported versions and releasesof the relevant operating system and other system software at an additional cost to the Purchaser.	No change
281	4.2; Pg 67	⬜ At time of installation of application- Application Security Audit is required fromCERT-IN Empaneled Vendor. After installation, GSDC will audit 2 times in a yearas a part of GSDC policy. ⬜ Patch Management will be done by Selected Bidder with the help of current DCO ⬜ Selected Bidder is responsible to compliance all VA/PT/ISO/ any other audit doneby GSDC. ⬜ Selected Bidder has to adhere to all GSDC & ISO policy.	Please accpet Application Security Audit to be done by GSDC for entire period while SI/Bidder will assist in each phase	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
282	5. SECTION V.	Timeline & PAYMENT TERMS. 5.2.5. Payment shall be made in Indian Rupees. While making payment, necessary income tax and service tax deductions will be made.	Bidder suggests the following clause be added; All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than 30 days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by RISL and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement. Invoices shall be deemed to have been accepted if Purchaser does not furnish a written objection specifying the nature of the dispute within ten (10) days from the date of invoice.	No change
283	SECTION VI; SERVICE LEVEL AGREEMENT & PENALTY CLAUSE. Pg. 73-76	Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of DST. If delay exceeds maximum delay weeks at the particular milestone, DST may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.	Bidder suggests the clause be modified as under; Note: ~~If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of DST~~. If delay exceeds maximum delay weeks at the particularmilestone, DST may have rights to terminate the contract. In that case themilestone, DST may have rights to terminate the contract. In that case thePerformance Bank Guarantee of the bidder will be forfeited.The penalty shall be applicable only if the failure is due to the reasons solely and entirely attributable to the bidder and not due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
284	6.2.1.1. Implementation related penalty for Application software – as mentioned in section 5.1.	Any availability/uptime requirements under SLA shall be subject to standard downtime,the time lost due to any of the following reasons are taken into account while calculatingthe availability/ uptime requirement: ▢ Time lost due to power or environmental failures; ▢ Time taken to recover the system because of power or environmental failures; ▢ Time taken for scheduled maintenance/ troubleshooting either for preventivepurposes or improvement in function or other purposes; ▢ Time taken for reconfiguration or other planned downtime situations; ▢ Scheduled shutdowns as required by Department	Any availability/uptime requirements under SLA shall be subject to standard downtime,the time lost due to any of the following reasons are taken into account while calculatingthe availability/ uptime requirement: ▢ Time lost due to power or environmental failures; ▢ Time taken to recover the system because of power or environmental failures; ▢ Time taken for scheduled maintenance/ troubleshooting either for preventivepurposes or improvement in function or other purposes; ▢ Time taken for reconfiguration or other planned downtime situations;▢ Scheduled shutdowns as required by Department. Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to Purchaser such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the site as required by the Bidder; Time taken for booting the system;Time lost due to unavailability of links; Mis-handling of system by any person other than Bidder's authorized representatives.	No change
285	8.3. Sub Contracts.; Pg. 80	SP is not permitted to out-source or share contractual obligation with any otherparty of the work assigned to the SP. However, in case of any explicit requirement,Department of Science and Technology may permit SP to out-source services orpart of services for execution of their contractual obligation. The payment,however, shall be made to the SP, which has a valid contract with the concerned Department of Science and Technology.	Please relax this clause so that SI/Bidder can help bring down the TCO for the department while also ensuring end-to-end ownershipof entire project.	SP is not permitted to out-source or share contractual obligation with any other party of the work assigned to the SP. However, in case of any explicit requirement, Department of Science and Technology may permit SP to out-source services or part of services for execution of their contractual obligation. The payment, however, shall be made to the SP, which has a valid contract with the concerned DST.
286	8.5. Delivery and Documents.; Pg. 80	As per the time schedule agreed between parties for specific projects given to theSP from time to time, the SP shall submit all the deliverables on due date as perthe delivery schedule. No party shall, without the other party's prior writtenconsent, disclose contract, drawings, specifications, plan, pattern, samples orother documents to any person other than an entity employed by the affectedparty for the performance of the contract. In case of the termination of the contact,all the documents prepared by the SP under this contract shall become theexclusive property of DST. The SP may retain a copy of such documents, but shallnot use anywhere, without taking permission, in writing, from DST. DST reservesright to grant or deny any such request.	As per the time schedule agreed between parties for specific projects given to theSP from time to time, the SP shall submit all the deliverables on due date as perthe delivery schedule. No party shall, without the other party's prior writtenconsent, disclose contract, drawings, specifications, plan, pattern, samples orother documents to any person other than an entity employed by the affectedparty for the performance of the contract. ~~In case of the termination of the contact,all the documents prepared by the SP under this contract shall become theexclusive property of DST. The SP may retain a copy of such documents, but shallnot use anywhere, without taking permission, in writing, from DST. DST reservesright to grant or deny any such request.~~	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
287	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.1. For a bespoke development, the Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done). The service provider is advised not to bring any software as base layer for future development as a solution. Final solution IPR will be sole and exclusive property of department, expect BI tools, OS and DB. Service Provider will have no claim to any base layer or any other component.	Please accept source code of Customized portion only for Bespoke and kindly consider indigenous work done in INDIA in past (baseline) and provide credence to Make in India process to enable Indian Origin efforts to come parallel at world stage.	No change
288	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.2. In bespoke development as well as COTS product the Department of Science and Technology shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations. /PSUs or other Gujarat's State Government Entity.	All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customization, enhancement, interface development etc. shall remain the exclusive property of Bidder and the Purchaser shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of the Purchaser the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder.	No change
289	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.3. In case of bidder not offering the COTS (ERP Solution), than the bidder has also to transfer source code so developed for the IWDMS 2.0 project to Government of Gujarat from GO Live onwards The source code, fully documented for its architecture will be exclusive property of the Government of Gujarat and the bidder will have no right to use it anywhere else without prior approval of the Government of Gujarat through the Department of Science and Technology. Considering the rights of government of Gujarat over the source code, the bidder is specifically directed not to use any proprietary layer either of its own ownership or of ownership of others with the source code to deliver the solution for the IWDMS project.	Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and Purchaser shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.	No change
290	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.4. For COTS Product the full IPR of the customized/developed solution for this project shall rest with the DST except the COTS, BI, OS and DB. Incremental IPR will be created during the Development process which will be since paid for by Govt. of Gujarat; hence such IPR will rest in Government of Gujarat.	8.10.1. The SP shall indemnify DST against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
291	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.5. 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 the COTS OEM. The Gujarat Government further intends use customized COTS back to authorized representative of COTS OEM 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 Department of Science and Technology at different stages of customization and before release of final payment on completion of training and roll out of software.	8.10.8. While passing on the rights (license) of using any software/software tool, the SP shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.	No change
292	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.6. The Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 software and the documentation related thereto, in any Gujarat state government department, at no cost to client.	8.10.2. The software licenses supplied by SP shall be genuine, non-exclusive, non-transferable, perpetual and full use. It should provide patches, fixes, security updates directly from the OEM at no additional cost to DST for the entire period of contract. All the licenses and support should be in the name of Department of Science and Technology from the date of procurement.	No change
293	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.7. The SP shall indemnify DST against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.	8.10.10. In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the SP shall act expeditiously to extinguish such claim. If the SP fails to comply and DST is required to pay compensation to a third party resulting from such infringement, the SP shall be responsible for the compensation including all expenses, court costs and lawyer fees. DST will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
294	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.8. While passing on the rights (license) of using any software/software tool, the SP shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.	In the event that Purchaser is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify Purchaser under this section according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option: (i) procure for Purchaser the right to continue using such Deliverable; (ii) modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance; (iii) replace the Deliverable with work product that is equal in capacity and performance but is non-infringing; or (iv) If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder shall refund the Purchaser the fees effectively paid for that Deliverable by the Purchaser subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Bidder and the exclusive remedy of the Purchaser in matters related to infringement of third party intellectual property rights.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
295	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.9. 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 DST for the entire period of contract. All the licenses and support should be in the name of Department of Science and Technology from the date of procurement.	Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder 's compliance with Purchaser's specific technical designs or instructions (except where Bidder knew or should have known that such compliance was likely to result in an Infringement Claim and Bidder did not inform Purchaser of the same); (ii) inclusion in a Deliverable of any content or other materials provided by Purchaser and the infringement relates to or arises from such Purchaser materials or provided material; (iii) modification of a Deliverable after delivery by Bidder to Purchaser if such modification was not made by or on behalf of the Bidder; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Bidder; or (v) use of a superseded release of some or all of the Deliverables or Purchaser's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Bidder .	No change
296	8.10. Intellectual Property Rights.; Pg. 81-82	8.10.10. In the event of any claim asserted by a third party of infringement of copyright,patent, trademark or industrial design rights arising from the use of the Goods orany part thereof in India, the SP shall act expeditiously to extinguish such claim. Ifthe SP fails to comply and DST is required to pay compensation to a third partyresulting from such infringement, the SP shall be responsible for thecompensation including all expenses, court costs and lawyer fees. DST will givenotice to the SP of such claim, if it is made, without delay where upon SP shallreimburse.	The Purchaser shall not be entitled to seek any indemnification from the Bidder unless the Purchaser provides the Bidder with (i) prompt written notice of any claim, demand or action for which the Purchaser is seeking or may seek indemnification hereunder and gives the Bidder the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the Bidder in assisting the defense of the claim and in the negotiations or settlements of any such claim, demand or action by providing all assistance and information to perform the above obligations; and (iv) allow the Bidder, at its own expense, exclusively defend such litigation, negotiations and settlements with counsel of its own choosing.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
297			The Purchaser warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.	No change
298	8.11.2. Application Security Audit.; Pg. 83	e) The inspection of the working of the developed software shall be carried outto check whether the software is in conformity with the requirementsdescribed in the contract. The tests will be performed after completion ofinstallation and commissioning of all the software at the site of installation.During the test run of software, no malfunction, partial or complete failure ofany module of software or bugs in the software is expected to occur. All thesoftware should be complete and no missing modules/sections will beallowed. The SP shall maintain necessary logs in respect of the result of thetest to establish to the entire satisfaction of DST, the successful completion ofthe test specified. An average uptime efficiency of 99.7% for the duration oftest period shall be considered as satisfactory. On successful completion ofacceptability test and after DST is satisfied with the working of the softwareon the, the acceptance certificate of DST will be issued. The date on whichsuch certificate is signed shall be deemed to be the date of successfulcommissioning of the software.	e) The inspection of the working of the developed software shall be carried outto check whether the software is in conformity with the requirementsdescribed in the contract. The tests will be performed after completion o finstallation and commissioning of all the software at the site of installation.During the test run of software, no malfunction, partial or complete failure ofany module of software or bugs in the software is expected to occur. All thesoftware should be complete and no missing modules/sections will beallowed. The SP shall maintain necessary logs in respect of the result of thetest to establish as per the agreed terms and conditions ~~to the entire satisfaction of DST,~~ the successful completion ofthe test specified. An average uptime efficiency of 99.7% for the duration oftest period shall be considered as as per the scope ~~satisfactory~~. On successful completion ofacceptability test as per the agreed specifications and process and after DST is satisfied with the working of the software acceptability test as per the agreed specifications and process and ~~after DST is satisfied with the working of the software on the~~, the acceptance certificate of DST will be issued. The date on whichsuch certificate is signed shall be deemed to be the date of successfulcommissioning of the software.	No change
299	8.12. Change Request Orders; Pg. 84	8.12.1. During the development and O & M phase, any change in scope of work, or indesign and development of Decision Support systems (DSS) or of ManagementInformation system (MIS) shall not be construed as change Request order andinstead will become part of scope of work accompanying this bid document.	8.12.1. During the development and O & M phase, any change in scope of work, or indesign and development of Decision Support systems (DSS) or of ManagementInformation system (MIS) shall ~~not~~ be construed as change Request order ~~and instead will become part of scope of work accompanying this bid document.~~ and contract price and delivery schedule shall accordingly be amended as per change order.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
300	8.12. Change Request Orders; Pg. 84	8.12.2. DST may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following: a) Designs, specifications, requirements of which software or service to beprovided under the Contract are to be specifically developed / rendered for DST; b) The place of delivery; and/or the Services to be provided by the SI. c) The bidder should be responsible for changes in the IWDMS 2.0 system userInterface and due to change of legal/statutory/GR/Any ACT etc. changesissued by govt. time to time during the contract period.	8.12.2. DST may, at any time, by written order given to the SP make changes within thegeneral scope of the Contract in any one or more of the following: a) Designs, specifications, requirements of which software or service to beprovided under the Contract are to be specifically developed / rendered forDST; b) The place of delivery; and/or the Services to be provided by the SI. c) The bidder should be responsible for changes in the IWDMS 2.0 system userInterface and due to change of legal/statutory/GR/Any ACT etc. changesissued by govt. time to time during the contract period.	No change
301	8.12. Change Request Orders; Pg. 84		If any change in Scope of Work for any reason mentioned above causes an increase or decrease in the cost of, or the time required for, the Bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended.	No change
302	8.12. Change Request Orders; Pg. 84	8.12.3. Once the change request is developed and implemented, it will become the part ofthe Software application without any additional cost to GoG	8.12.3. Once the change request is developed and implemented, it will become the part of the Software application ~~without any~~ at an additional cost to GoG	No change
303	8.12. Change Request Orders; Pg. 84	8.12.4. Training of personnel of the DST in terms of hours/subjects will be without any additional cost.	8.12.4. Training of personnel of the DST in terms of hours/subjects will be ~~without any~~ at an additional cost.	No change
304	8.12. Change Request Orders; Pg. 84	8.12.5. Any change during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy Team mentioned in this RFP for any changes in the application.	~~8.12.5. Any change during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy Team mentioned in this RFP for any changes in the application.~~	No change
305	8.13. SUSPENSION.; Pg. 84	DST may, by written notice to SI, suspend all payments to the SP hereunder if the SP failsto perform any of its obligations under this contract including the carrying out of theservices, provided that such notice of suspension.	DST may, by written notice to SI, suspend all payments (except the payments for the work which has been completed by the SI as per the agreed scope) , to the SP hereunder if the SP failsto perform any of its obligations under this contract including the carrying out of theservices, provided that such notice of suspension.	No change
306	8.13. SUSPENSION.;	8.13.1. Shall specify the nature of failure.	8.13.1. Shall specify the nature of failure.	No change
307	8.13. SUSPENSION.; Pg. 84	8.13.2. Shall request the SP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of failure.	8.13.2. Shall request the SP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of failure.	No change
308	8.14. TERMINATION; Pg 84	Under the Contract, DST may, by written notice terminate the SP in the following ways:	Under the Contract, DST may, by advance written notice of minimum 30 days, terminate the SP in the following ways:	pl refer revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
309	8.14. TERMINATION; Pg 84	8.14.1. 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.	8.14.1. Termination by Default for failing to perform obligations under the Contract orf ifthe quality is not up to the specification or in the event of non-adherence to timeschedule. if the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure.Prior to providing a written notice of termination to the Selected Bidder, Purchaser shall provide the selected bidder with a written notice of 30 days to cure any breach of the Contract. The decision to terminate the contract shall be taken only if the breach continues or remains unrectified, for reasons within the control of Bidder, even after the expiry of the cure period. The Selected Bidder shall also have a right to terminate this contract by giving 30 days written notice to the Purchaser for breach of any terms and conditions hereof by Purchaser provided the breach is not cured by Purchaser within such notice period.	No change
310	8.14. TERMINATION; Pg 84	8.14.4. Termination for Insolvency: DST /GIL may at any time terminate the Contract by giving written notice to the SI, if the SP becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DST/GIL.	8.14.4. Termination for Insolvency: ~~DST /GIL~~ Either Party may at any time terminate the Contract bygiving written notice to the Other Party ~~SI~~, if the SP becomes bankrupt or otherwise insolvent.In this event, Purchaser shall be liable to make payment of the entire amount due under the contract for which services have been rendered by the Selected Bidder ~~termination will be without compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy whichhas accrued or will accrue thereafter to DST/GIL~~.	No change
311	8.14. TERMINATION; Pg 84	8.14.5. In all the three cases termination shall be executed by giving written notice to theSI. Upon termination of the contract, payment shall be made to the SP for:a) Services satisfactorily performed and reimbursable expenditures prior to theeffective date of terminationb) Any expenditure actually and reasonably incurred prior to the effective dateof termination.	8.14.5. In all the three cases termination shall be executed by giving written notice to theSI. Upon termination of the contract, payment shall be made to the SP for: a) Services ~~satisfactorily~~ performed and reimbursable expenditures prior to theeffective date of termination b) Any expenditure actually and reasonably incurred prior to the effective dateof termination.	No change
312	8.14. TERMINATION; Pg 84	8.14.7. Department of Science and Technology will pay the Service Provider for theServices / Deliverables / Goods provided by service provider and accepted byDepartment of Science and Technology till effective date of termination.	8.14.7. Department of Science and Technology will pay the Service Provider for theServices / Deliverables / Goods provided by service provider ~~and accepted byDepartment of Science and Technology~~ till effective date of termination.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
313	8.15. Termination for Default.; Pg. 85	8.15.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:	8.15.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by advance written notice of minimum 30 days, of default sent to the Bidder, terminate the Contract in whole or part:	pl refer revised RFP
314	8.15. Termination for Default.; Pg. 85	8.15.2. if the bidder fails to deliver any or all of the product as per the delivery schedule including installation, Final acceptance test & commissioning mentioned in the bid, or within any extension thereof granted by the Purchaser or	8.15.2. if the bidder fails to deliver any or all of the product as per the delivery schedule including installation, Final acceptance test & commissioning mentioned in the bid, or within any extension thereof granted by the Purchaser , the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure or	No change
315	8.15. Termination for Default.; Pg. 85	8.15.3. if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order.	8.15.3. if the Bidder fails to perform any ~~other~~ material obligation(s) under the Contract/Purchase order. , the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure.	No change
316	8.15. Termination for Default.; Pg. 85	8.15.4. If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.	8.15.4. If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.	No change
317	8.15. Termination for Default.; Pg. 85		Prior to providing a written notice of termination to the Selected Bidder, Purchaser shall provide the selected bidder with a written notice of 30 days to cure any breach of the Contract. The decision to terminate the contract shall be taken only if the breach continues or remains unrectified, for reasons within the control of Bidder, even after the expiry of the cure period.	As above
318	8.15. Termination for Default.; Pg. 85		The Selected Bidder shall also have a right to terminate this contract by giving 30 days written notice to the Purchaser for breach of any terms and conditions hereof by Purchaser provided the breach is not cured by Purchaser within such notice period.	No change
319	8.16. Fraud & Corruption; Pg 85	8.16.3. Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.	~~8.16.3. Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.~~ (WE DO NOT ACCEPT THIS REQUIREMENT)	No change
320	8.17. Force Majeure; Pg.86	8.17.1. Notwithstanding anything contained in the RFP, the SP shall not be liable forliquidated damages or termination for default, if and to the extent that, it's delayin performance or other failures to perform its obligations under the agreement isthe result of an event of Force Majeure.	8.17.1. Notwithstanding anything contained in the RFP, the SP shall not be liable forliquidated damages or termination for default, if and to the extent that, it's delayin performance or other failures to perform its obligations under the agreement isthe result of an event of Force Majeure.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
321	8.17. Force Majeure; Pg.86	8.17.2. For purposes of this clause "Force Majeure" means an event beyond the control ofthe SP and not involving the SI's fault or negligence and which was not foreseeable.Such events may include wars or revolutions, fires, floods, epidemics, quarantinerestrictions and freight embargos. The decision of the DST regarding ForceMajeure shall be final and binding on the SI.	8.17.2. For purposes of this clause "Force Majeure" means an event beyond the control ofthe SP and not involving the SI's fault or negligence and which was not foreseeable.Such events may include act of God, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, explosions, floods, epidemics, quarantineRestrictions, action or request of governmental authority, accident, labour trouble and freight embargos. The decision of the DST regarding ForceMajeure shall be final and binding on the SI.	No change
322	8.17. Force Majeure; Pg.86	8.17.3. If a Force Majeure situation arises, the SP shall promptly notify to the DST inwriting, of such conditions and the cause thereof. Unless otherwise directed by theDST in writing, the SP shall continue to perform its obligations under theagreement as far as reasonably practical, and shall seek all reasonable alternativemeans for performance not prevented by the Force Majeure event.	8.17.3. If a Force Majeure situation arises, the SP shall promptly notify to the DST inwriting, of such conditions and the cause thereof. Unless otherwise directed by theDST in writing, the SP shall continue to perform its obligations under theagreement as far as reasonably practical, and shall seek all reasonable alternativemeans for performance not prevented by the Force Majeure event.	No change
323	8.17. Force Majeure; Pg.86		If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 30 days, either party may at any time thereafter while such performance continues to be excused, at its option terminate the contract by notice in writing to the other party. However, Bidder shall be entitled to receive payments for all services rendered by it under this Contract.	No change
324	8.19. TERMINATION FOR INSOLVENCY.;86	8.19.1. The Department may at any time terminate the contract by giving written noticeto the bidder(s), if the bidder(s) becomes bankrupt or otherwise insolvent. In thisevent, termination will be without compensation to the bidder(s), provided thatsuch termination will not prejudice or affect any right of action or remedy whichhas accrued or will accrue thereafter to the Department.	8.19.1. Either Party ~~The Department~~ may at any time terminate the contract by giving written noticeto the other Party ~~bidder(s)~~, if either Party ~~the bidder(s)~~ becomes bankrupt or otherwise insolvent. In thisevent, Purchaser shall be liable to make payment of the entire amount due under the contract for which services have been rendered by the Selected Bidder ~~termination will be without compensation to the bidder(s), provided thatsuch termination will not prejudice or affect any right of action or remedy whichhas accrued or will accrue thereafter to the Department.~~	No change
325	8.20.2. Resolution of Disputes; Pg. 87	In the case dispute arising between the parties in the contract, which has not beensettled amicably, any party can refer the dispute for Arbitration under (Indian)Arbitration and Conciliation Act, 1996. Such disputes shall be referred to ArbitralTribunal as prescribed by Ministry of Law, Government of India.	In the case dispute arising between the parties in the contract, which has not beensettled amicably, any party can refer the dispute for Arbitration under (Indian)Arbitration and Conciliation Act, 1996. Such disputes shall be referred to a sole Arbitrator mutually appointed by both the parties. ~~ArbitralTribunal as prescribed by Ministry of Law, Government of India.~~	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
326	8.22. CONTRACT PERIOD.; Pg. 87	The contract period will be Go-Live duration + 8 years O & M after the Go-Live ofApplication. However the Department will take the review on all the activitiescarried out, performance reports submitted by bidder after the completion of 3Years and 5 years. The SP agrees that in any case SP shall not terminate thecontract. However, the department reserves a right to terminate the contract bysending a notice to the bidder in the events of non-performance, security violations and non-compliance.	The contract period will be Go-Live duration + 8 years O & M after the Go-Live ofApplication. However the Department will take the review on all the activitiescarried out, performance reports submitted by bidder after the completion of 3Years and 5 years. The SP agrees that in any case SP shall not terminate thecontract. The SP can terminate the contract in case of breach by the Purchaser or if the purchaser gets insolvent. After 3 Years and 5 years of contract, SP shall also have the right not to renew the contract or SP at its discretion may enter into a contract for the period and on the terms and conditions including price mutually decided by the parties. However, tThe department reserves a right to terminate the contract bysending 30 days advance written notice to the bidder in the events of non-performance of the agreed scope, securityviolations and non-compliance.	No change
327	8.22. CONTRACT PERIOD.; Pg. 87		Prior to providing a written notice of termination to the Selected Bidder, Purchaser shall provide the selected bidder with a written notice of 30 days to cure any breach of the Contract. The decision to terminate the contract shall be taken only if the breach continues or remains unrectified, for reasons within the control of Bidder, even after the expiry of the cure period.	No change
328	8.25. LIMITATION OF LIABILITY.; Pg. 88	The entire liability of the bidder shall be limited to Maximum (Limitation ofliability) = Payment made to the bidder and explicitly exclude all direct, indirectand consequential losses impact, etc. to the Department except as may bedetermined by courts of law under the applicable law and awarded after followingthe due process of law.	The entire liability of the bidder shall not exceed the amount paid to Bidder by the Purchaser in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose be limited to Maximum (Limitation ofliability) = Payment made to the bidder and explicitly exclude all direct, indirect, , incidental, exemplary, punitive, specialand consequential losses impact, or damages claims, liabilities, charges, costs, expenses or injuries, including but not limited to loss of use, loss of production, loss of profits or revenue, loss of data or interests costs, and for any claims of customers of the Purchaser or other third parties claiming through the Purchaser arising under or in connection with this Agreement even if the party shall have been advised of the possibility thereof to the Department except as may be determined by courts of law under the applicable law and awarded after followingthe due process of law.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
329	8.25. LIMITATION OF LIABILITY.; Pg. 88		Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Purchaser or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Purchaser, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Purchaser. Such failures or delays shall be brought to the notice of the Purchaser and subject to mutual agreement with the Purchaser, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the Purchaser for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.	No change
330	8.28. TAXES & DUTIES.; Pg. 89	Price shall be inclusive of all freight, forwarding, transit insurance and installationcharges. Prices shall be inclusive of Excise Duties, if any. The prices shall strictlybe submitted in the given format. Quoted prices shall be without GST. The taxcomponents as applicable shall be mentioned separately in the respectivecolumns. Successful Bidder will have to supply/provide services with an Invoicefrom a place located within State of Gujarat.Offered price should be exclusive of all applicable taxes such as GST.The billing should be done in Gujarat only.	Price shall be inclusive of all freight, forwarding, transit insurance and installationcharges. Prices shall be inclusive of Excise Duties, if any. The prices shall strictlybe submitted in the given format. Quoted prices shall be without GST. The taxcomponents as applicable shall be mentioned separately in the respectivecolumns. Successful Bidder will have to supply/provide services with an Invoicefrom a place located within State of Gujarat.Offered price should be exclusive of all applicable taxes such as GST.The billing should be done in Gujarat only.Bidder shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Bidder.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
331	FORM VI. SELF DECLARATION; Pg. 94	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 3years, ending on 31stMarch, 2017 in Gujarat. We have not imposed any condition inconflict with the tender condition if it is found it should be treated as withdrawn.	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 3 years, ending on 31stMarch, 2017 in Gujarat. ~~We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.~~	No change
332		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 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.	No change
333		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	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	No change
334	FORM VII: ORIGINAL EQUIPMENT MANUFACTURER (OEM)/DEVELOPER AUTHORIZATION FORM IN CASE OF COTS PRODUCT AND FOR OS AND DATABASE SUPPORT Pg. 94-95	We hereby confirm that the offered Product in the referenced RFP will be provideduncondltionally with a back to back 24x7x365 warranty and support including subscriptioncovering upgrades, updates, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, callresolution etc. available for the period of eight years for the entire scope of the projectthrough M/s_____ (SI/Bidder) from the date of Go-Live and also till Go-live.If we go for bespoke development or COTS product the DST shall have full rights ofsharing source code with Gujarat State GovernmentDepartments/Boards/Corporations./PSUs or other Gujarat's State Government Entity.If we go for COTS product, we agree to provide the unlimited licenses.We agree to the fact that full IPR of the customized/developed solution for this projectshall rest with the DST except the COTS, BI, OS and DB. Incremental IPR will be createdduring the Development process which will be since paid for by Govt. of Gujarat; hencesuch IPR will rest in Government of Gujarat.We agree to the fact that State Government has right to retain customization layer andshould the agreement with service provider and to further develop. Therefore,Government of Gujarat will hold IPR of the customized COTS solution. The same wouldbe applicable to copyrights. The TSP shall sign any/all the documents in this regard andwill get necessary undertaking to this effect from the COTS OEM. The Gujarat Governmentfurther intends use customized COTS back to the COTS OEM to enable it to use in Governmentorganizations in other States or in organizations	We hereby confirm that the offered Product in the referenced RFP will be provided unconditionally with a back to back 24x7x365 warranty and support ~~including subscription covering upgrades, updates, patch updates,~~ bug fixes, Fault Reporting, Trouble Ticketing, callresolution etc. available for the period of eight years for the entire scope of the projectthrough M/s_____ (SI/Bidder) from the date of Go-Live and also till Go-live.If we go for bespoke development or COTS product the DST shall have full rights ofsharing source code with Gujarat State GovernmentDepartments/Boards/Corporations./PSUs or other Gujarat's State Government Entity.If we go for COTS product, we agree to provide the unlimited licenses.We agree to the fact that full IPR of the customized/developed solution for this projectshall rest with the DST except the COTS, BI, OS and DB. Incremental IPR will be createdduring the Development process which will be since paid for by Govt. of Gujarat; hencesuch IPR will rest in Government of Gujarat.We agree to the fact that State Government has right to retain customization layer andshould the agreement with service provider and to further develop. Therefore,Government of Gujarat will hold IPR of the customized COTS solution. The same wouldbe applicable to copyrights. The TSP shall sign any/all the documents in this regard andwill get necessary undertaking to this effect from the COTS OEM. The Gujarat Governmentfurther intends use customized COTS back to the COTS OEM to enable it to use in Governmentorganizations in other States or in organizations in Government of India. At	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
335	FORM VIII – EARNEST MONEY DEPOSIT/BID SECURITY IN THE FORM OF BANK	If a Bidder withdraws its bid during the period of bid validity	If a Bidder withdraws its bid during the period of bid validity	No change
336	GUARANTEE FORMAT; Pg. 96	Does not accept the correction of errors made in the tender document;	~~Does not accept the correction of errors made in the tender document~~;	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
337		In case of a successful Bidder, if the Bidder fails:	In case of a successful Bidder, if the Bidder fails:	No change
338		1) To sign the Contract as mentioned above within the time limit stipulated by purchaser	1) To sign the mutually agreed Contract as mentioned above within the time limit stipulated by purchaser	No change
339		or	or	No change
340		2) To furnish performance bank guarantee as mentioned above or	2) To furnish performance bank guarantee as mentioned above or	No change
341		3) If the bidder is found to be involved in fraudulent practices.	3) If the bidder is found to be involved in fraudulent practices.	No change
342		4) If the bidder fails to submit the copy of purchase order & acceptance thereof.	4) ~~If the bidder fails to submit the copy of purchase order & acceptance thereof.~~	No change
343		This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee.	This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER ~~and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee.~~	No change
344	Please add:		Not withstanding any thing contained herein above Our liability under this bank guarantee shall not exceed Rs_____/- (Rupees_____ only). This bank guarantee shall be valid upto ----------- We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before ----------before 14.30 hours (Indian Standard Time) whereafter it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.	No change
345		Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. _____ (Rupees _____) and it shall remain in force up to and including _____ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.	Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. _____ (Rupees _____) and it shall remain in force up to and including _____ ~~and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.~~	No change
346	FORM IX-		Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of Purchaser under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
347	~~FORM IX~~ PERFORMANCE BANK GUARANTEE.		Please add: This Bank Guarantee issued by _____Bank, on behalf of the Bidder in favor of Purchaser is in respect of the Contract/agreement dated_____. As communicated by Bidder on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder by Purchaser, in respect of pervious contracts between Bidder and Purchaser As communicated by Bidder on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between Bidder and Purchaser.	No change
348		1) All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.	1) All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same subject to the deviation sheet submitted by the Bidder along with the Bid Proposal	No change
349	FORM X – FORMAT OF AFFIDAVIT	11) I / We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof, In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/PBG/cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.	11) ~~I / We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof,~~ In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage ~~including forfeiture of our EMD/PBG/cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.~~	No change
350		14) My / Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company .	14) ~~My / Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company .~~	No change
351		15) I / We hereby commit that we have paid all outstanding amounts of dues / taxes / cess / charges / fees with interest and penalty.	15) I / We hereby commit that we have paid all outstanding amounts of dues / taxes /cess / charges / fees with interest and penalty.	No change
352			ADDITIONAL MUST HAVE CLAUSES TO BE INCORPORATED IN THE MSA	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
353			1. Execution Infrastructure, Office space; Hardware and software; Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; Office stationery and consumable; Secretarial assistance, if necessary at site; Telephone, e-mail and fax facilities at site; Photocopying assistance; Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). The above-mentioned infrastructure will be required for work to be carried out at the site of Purchaser during regular working hours. Purchaser shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.	As Above
354			2. Co-ordination Purchaser will provide timely clarifications and feedback sought by Bidder's Consultants during the period of this assignment. Purchaser will allocate a Project Co-ordinator to interact with Bidder, fix appointments with various Bidder's Personnel and provide local assistance to Bidder's Consultants. The Project Co-ordinator will have necessary authorization from Purchaser to take decisions and give timely approvals as per the need of the project.	As per RFP
355			3. Assistance The Purchaser will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Bidder to understand and document the same for the purpose of time-bound formal approval by the Bidder, before the service is undertaken by Bidder. Necessary and sufficient time will have to be spent by Users in Purchaser with Bidder personnel during this stage of the assignment.	As per RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
356			4. Methodology, Tools and Techniques Bidder will use the methodology, tools and techniques as stated in the accompanying technical proposal. Any change in these, if desired by Purchaser will need to be communicated to the Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost.	As per RFP
357			5. Travel and Related Expenses Should the assignment require any travel by any Bidder expert outside their respective base location(s), the Purchaser will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels.	As per RFP
358			6. Cost Escalation Bidder will monitor the cost components related to this assignment. At each milestone and at the time of periodic reviews, in case of variances against its budget for reasons not attributable to Bidder like delays in inputs/approvals by Purchaser, non-availability of facilities at Purchaser site, increase in the scope of the agreed Change-Requirements or increase in Purchaser's implementation support requirements etc., Bidder will bring this to the attention of the Purchaser. All such cost increases will be discussed and mutually agreed upon. Bidder will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in this proposal.	No change
359			7. Nonexclusively Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Agreement.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
360			8. Change Management Procedure A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the Purchaser to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to Purchaser for its approval within a reasonable time period. Bidder will incorporate the change after receiving the Purchaser's written approval. In case of delay in approval by the Purchaser, the baseline itself may undergo a change; this will mean a reassessment of the charges. Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the Contract will be conveyed by Bidder to the Purchaser. These will be evaluated jointly by AI and Bidder and will be provided by the Purchaser at no cost to Bidder.	No change
361			9. Non-solicitation Either Party will neither offer to employ nor employ, directly or otherwise, any employee of the other Party, associated for the purpose of, or with the assignment, during the subsistence of this assignment and two years from the completion of the assignment arising herefrom.	No change
362			10. Deliverables The deliverables will be as per the details of the deliverables provided in the accompanying Technical Proposal.	No change
363			11. Tata Code of Conduct: The business activities of the Bidder are self-regulated by the "Tata Code of Conduct". The Purchaser undertakes that it will endeavor to promptly report any violation or potential violation of the Code by any person to the Local Ethics Counselor or the Principal Ethics Counsellor or the CEO of Bidder. Bidder, in turn, undertakes that it will maintain confidentiality of all communications received.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
364			12. General Indemnity The Purchaser will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the Purchaser by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.	No change
365			13. Assignment Neither Party shall be entitled to assign or transfer all or any of its rights, benefits and obligations under this proposal without the prior written consent of the other Party.	No change
366			14. Entire Agreement. Subject to any terms implied by law, this Agreement along with its annexures and schedules constitutes the entire agreement between Bank and the Bidder and supersedes any previous agreements or understandings between the parties in relation to the subject matter of this Agreement. Each party acknowledges that it has not relied on or been induced to enter into this Agreement by a representation or warranty other than those expressly set out in this Agreement. To the extent permitted by Applicable Law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this Agreement	No change
367	2.4, Point no. 3	The bidder should have experience in customization/ development and implementation, support services of at least 2 eOffice/workflow and document management system solution in India which include workflow and DMS in state/ central government or PSU or any board or corporation set up by government having each of value at least 5 crores. Projects should be functional at multiple location.	The bidder should have experience in customization/ development and implementation, support services of at least 2 eOffice/workflow **/**document management system solution in India which include workflow and **/or** DMS in state/ central government or PSU or any board or corporation set up by government having each of value at least **3.5 crores**. Projects should be functional at multiple location.	As per revised RFP.
368		Incomplete/conditional bids will be treated as non-responsive and will be rejected.	Request deletion of this condition	No change
369	11	180 days from the Financial Bid Opening	~~180~~ **90** days from the Financial Bid Opening	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
370		The bid processing fees must be in the form of Demand Draft in in the name of "Gujarat Informatics Ltd." payable at Ahmedabad /Gandhinagar. EMD/Bid Security must be in the form of Demand Draft/Bank Guarantee in the name of "Gujarat Informatics Ltd." payable at Ahmedabad /Gandhinagar. In case of EMD in the form of BG, it should be valid for 9 months from the date of bid submission.	The bid processing fees must be in the form of Demand Draft in in the name of "Gujarat Informatics Ltd." payable at Ahmedabad /Gandhinagar. EMD/Bid Security must be in the form of Demand Draft/Bank Guarantee in the name of "Gujarat Informatics Ltd." payable at Ahmedabad /Gandhinagar. In case of EMD in the form of BG, it should be valid for 9 months from the date of bid submission **or upto bid validity whichever is earlier**.	No change
371	2.1.7	"Contract" means the Contract signed by the parties along with the entire documentation as specified in the RFP	"Contract" means the Contract **on mutually agreed terms and conditions finalized and** signed by the parties along with the entire documentation as specified in the RFP **subject to the deviation submitted along with proposal**	No change
372	2.1.19	Go live means Successful execution of entire solution in secretariat after FAT subject to satisfaction of DST and GAD.	Go live means Successful execution of entire solution in secretariat after FAT ~~subject to satisfaction of DST and GAD.~~	As per revised RFP
373	4	The bidder must give undertaking on its letter head duly signed & sealed by Authorized Signatory that if this contract is awarded to him, he will employ all the resources with the necessary capabilities catering to different phases of project implementation, as defined in the scope of work. Resources need to be Deployed as directed by Department of Science and Technology offices/ places specified by DST.	The bidder must give undertaking on its letter head duly signed & sealed by Authorized Signatory that if this contract is awarded to him, he will employ all the resources with the necessary capabilities catering to different phases of project implementation, as defined in the scope of work. ~~Resources need to be Deployed as directed by Department of Science and Technology offices/ places specified by DST.~~	No change
374	2.6	2.6.1. Software application development and deployment with or without configuration to suit the customer's specific process requirements. Software shall be implementable or deployable and maintainable by any other competent agency. Software solution shall also be available with complete transparency including operation manuals, help documents and source code. 2.6.2. For purpose of this clause, "origin" means the place where the goods are from or from which the ancillary services are supplied. Goods are produced when, through manufacturing, processing, code writing and compiling, or substantial or major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or in purpose or utility from its components.	Need better clarity. Is work going to be divided between multiple bidders or is it being dealt by single vendor	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
375	10	The bidder must give undertaking duly signed & sealed by Authorized Signatory that if this contract is awarded to him, he will employ all the resources with the necessary capabilities catering to different phases of project implementation, as defined in the scope of work. Resources need to be Deployed at directed by Department of Science and Technology offices/ places specified by DST.	The bidder must give undertaking duly signed & sealed by Authorized Signatory that if this contract is awarded to him, he will employ all the resources with the necessary capabilities catering to different phases of project implementation, as defined in the scope of work. Resources need to be Deployed at directed by Department of Science and Technology offices/ places specified by DST **under this RFP**.	No change
376	2.14.4.	a. The Bidder withdraws their Bid during the period of Bid validity. b. Bidder does not respond to requests for clarification of their Bid. c. Bidder fails to co-operate in the Bid evaluation process, d. Bidder is found to be involved in fraudulent and corrupt practices and e. In case of a successful Bidder, the said Bidder fails: i. To sign the Agreement in time ii. To furnish Performance Bank Guarantee iii. is found to be involved in fraudulent and corrupt practices	a. The Bidder withdraws their Bid during the period of Bid validity. b. Bidder does not respond to requests for clarification of their Bid **within a reasonable period** . c. Bidder fails to co-operate in the Bid evaluation process, d. Bidder is found to be involved in fraudulent and corrupt practices **- Please define fraudulent and corrupt practices** and e. In case of a successful Bidder, the said Bidder fails: i. To sign the Agreement in time- **Please define timelines** ii. To furnish Performance Bank Guarantee **within fifteen days from the execution of the contract** iii. is found to be involved in fraudulent and corrupt practices- **please define**	As above
377	2.16.4.6	The bidder agrees to that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no additional cost to client. State Government may choose to carry out the development/customization of the software, after the expiry of the post implementation support, by any way they want.	~~The bidder agrees to that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no additional cost to client. State Government may choose to carry out the development/customization of the software, after the expiry of the post implementation support, by any way they want.~~	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
378	2.22.2	Prior to the detailed evaluation, GIL will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will have deemed to be material deviations. DST/GIL determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.	Prior to the detailed evaluation, GIL will determine the substantial responsiveness of each bid to the bidding documents **subject to the deviation submitted**. ~~For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will have deemed to be material deviations. DST/GIL determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.~~	No change
379	2.22.4	Conditional bids are liable to be rejected.	~~Conditional bids are liable to be rejected.~~	No change
380	2.24	On acceptance of Proposal for awarding the contract, DST/GIL will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.	On acceptance of Proposal for awarding the contract, DST/GIL will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement **on mutually agreed terms and conditions** will be signed. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.	No change
381	2.26.2	The notification of award will constitute the formation of the Contact.	~~The notification of award will constitute the formation of the Contact.~~	No change
382	2.27	2.27.1. At the same time as concerned DST/GIL notifies the successful Bidder that its bid has been accepted, DST 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 DST and send copy to GIL.	2.27.1. At the same time as concerned DST/GIL notifies the successful Bidder that its bid has been accepted, DST 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, **parties shall have a discussion on the terms and conditions of the Contract and finalize** ~~the successful bidder shall sign and date the contract and return it to DST~~ and send copy to GIL.	No change
383	2.28.2	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 Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of **execution of the Contract** ~~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.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
384	2.28.4	The proceeds of the Performance Bank Guarantee shall be payable to the Department as compensation for any loss arising from the bidder(s)'s failure to complete its obligations under the contract.	The proceeds of the Performance Bank Guarantee shall be payable to the Department **upon termination of the contract on material breach of the Contract by successful bidder** as compensation for any loss arising from the bidder(s)'s failure to complete its obligations under the contract.	No change
385	2.3	DST may at its sole discretion and at any time during the evaluation process, disqualify any bidder, if the bidder has: 2.30.1. Submitted the Proposal documents after the response deadline. 2.30.2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements. 2.30.3. Submitted a proposal that is not accompanied by required documentation or is non-responsive. 2.30.4. Failed to provide clarifications related thereto, when sought. 2.30.5. Declared ineligible by the Government of Gujarat, or any of the departments in the Gujarat State Government, for corrupt and fraudulent practices or has been blacklisted at the time of submitting the bid. 2.30.6. Submitted a proposal with price adjustment / variation provision.	DST may at its sole discretion and at any time during the evaluation process, disqualify any bidder, if the bidder has: 2.30.1. Submitted the Proposal documents after the response deadline. 2.30.2. **willfully** Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements. 2.30.3. Submitted a proposal that is not accompanied by required documentation or is non-responsive. 2.30.4. Failed to provide clarifications related thereto **within a reasonable time**, when sought . 2.30.5. Declared ineligible by the Government of Gujarat, or any of the departments in the Gujarat State Government, for corrupt and fraudulent practices or has been blacklisted at the time of submitting the bid. 2.30.6. Submitted a proposal with price adjustment / variation provision.	No change
386	2.31	All decisions taken by DST regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.	All decisions taken by DST regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. **However terms and conditions of the Contract shall be mutually decided and finalized between parties. No terms and conditions shall be applicable to Contractor unless agreed between parties**	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
387	2	Establishment of a Central Application Development (O&M) Team for Government of Gujarat to provide additional customization/development of new modules, feature enhancements, defect fixing, etc. at no extra cost during the period of contract. No Change request will be entertained during O & M period. Any development/change during the O & M will be developed through continuous development team mentioned in this RFP. At the end of the contract period, in case of open source software, the source code should be successfully handed over to department/its selected agency and in case of COTS the customized part of coding shall be handed over to the department/its selected agency along with all applicable feature upgrades/product enhancements of the deployed solution ensuring the deployed solution is up to the mark bearing the latest version in case of bespoke development as well as COTS.	Establishment of a Central Application Development (O&M) Team for Government of Gujarat to provide additional customization/development of new modules, feature enhancements, defect fixing, etc. at ~~no~~ extra cost during the period of contract. N~~o Change request will be entertained during O & M period.~~ Any development/change during the O & M will be developed through continuous development team mentioned in this RFP **at an additional cost**. At the end of the contract period, in case of open source software **which have been modified**, the source code should be successfully handed over to department/its selected agency and in case of COTS the customized part of coding shall be handed over to the department/its selected agency along with all applicable feature upgrades/product enhancements of the deployed solution ensuring the deployed solution is up to the mark bearing the latest version in case of bespoke development as well as COTS.	No change
388	3.7	The SP has to provide the operation & maintenance for the period of 8 years Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. changes.	The SP has to provide the operation & maintenance for the period of 8 years Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. changes **at an additional cost**.	No change
389		However, the incremental licenses of the OS and Database is required to be supplied and maintained with 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.	However, the incremental licenses of the OS and Database is required to be supplied and maintained with required ATS/AMC by bidder during 8 years of O & M period **at an additional cost** ~~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.~~	No change
390		The application should be compatible with any open standard technology. The bidder has to quote and supply any OS and data base on open standard technology with 8 years of AMC/ATS support. The bidder has to envisage incremental licenses and AMC/ATS cost and the quote for the same in financial bid.	The application should be compatible with any open standard technology. The bidder has to quote and supply any OS and data base on open standard technology with 8 years of AMC/ATS support. ~~The bidder has to envisage~~ incremental licenses and AMC/ATS **shall not be included in the bid** ~~cost and the quote for the same in financial bid~~.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
391		⬜ The proposed solution should be on open standard and compatible/inter-operable with other technology so that, there should not be any proprietary lock in situation during the 8 years of O & M period. ⬜ After completion of 8 years and at the time of handover-takeover, SP has to provide the application with latest technology version, update and upgrades. ⬜ Every 6 months, Bidder has to submit the documentation including source code, code structure and architecture.	⬜ The proposed solution should be on open standard and compatible/inter-operable with other technology so that, there should not be any proprietary lock in situation during the 8 years of O & M period. ⬜ After completion of 8 years and at the time of handover-takeover, SP has to provide the application with latest technology version, update and upgrades **at an additional cost to the DST**. ⬜ Every 6 months, Bidder has to submit the documentation including source code, code structure and architecture **at an additional cost**.	No change
392		The entire team has to deploy at 100% on client site by service provider. Bidder has to deploy same type of resources in O & M phase who have worked in development phase. Department of Science and Technology, Govt. of Gujarat may increase or decrease the no. of resources required for handholding on time to time during the 8 years of O & M period. The payment will be made as on actual no. of resources deployed by the bidder.	The entire team has to deploy at 100% on client site by service provider. Bidder has to deploy same type of resources in O & M phase who have worked in development phase **unless such person has resigned**. Department of Science and Technology, Govt. of Gujarat may increase ~~or decrease~~ the no. of resources required for handholding on time to time during the 8 years of O & M period. The payment will be made as on actual no. of resources deployed by the bidder.	As per revised RFP
393		During the 8 years of O & M period any migration activities required to be carried out due to change in Infrastructure, Software, etc. should be done by bidder at no extra cost. This will not be considered as any change request, as this will be continuous development process.	During the 8 years of O & M period any migration activities required to be carried out due to change in Infrastructure, Software, etc. should be done by bidder at ~~no~~ extra cost. This will ~~not~~ be considered as any change request, as this will be continuous development process.	No change
394		SP will be responsible for providing support, in terms of product support, during contract period from the date of Go-Live of the application software.	What will be the term of warranty	No change
395		Helpdesk Services	Request deletion of "including. But not limited to" as this makes the scope opened	No change
396		The bidder must make any modifications necessary for the duration of the contract to ensure that the system is compatible with current and supported versions and releases of the relevant operating system and other system software.	The bidder must make any modifications necessary for the duration of the contract to ensure that the system is compatible with current and supported versions and releases of the relevant operating system and other system software **at an additional cost**.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
397		5. SECTION V: Timeline and PAYMENT TERMS: Penalty. A Penalty of 2% of respective milestone of Software Application per week delay subject to maximum 5% of milestone cost till 2 weeks delay. Submission of SRS, URS and SDD and approval of UI T2 = T + 10 Days However, no payment for the manpower not deployed on time plus penalty will be there. 5% capping will change to 10% capping in next 3 weeks delay. After 5 weeks delay, penalties capping will increase to 15% for next 4weeks. Then contract can be terminated.	Request changes and clarification regarding manpower payments(will manpower be TNM in nature ?) : A Penalty of 2% of respective milestone of Software Application per week delay subject to maximum 5% of milestone cost till 2 weeks delay. Submission of SRS, URS and SDD and approval of UI T2 = T + 10 Days ~~However, no payment for the manpower not deployed on time plus penalty will be there~~. 5% capping will change to 10% capping in next 3 weeks delay. ~~After 5 weeks delay, penalties capping will increase to 15% for next 4weeks~~. Then contract can be terminated.	As per revised RFP
398		As per the time schedule agreed between parties for specific projects given to the SP from time to time, the SP shall submit all the deliverables on due date as per the delivery schedule. No party shall, without the other party's prior written consent, disclose contract, drawings, specifications, plan, pattern, samples or other documents to any person other than an entity employed by the affected party for the performance of the contract. In case of the termination of the contact, all the documents prepared by the SP under this contract shall become the exclusive property of DST. The SP may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from DST. DST reserves right to grant or deny any such request.	As per the time schedule agreed between parties for specific projects given to the SP from time to time, the SP shall submit all the deliverables **which have been solely and exclusively created for DST** on due date as per the delivery schedule. No party shall, without the other party's prior written consent, disclose contract, drawings, specifications, plan, pattern, samples or other documents to any person other than an entity employed by the affected party for the performance of the contract. In case of the termination of the contact **and payment of fees by DST for the services provided till the date of termination**, all the documents prepared by the SP under this contract shall become the exclusive property of DST. The SP may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from DST. DST reserves right to grant or deny any such request.	No change
399		Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contracts shall be interpreted in accordance with the laws of the Union of India and that of the State of Gujarat	Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. **SP shall comply with all the applicable laws which needs to be complied with an information technology service provider for the performance of services under this Contract** The contracts shall be interpreted in accordance with the laws of the Union of India and that of the State of Gujarat	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
400		8.8.2. The SP shall not, without DST's prior written consent, make use of any document or information except for purposes of performing the Contract. 8.8.3. Any document, other than the Contract itself, shall remain the property of DST and shall be returned (in all copies) to DST on completion of the SI's performance under the Contract if so required by the DST.	8.8.2. The SP shall not, without DST's prior written consent, make use of any document or information except for purposes of performing the Contract. 8.8.3. Any document, other than the Contract itself **which have been solely and exclusively developed for DST**, shall remain the property of DST and shall be returned (in all copies) to DST on completion of the SI's performance under the Contract if so required by the DST.	No change
401		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 DST for the entire period of contract. All the licenses and support should be in the name of Department of Science and Technology from the date of procurement.	The software licenses supplied by SP shall be genuine, perpetual and full use **to the extent embedded in the solution**. It should provide patches, fixes, security updates directly from the OEM at ~~no~~ additional cost to DST for the entire period of contract. All the licenses and support should be in the name of Department of Science and Technology from the date of procurement. **No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, SI may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Wipro, and no rights shall be deemed to have accrued to the Customer.**	No change
402		In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the SP shall act expeditiously to extinguish such claim. If the SP fails to comply and DST is required to pay compensation to a third party resulting from such infringement, the SP shall be responsible for the compensation including all expenses, court costs and lawyer fees. DST will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India **where such infringement is solely and proximately attributable to SP**, the SP shall act expeditiously to extinguish such claim. If the SP fails to comply and DST is required to pay compensation to a third party resulting from such infringement, the SP shall be responsible for the compensation including all expenses, court costs and lawyer fees. DST will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
403		Inspection/Testing	Request insertion: **Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to SI within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that SI shall have 15 days time to correct in case of any rejection by Customer**	No change
404		5. SECTION V: Timeline and PAYMENT TERMS: Penalty: As per 6.2.2.1, 6.2.2.2, 6.2.2.3, 6.2.2.4, 6.2.2.5 of respective component	Request addition to clause As per 6.2.2.1, 6.2.2.2, 6.2.2.3, 6.2.2.4, 6.2.2.5 of respective component **subject to a maximum of 5% of the respective price component.**	No change
405		Change Request Orders 8.12. Change Request Orders 8.12.1. During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document. 8.12.2. DST may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following: a) Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for DST; b) The place of delivery; and/or the Services to be provided by the SI. c) The bidder should be responsible for changes in the IWDMS 2.0 system user Interface and due to change of legal/statutory/GR/Any ACT etc. changes issued by govt. time to time during the contract period. 8.12.3. Once the change request is developed and implemented, it will become the part of the Software application without any additional cost to GoG 8.12.4. Training of personnel of the DST in terms of ours/subjects will be without any additional cost. 8.12.5. Any change during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy Team mentioned in this	Request deletion and addition as submitted under: 8.12. Change Request Orders 8.12.1. During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document. 8.12.2. DST may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following: a) Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for DST; b) The place of delivery; and/or the Services to be provided by the SI. c) The bidder should be responsible for changes in the IWDMS 2.0 system user Interface and due to change of legal/statutory/GR/Any ACT etc. changes issued by govt. time to time during the contract period. 8.12.3. Once the change request is developed and implemented, it will become the part of the Software application without any additional cost to GoG 8.12.4. Training of personnel of the DST in terms of ours/subjects will be without any additional cost. 8.12.5. Any change during the operation and maintenance period should not be considered as a change request.	No change
406		Any change during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy Team mentioned in this RFP for any changes in the application.	Any change during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy Team mentioned in this RFP for any changes in the application.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
407		DST may, by written notice to SI, suspend all payments to the SP hereunder if the SP fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension. 8.13.1. Shall specify the nature of failure. 8.13.2. Shall request the SP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of failure.	~~DST may, by written notice to SI, suspend all payments to the SP hereunder if the SP fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension.~~ ~~8.13.1. Shall specify the nature of failure.~~ ~~8.13.2. Shall request the SP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of failure.~~	No change
408		8.14.1. 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. 8.14.2. Termination for Convenience: DST 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 DST's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective. 8.14.3. 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 DST at the Contract terms and prices. For the remaining services, DST /GIL may elect: a) To have any portion completed and delivered at the Contract terms and prices; and/or b) To cancel the remainder and pay to the SP an agreed amount for partially completed software and for software previously procured by the SI 8.14.5. In all the three cases termination shall be executed by giving written notice to the SI. Upon termination of the contract, payment shall be made to the SP for:	8.14.1. Termination by Default **by giving prior written notice of not less than thirty days** 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 **which have created adverse impact on the performance of services under this court and fails to cure such default within thirty days from the written intimation of the same**. 8.14.2. Termination for Convenience: DST by written notice sent to the SI, may terminate the Contract **by giving prior written notice of not less than ninety days**, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for DST's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective. 8.14.3. 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 DST at the Contract terms and prices. **SI shall be entitled for all the payments accrued on account of services provided till the date of such termination** For the remaining services, DST /GIL may elect: a) To have any portion completed and delivered at the Contract terms and prices; and/or b) To cancel the remainder and pay to the SP an agreed amount for partially completed software and for software previously procured by the SI	pl refer revised RFP
409		Department of Science and Technology will pay the Service Provider for the Services / Deliverables / Goods provided by service provider and accepted by Department of Science and Technology till effective date of termination.	Department of Science and Technology will pay the Service Provider for the Services / Deliverables / Goods provided by service provider ~~and accepted by Department of Science and Technology~~ till effective date of termination.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
410		8.15.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part: 8.15.2. if the bidder fails to deliver any or all of the product as per the delivery schedule including installation, Final acceptance test & commissioning mentioned in the bid, or within any extension thereof granted by the Purchaser or 8.15.3. if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order. 8.15.4. If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.	8.15.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part **by giving prior written notice of not less than thirty days**: 8.15.2. if the bidder fails to deliver any or all of the product as per the delivery schedule including installation, Final acceptance test & commissioning mentioned in the bid, or within any extension **which shall not be less than thirty days** thereof granted by the Purchaser or 8.15.3. if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order **which have created adverse impact on the performance of services**. 8.15.4. If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. **Bidder shall be entitled to terminate this contract if Purchaser commits any material breach and fails to cure such default. Bidder shall be entitled for all the payments accrued for the services rendered till the date of such termination**	No change
411		Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.	~~Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.~~	No change
412		As per RFP	**Either Party shall be entitled to terminate this contract, if the force majeure event under this agreement exceeds 90 days in aggregate and SI shall be entitled for all the payments accrued till date of such termination**	No change
413		In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India.	In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as **appointed by both the parties** ~~prescribed by Ministry of Law, Government of India.~~	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
414		The contract period will be Go-Live duration + 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 Go-Live duration + 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 **except for material breach and force majeure vent**. 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
415		During the Exit Management Period, the Service Provider shall use its best efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.	During the Exit Management Period, the Service Provider shall use its ~~best~~ **reasonable** efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.	No change
416		No variation in or modification of the terms of the agreement shall be made except by written amendment signed by both the parties. However, Department shall, as the situation warrants, in consultation and agreement with bidder shall make major additions to the scope and agree for suitable payments.	No variation in or modification of the terms of the agreement shall be made except by written amendment signed by both the parties. ~~However, Department shall, as the situation warrants, in consultation and agreement with bidder shall make major additions to the scope and agree for suitable payments.~~	No change
417		The entire liability of the bidder shall be limited to Maximum (Limitation of liability) = Payment made to the bidder and explicitly exclude all direct, indirect and consequential losses impact, etc. to the Department except as may be determined by courts of law under the applicable law and awarded after following the due process of law.	**Notwithstanding anything contrary elsewhere mentioned,** The entire liability of the bidder shall be limited to Maximum (Limitation of liability) **which shall not exceed annual contract value** = ~~Payment made to the bidder~~ **during the preceding year from the date of annual** and **it is** explicitly **agreed to** exclude all direct, indirect and consequential losses impact, etc **of bidder**. to the Department ~~except as may be determined by courts of law under the applicable law and awarded after following the due process of law.~~	No change
418		Taxes and Duties	Request insertion: **Any variation in applicable taxes, whether resulting into increase in rate of taxes or levy of new taxes or reduction in rate of taxes or abolition of existing taxes, shall be borne by the Customer.**	No change
419		Savings Clause	SI'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 SI's performance is affected , delayed or causes non-performance due to Customer's omissions or actions whatsoever (including without limitation, ensuring site readiness for performance of Services).	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
420		SNR	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that SI shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	Delay which is not attributable to SP, will not be considered while calculating penalties, if any.
421		Transfer of risk and title	SI assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Customer on delivery of the material at the Customer location.	Yes.
422		Non Hire	Customer agrees that for the term of this Agreement and for a period of one (1) year thereafter, Customer will not directly or indirectly, recruit, engage, solicit, discuss employment with, hire, employ or engage any SI personnel assigned to Customer currently or within the previous one (1) year, or induce any such individual to leave the employment of SI.	No change
423		Warranty Disclaimer	SI provides for only those warranty and representations which are expressly mentioned in this Contract and the same are in lieu of all other warranties, express or implied.	No change
424		Company Inputs and Responsibilities.	Company will supply in a timely manner information, materials and actions necessary to the project including as applicable data, designs, programs, specifications, management decisions, approvals, acceptance criteria, and other information and material, at Company's cost, for SI's use in carrying out the Services ("Inputs"). Further Company responsibilities may be set out in a Statement of Work or project planning document agreed between the Parties. Company may further provide equipment and software ("Project Tools") to SI in order for SI to provide the Services. Company shall bear all license, procurement and maintenance expenses related to the Project Tools	As per RFP.
425		Update/Upgrade/fixation of patches	Notwithstanding anything to the contrary contained elsewhere, all the updates/ upgrades /fixation of patches to the software shall be at an additional cost to DST	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
426		Confidential Information	Confidential Information shall be designated as confidential at the time of disclosure. Confidential Information shall not include information that: (a) was part of the public domain at the time of disclosure or properly became part of the public domain, by publication or otherwise; (b) was rightfully acquired by the SI prior to disclosure by the Customer; (c) was independently developed by SI or its representatives without reference to the Information; or (d) is required to be disclosed by a government agency or by a proper court of competent jurisdiction	No change
427		Faulty Spares/equipment and Standby spares/equipment's	Notwithstanding anything to the contrary contained elsewhere, all the Faulty Spares/equipment and any Standby spares/equipment if delivered by SI to the Customer shall be returned to SI within 10 days of the Replacement Spares/Equipment so provided and title of the said Faulty or Standby spares/equipment shall be transferred back to SI Limited. Customer shall acknowledge receipt of the replacement spares/equipment in accordance with the format provided and shall submit the same to the authorized courier at the time of delivery. In the event Faulty or Standby spare/equipment is not returned within the time period stipulated above for any reasons whatsoever, Spares support shall be suspended till the return of the spare/equipment or till the payment is made (period not exceeding 21 days from the date of invoice) for such spare/equipment at the applicable rate (including taxes as may be made applicable). It stands clarified that no SLAs or penalties of any nature whatsoever shall be made applicable to SI during such period.	No change
428	3.1. Background	The IWDMS 2.0 is being designed to serve as the means to achieve the following objectives:	It will be good to have more detailed information of the current technical landscape of IWDMS 1.0. Can you pls help with this?	The demonstration of the same was shown to interested bidders.
429	3.1. Background	• To prepare bilingual IWDMS manual	What are the bilingual languages that needs to be factored English and Gujrati?	As per revised RFP
430	3.1. Background	• Productivity Management o Dashboard view	How many dashboards are currently available as part of V1.0? How many new dashboards are to be added in V2.0. I am assuming all existing will be retained. Pls clarify	As above

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
431	3.5. Scope of Work	1. The solution should be accessible by departmental officials of various departments/ agencies of Government of Gujarat across the State either on secured intranet and internet using several devices like Laptop, PC and Tablets/iPad. Management functionalities and report functionalities and features requested by individual departments for their applications should be available on mobile platform as well.	I am assuming that on mobile and tablet the solution will ned to be made available in Android and IoS. Pls confirm	As per revised RFP
432	3.5.1.14. Process Monitoring and Reporting	1. System shall provide a facility to configure role-based dashboard for individuals, for e.g., dashboard for Secretary, dashboard for Director/Commissioner/HoD/Officers assigned to monitor	The dashboards for the secretary/commissioner etc will be built with data from several departments. Please clarify	As per RFP.
433	3.5.13. Process Monitoring and Reporting	6. Report Creation should be configurable and there shouldn't be any limit on the number of reports that can be created	Are you expecting self help reports creation?	As above
434	3.5.1.17. Dashboard and MIS reports facility to be provided	**Dashboard and MIS reports facility to be provided**	How many dashboard and MIS reports are expected?	As above
435	3.10. Language of the Product	o The product modules to be developed by the SP must be support Gujarati and English languages	The input data to the application will be in English only. Pls confirm	Yes. Both English and Gujarati
436	General		What will be the number of users for reports and dashboards	All users based on their level of rights
437	3.9 Database Migration & Management	The current IWDMS 2.0 data should be load initially in Data ware house.	Do you envisage implementation of Data Warehouse for this project, if yes please provide details on source system for data, data types and number of tables/files from each source system	The source system shall be IWDMS and IWDMS 2.0. No of Tables- 2854
438	3.9 Database Migration & Management		We understand that data need to be migrated from existing IWDMS system only, please confirm	Yes.
439	3.9 Database Migration & Management		What would be numbers of tables in the existing system that needs to be migrated	As Above
440	Section 3.3, Geographical Scope, Page 26	The project will be implemented centrally initially in Gujarat State Data Center (& any other envisioned future location by GoG) and rolled out in all Departments and its HoDs, Boards, Corporation, PSU and any Govt. office across the state.	Do any of the workflows need to span organization boundaries - for eg., a process that requires to go through finance dept, corporate office, local approval etc.,?	Yes.
441	Section 3.5.1, General Complaince, Page 29	Work flow should be flexible as below; • Backward and forward within hierarchy • Horizontal and vertical Level jumping	Would a user need to go back to a previous step in a workflow if he/she makes a mistake?	if the files/letter not read and approved by superior user than only user can go back in previous step.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
442	Section 3.5.3, Point 64, Page 33	64 The system shall have a facility to route the Letter using workflow feature of a system in a flexible manner forward, backward and level jumping.	If he/she makes a mistake?	As per revised RFP
443	Section 3.1, Background	Decisions accessible to government officials at different levels	Would multi-level approvals be in scope?	Yes.
444	Section 3.5.1, Page 29	4 Should have a Rule Engine for designing complex rules and conditions for workflow routing	How often do you see changes in workflow level rules? Eg., policy changes	It may vary from Department to Department and time to time changes in the policy/GR/Act etc. during the contract tenure of 8years
445	Section 3.1, Background, Page 23	The most critical pre-requisite for the success of IWDMS 2.0 would be an exercise to simplify the government processes and procedures, which includes, streamlining decision making, level jumping, standardization and automation of repetitive processes, eliminating unproductive / non-value-add work and reducing paperwork.	Would the workflow requirements be limited to commonly used business tasks such as approvals, document management, finance approvals etc?	As per requirement defined in the RFP.
446	Section 3 Page 34	In-built Exceptions	Do you foresee a requirement for complex exception processing?	As per RFP
447	Section 3.5.1, General Complaince, Page 29	Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications and shall support interface with other open- standard systems.	Do any of the workflows involve tight integration with other systems on-premise/back-office applications? RFP talks about integration with systems such as Common Service Portal, HRMS, Swagat, eCourt. What technologies are these systems built on? Also, are there any other systems envisioned in scope of external integration?	As per RFP.
448	Section 3.1, Background	Introduce a new aspect of operational performance measurement	Are you looking for a solution with a robust monitoring capability? -Process Dashboard: To display data such as total number of instances per process, instances started by user etc etc -Business Dashboard - Feeding from data coming from business domain entities	Bidders are free to propose state of art practices followed elsewhere without diluting the RFP Scope & terms and conditions. Additional functionalities can be deployed once approved by department without any additional cost to the department.
449	Section 3.5.19, Integration & Web-services		Does the requirement call for workflows with a mixture of human and automated activities?	Yes.
450	Section 3.5.1, General Complaince, Page 30	18 The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0	Does the requirement involve exposing the workflows in IWDMS2.0 as APIs on a API Management Platform ? Or are APIs limited to inter system communication within the organization?	API Management platform should also be avaialble. It is communicate with external system also.
451	3.12.2. Training - Page no.59	The SP should ensure that change management starts from the project planning stage and continues throughout the life of the project.	1) Who are all will be the targeted users for change management training? 2) How many users to be trained under change management? What will be the batch size?	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
452	3.12.2. Training - Page no.59	Training to master trainers (Five from each department and Commissionerate and office)	We understand that there are 80 departments and 5 master trainers from each department to be trained .i.e. overall 400 Master Trainers to be trained. Need confirmation on our understanding.	As per revised RFP
453	3.12.2. Training - Page no.59	▢ Training of software support professionals from GIL ▢ Training team who should further provide compulsory training to each user for 3 days at regional/ District SPIPA Centre. The Bidder is responsible to provide a minimum of 7 days Training to identified set of government officials and user groups on the usage of the proposed solution.	Is these trainings are different other than Master Trainers Training or both are same.? If it is different, then kindly specify the no. of users to be trained, batch size, training location etc.	As above
454	3.2 Component wise Scope of Work pg 26	1. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software, etc. should be done by bidder at no extra cost.	This is an open statement and not acceptable. Needs to be grounded as per scope boundaries, hence pleas remove or refine	No change.
455	3.2 Component wise Scope of Work pg 26	The bidder has to migrate all the current data out of which only last one-year data to be kept in the new system. Other data are to be kept in the archival system. As and when required by the respective department, the bidder shall have to support to retrieve the same by deputing one dedicated person.	1. Please let us know if the person is required for all 8 years? 2. Please let us know the requirement for a dedicated person where already have the operations team available, please confirm 3. Please let us know if the person is required 24x7 or one shift?	1. No 2. The O & M Team will do this exercise.
456	3.3 Geographical scope pg 28	▢ The project will be implemented centrally initially in Gujarat State Data Center (& any other envisioned future location by GoG) and rolled out in all Departments and its HoDs, Boards, Corporation, PSU, District, Taluka level offices across the state	The location has to be decided in the start of the contract and cannot be changed in between as the support teams cannot move from one place to another. Bidder request to remove this clause	As per revised RFP
457	3.5. Technical Scope of Work pg 29	8 Setting up of helpdesk operations for assisting the internal and external users in resolution of functional, technical and administrative issues for the period of 8 Years.	1. Please let us know the activities under administrative issues 2. The external users would be coming through GIL helpdesk, please let us know what level of support would be provided by GIL helpdesk or all the queries related to in scope solution would be passed on to the helpdesk, please confirm 3. Please let us know how the call woud be passed on from GIL helpdesk to bidder helpdesk 4. Please let us know the language of support for the helpdesk 5. Please let us know the start date of the helpdesk	1. The administrative issues will be resolved by DST/GIL. 2. The external users will be coming through GoG call centre. The GoG call centre will pass the application related issues to selected bidder. However, internal users will be directly calling to IWDMS helpdesk no. 3. as above 4. The helpdesk person shall know the Gujarati, English and Hindi. 5. The helpdesk shall be made operational from partial Go-Live
458	3.5.1. System Requirement pg29	1 Undertake requirement / GAP Analysis, customization/development and installation of new customized/developed integrated product as per the transactional needs of the State of Gujarat for a minimum support of concurrent (transacting) user base of 5,000.	1. Please let us know the number of calls per shift that can be considered 2. Please let us know the percentage division between functional/technical/administrative calls	As per RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
459	3.5.1.2 Integrated Document Capturing (Scanning) Module pg 31	Integrated Document Capturing (Scanning) Module	Bidder assumes data digitization (scannign of hard copies) is not in scpoe, please confirm	Yes.
460	3.5.2.14. Asset Management pg 41	1. In awarding the assets of Department/Office 2. Managing the asset, the distributions 3. Keeping the record of payment history 4. Generation the Barcoded/QR coded dead stock no. sticker	1. Please let us know if asset management is in scope, please confirm? 2. If yes, bidder assumes in scope assets provided in BOM would be supported under asset management, please confirm 3. If yes, please let us know if asset management tool has to be provided by the bidder or GIL will extend the tool, please confirm 4. Please let us know who will provide barcode stickers, printers, readers etc as per the requirement, please confirm	1. Yes 2. No, bidder needs to provide Assets management module able to conver all the assets of GoG not limited to IWDMS 2.0. 3. bidder has to provide the Asset Management funactionalities mentioned in Scope of Work. 4. Department will provide barcode stickers, printers, readers.
461	3.5.2.17. Citizen Grievance Redressal Portal pg 46	1. Citizen can submit the application offline, online or by email. Any application received either offline or email is required to be inserted in application software manually by the back office executives	Bidder assumes these back office executives team would be the existing team of GIL, please confirm	Any application received offline is reuqired to scan by registry clerk and inwarded and email is required to be convert in letter aned inserted with respective user in the system.
462	3.7 Operation & Maintenance Support pg 51	Operation & Maintenance Support	Please let us know the service window for underlying infrastructure support	Infrastructure support will be provided by department.
463	3.7 Operation & Maintenance Support pg 51	o The SP has to provide the operation & maintenance for the period of 8 years Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. changes	The support is asked for 8 years due to which there would be multiple changes that might come in due to legal/statutory etc. which cannot be foreseen and hence cannot be clubbed in the existing RFP. Bidder request to keep these clauses under CR clause. PLease confirm	No change.
464	3.7 Operation & Maintenance Support pg 51	The service management/support request module/tool shall be provided by the SP	1. Please let us know if the tool has to be provided in the name of the customer or as a service model? 2. Please let us know if the tool has to be installed in the bidder premises or to be provided on cloud? 3. Please let us know the start date of helpdesk services	1. In the name of purchaser 2. On Governement Cloud owned private cloud at Gujarat State Data Center, Gandhinagar 3. as above
465	3.7 Operation & Maintenance Support pg 51	The space for helpdesk facility would be provided by Govt. of Gujarat.	Bidder assumes following things would be provided by Govt of Gujarat, please confirm: 1. Seats 2. Desktop 3. Landlilne/tollfree 4. Generic facilities	Yes, As Above

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
466	3.7 Operation & Maintenance Support pg 51	▪ Provide manpower for operations, maintenance and onsite warranty support of all the existing and supplied items	1. Please let us know which all existing items needs to be supported by the bidder 2. Please share the list of existing items, technology wise, location wise that needs to be supported 3. Bidder assumes any hands and feet support required at any premises other than DC DR, would be provided by customers existing end user support teams at the customer premises, please confirm	Bidder has to provide the O & M Support for those item supplied by bidder only.
467	3.7 Operation & Maintenance Support pg 52	The payment for DR Site will be applicable only once DR Site will be ready and operational.	1. Please let us know the date of readiness of DR site as we have to plan for the resources beforehand 2. Do we have to quote for DR support seperately in the commercial format?	As per revised RFP
468	3.7 Operation & Maintenance Support pg 53	However, the incremental licenses of the OS and Database is required to be supplied and maintained with 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.	1. Please let us know th future roadmap of 8 years of increase in the user base to be considered in this sizing 2. The manpower for helpdesk has been fixed by the customer, please let us know the increase to be considered year on year for helpdesk resources	As per revised RFP
469	3.7 Operation & Maintenance Support pg 53	SP should propose a solution where the Recovery Point Object (RPO) should not be more than 5 minutes and Recovery Time Objective (RTO) should not be more than 120 minutes.	Please let us know if DR monitoring tool has to be proposed like Sanovi for RTO RPO calculations	As per revised RFP
470	3.7 Operation & Maintenance Support pg 53	The DR location may be in Delhi or Hyderabad or some other place.	Please let us know the notice period that would be provided for DR location support so that resources can be planned accordingly	As per revised RFP
471	3.8.1. Bidder shall propose the development Team for project as follow (the cost of the same has to mention in part 1 of financial bid pg 55	2 Bidder shall propose configuration management team of 5 resources onsite (at least 3 years of experience in development/configuration of similar solution) and handholding support team of 35 resources (at least BE/B.Tech/MCA/IT graduate and having 2 years of experience in handholding/Operation & Maintenance support of IT software/application) after UAT of eFile module	1. Please let us know the location of 35 handholding resources to be placed out of? 2. Please let us know if these 35 handholding resources needs to travel, if yes, who will bear the travel cost? 3. If travel of these resources to be paid by the bidder, please let me know the locations of travel, frequency of each travel, and the stay period in each location 4. Please let us know the notice period time if the manpower has to be increased or decreased	1. These Resources will be placed at disposal of various departments of GoG in the Gandhinagar itself. 2. Need to travel between Ahmedabad and Gandhinagar only, if required. Bidder has to bear the travel cost. 3. As above 4. Notice period will be 1 week.
472	3.8.2. Bidder shall propose the Operation and Maintenance team for project as follow pg 55	b. To support the technical support for hardware/software, mobile app, web interface including applying patching, OS updation, antivirus updation, DB Management, take new requirement, a Central Site O & M Team of System Administrator, System/Business Analyst, DBA, Security Expert, Mobility Expert, BI Expert etc. with BE (CE/IT/EC) / B.Tech (CE/IT/EC) /MCA/M.Tech in IT having minimum 4 or more years s of experience in their respective field	4 years of experience is very high and has to be different for different level of support resources. Bidder request to remove 4 years of experience	No change.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
473	c. Hand-holding Support Team pg 56	The helpdesk service should be available from 9:00 a.m to 7:00 p.m hrs and as and when any critical issue arises, on call/onsite support need to be available any time	1. Please let us know 9 AM to 7 PM Monday to Friday or Monday to Saturday? 2. If any critical issues comes in, the data center support team would needs to provide the major incident support rather then service desk, please confirm	1. As per Government of Gujarat calender. 2. If any critical issues comes at application level, the data center support team will provide system generated incident report only. Further, bidder is responsible for resolution of issues/problem that may arise.
474	c. Hand-holding Support Team pg 56	2. To provide the hand-holding support, the SP has to depute 35 technical resources initially for individual department for change management.	Please let us know the duration of these 35 hand holding resources	For contract duration.
475	3.12.3. Helpdesk Services pg 62	6 Get user feedback daily	Bidder assumes the context of this line is to get user feedback on each incident, please confirm	Get the feedback report of incident registered.
476	4.20. The tools/software licenses available with Gujarat State Data Centre on shared basis and Compute power available under G-Cloud at Data Centre shall be given to the bidder after signing NDA with DST/GIL pg 67	4.20. The tools/software licenses available with Gujarat State Data Centre on shared basis and Compute power available under G-Cloud at Data Centre shall be given to the bidder after signing NDA with DST/GIL	1. Bidder assumes all the monitoring tools would be extended by the customer, please confirm? 2. Bidder assumes these tools would be installed and confirgured by customer existing team, please confirm 3. Support for the tools extended by the customer would be taken care by customer team, please confirm? 4. Please let us know the names of the tools to be extended to te bidder	As per revised RFP
477	4.20. The tools/software licenses available with Gujarat State Data Centre on shared basis and Compute power available under G-Cloud at Data Centre shall be given to the bidder after signing NDA with DST/GIL pg 67	4.20. The tools/software licenses available with Gujarat State Data Centre on shared basis and Compute power available under G-Cloud at Data Centre shall be given to the bidder after signing NDA with DST/GIL	1. Please let us know if any integration needs to be done with ITSM tool provided by the bidder? 2. Please let us know the patch management tool that would be extended by the customer	As per revised RFP
478	6.2.2.2. Operation and Maintenance Pg 74	SLA Measure	Only incidents SLA's are mentioned, however, no SLA's have been defined for Service requests, please provide the service request SLA's	As per revised RFP
479	6.2.2.2. Operation and Maintenance Pg 74	Resolution Time Sev 1<1 hrs	Resolution time of 1 hours is very stringent and not achievable. Bidder request to change it to 2 hours minimum. Please confirm	No Change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
480	6.2.2.5. Operational Related Penalty for Handholding Support	Absence of Manpower and not made alternate arrangement > 1 Day	1 day absence cannot be considered for alternate arrangement and this should be changed to minimum3 days of absence. 2-3 days are required for identifying the back up resource to be available. Please confirm	As per revised RFP
481	8.6. SP Personnel Pg 80	The SP shall employ and provide such qualified and experienced personnel as may be required to perform the services under the specified project as assigned by DST.	Bidder assumes partner resources can be deployed for providing the services, however the SLA's and ownership of the contract would still be with the bidder, please confirm	Yes, Bidder may deploy partner resources except key resources such as Project Manager, Development and Central O&M team
482	Part 3: Cost of Operations and Maintenance of IWDMS 2.0 pg 104	Particular	1. Bidder assumes the count of resources provided is minimum resources to meet the SLA's, however to cover the shift and SLA's the bidder can increase the count of resources, please confirm? 2. Please let us know where do have to provide the price for support personnel other than the resources mentioned in the contract	1. Yes 2. No additional cost will be paid by tenderer, bidder is free to provide any nos of resources in excess of minimum required
483	5. Data Migration Page-26	2. The bidder has to migrate all the current data out of which only last one-year data to be kept in the new system. Other data are to be kept in the archival system. As and when required by the respective department, the bidder shall have to support to retrieve the same by deputing one dedicated person. The last year data is: 0.15TB Total database size is: 1.76 TB	1) Please share the database software details along with software version and edition being used for existing database (for which migration is required) ? 2) how many existing database servers & instances will be part of the migration 3) Apart from database, will be there any data which needs to be migrated? If yes then what type of data it is and size of that data 4). does new setup and existing setup will be in the same data centre? 5) does data migration will happen over the LAN only?	As above
484	Page - 53	SP should propose a solution where the Recovery Point Object (RPO) should not be more than 5 minutes and Recovery Time Objective (RTO) should not be more than 120 minutes.	What replication technology is being used for the existing App & DB in current cloud infrastructure to achieve 5 Minutes of RPO	As above.
485			Have you deployed any disaster recovery management (DRM) tool in existing setup	As per revised RFP
486			1. What will be the link size between Primary & DR Site 2. Who will be the prime owner for the DC-DR drill activity? 3. How frequently the Drill will be conduct in a year?	As per revised RFP
487	4.17 Backup & Recovery Page - 67	The bidder must provide and successfully test backup and recovery capabilities for the applications and related databases. The bidder must describe this functionality, and the frequency of backup.	1) Have you deployed any backup infrastructure currently for existing setup? If yes, then please share more iformation about the backup infrastructure	GSDC having Tape Library and VTL. Currently we are using backup software - EMC Networker 9.1.05
488			2) Do we have to integrate with that backup infrastructure or bidder should propose backup infrastructure ?	The selected bidder has to integrate with GSDC existing backup solution.
489			3) If bidder has to propose the backup infrastructure (backup Software & hardware, Tape libraries, Tape cartridges etc.) then what will be the backup policy (backed up data retention mainly) ?	NA

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
490	General		Do we have provide technical staff for OS and datbase support at both (Primary & DR) the locations ?	As per revised RFP
491	3.7	The Scope of Services to be offered by bidder is detail below :100Ms latency as part of NW bandwidth 1Mbps	It's undwerstood that mentioned required WAN link of 1Mbps will be provided by your end .	Through Share 20Gbps Link
492	General	General	Is our understanding correct that only network switches required for connecting new compute/database as part of this solution is required from network end in this bid	No, Entire compute will be provided by the Tenderer
493	General	General	Is our understanding correct that End-to-End network connectivity is already availabel in existing DC and DR (i.e links , routers , firewalls , core switches etc) and selected bidder need to assist with additional bandwidth required for this solution	To provide bandwidth will be responsibility of the Department.
494	General	General	Is our understanding correct that Required Network connectivity between DC-DR is in place and same can be leveraged for this requirement .If not then kindly share existing NW architecturer details	As per revised RFP
495	5. Data Migration Page-26	2. The bidder has to migrate all the current data out of which only last one-year data to be kept in the new system. Other data are to be kept in the archival system. As and when required by the respective department, the bidder shall have to support to retrieve the same by deputing one dedicated person. The last year data is: 0.15TB Total database size is: 1.76 TB	1) Please share the database software details along with software version and edition being used for existing database (for which migration is required) ? 2) how many existing database servers & instances will be part of the migration 3) Apart from database, will be there any data which needs to be migrated? If yes then what type of data it is and size of that data 4). does new setup and existing setup will be in the same data centre? 5) does data migration will happen over the LAN only?	As Above
496	Page - 53	SP should propose a solution where the Recovery Point Object (RPO) should not be more than 5 minutes and Recovery Time Objective (RTO) should not be more than 120 minutes.	What replication technology is being used for the existing App & DB in current cloud infrastructure to achieve 5 Minutes of RPO	As per revised RFP
497			Have you deployed any disaster recovery management (DRM) tool in existing setup	As above
498			1. What will be the link size between Primary & DR Site 2. Who will be the prime owner for the DC-DR drill activity? 3. How frequently the Drill will be conduct in a year?	As per revised RFP
499	4.17 Backup & Recovery Page - 67	The bidder must provide and successfully test backup and recovery capabilities for the applications and related databases. The bidder must describe this functionality, and	1) Have you deployed any backup infrastructure currently for existing setup? If yes, then please share more iformation about the backup infrastructure	As Above
500			2) Do we have to integrate with that backup infrastructure or bidder should propose backup infrastructure ?	The selected bidder has to integrate with GSDC existing backup solution.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
501		the frequency of backup.	3) If bidder has to propose the backup infrastructure (backup Software & hardware, Tape libraries, Tape cartridges etc.) then what will be the backup policy (backed up data retention mainly) ?	As Above
502	General		Do we have provide technical staff for OS and datbase support at both (Primary & DR) the locations ?	As above
503	2.4. Qualification Criteria, S No 2 Page No 11	The bidder must have turnover of at least Rs. 200 Crores for any one of the last three financial years or cumulative Rs 600 crore for last three financial years (completed financial year period completed on 31st March, 2018).	The bidder must have turnover of at least Rs. 80 Crores for any one of the last three financial years or cumulative Rs 150 crore for last three financial years (completed financial year period completed on 31st March, 2018).	pl refer revised RFP
504	2.4. Qualification Criteria, S No 3 Page No 11	The bidder should have experience in customization/ development and implementation, support services of at least 2 eOffice/workflow and document management system solution in India which include workflow and DMS in state/central government or PSU or any board or corporation set up by government having each of value at least 5 crores. Projects should be functional at multiple location.	The bidder should have experience in customization/ development and implementation, support services of at least 1 eOffice/workflow or document management system solution in India which include workflow or DMS in state/central government or PSU or any board or corporation set up by government having each of value at least 5 crores. Projects should be functional at multiple location.	As per revised RFP
505	2.4. Qualification Criteria, S No 5 Page No 11	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 1000 users or resources any time in last five years.	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 350 users or resources any time in last five years.	No change.
506	PQ criteria #2	The Bidder must have average annual turnover of at least Rs 200 Crore for last three financial years or cumulative Rs 600 crore for last three financial years from the development/ customization of solution only.	Since our financial statments do not have a head stating "development/customization of solution", we would need to take a certificate from Statutory Auditor. The Statutory Auditor needs clear requirements of what kind of solutions. Hence, proposing to clarify the PQ criteria as: The Bidder must have average annual turnover of at least Rs 200 Crore for last three financial years or cumulative Rs 600 crore for last three financial years from the development/customization/**implementation of IT Application**/solution only.	pl refer revised RFP
507	Final Evaluation of Bid	T=0.3 weight given to the technical proposal	This is a strategic project and at a scale which has not been implemented in the country. The evaluation criteria of such projects in other states (with much less scope) was at least 70:30 (Technical:Commercial). May we request to change the QCBS from 30:70 (Technical:Commercial) to 70:30.	No change.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
508			Suggestion: Many Government tenders have opted NOT to procure the licenses upfront at once. GIL can also optimize the project budget by not procuring licenses at once (upfront). The RFP should mention that the Client will issue a letter when they want the licenses to be supplied.	As per RFP.
509			Please confirm that you will provide Oracle virtualization layer for database servers at the data centre. This is required to comply with Oracle Licensing policy.	Bidders is responsible for providing anyother extra hardware, software, licenses required as per his solutions. Tenderer can only provide the compute available.
510			Please confirm whether Enterprise Edition is required for all open source components.	Yes. Bidder has to give Enterprise Edtion with OEM support for all the open source components valid for the contract duration.
511	2.4/page 10	Qualification Criteria #1	Which certificate should be produced to establish that we are an IT company. Please clarify if certificate of incorporation under Companies Act can be submitted to meet this requirement	Yes. However, bidder needs to ensure that it should clearly defines the requirement.
512	2.4/page 12	Qualification Criteria #10	We find criteria #10 open ended. Request to share the exact format of the undertaking required. Please confirm that under this undertaking the bidder need to confirm that it will deploy requisite resources as per RFP requirements at the locations mutually agreed with DST for the specific duration to meet the project requirements.	Yes.
513	Notes 5 / Page 12	Notes c	Hope the discounting criteria is only applicable to the core IWDMS application system components proposed and not to the other licenses e.g. database, operating system etc	As per revised RFP
514	2.13. Documents Comprising the Bid (Page# 14)	The bid processing fee of Rs. 17,700/- (Rupees Fifteen Thousands Only) in form of DD	Mismatch between numeric and word value.	As per revised RFP
515	Component-wise scope of work / Page 26	No change request will be entertained during the O&M period. Any development / changes during O&M phase shall be developed through continous development team mentioned in the RFP	We request for excluding major development (greater than a specified effort in man-month) from the scope of O&M and this should be considered as additional work and to be managed through change management process and additional cost to be paid to the bidder.	No change.
516	Expected Outcomes (Page# 24)	Registration & routing of communications digitally (through email, e-file, SMS, Mobile App)	What are platforms to be supported for Mobile App. Will Android & iOS be sufficient?	As per revised RFP
517	3.2 , Point 5 /Page 26	Data Migration	We need more details on the data to migrated- 1. Are the files/documents stored in DB or any external storage 2. Legacy DBMS used 3. Metadata type etc	As per Revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
518	3.3 / Page 28	Geographical scope: Office / locations to be covered for the project	Please provide list and number of offices and number of users at each such office (Physical location details where the system need to be rolled out in Phase-1, Phase-2 and Phase-3.) This will help us in planning the rollout activities much better. Also please confirm if the existing system is rolled out at all these locations. Also please clarify if the data migration to be done at each such office / locations.	As per revised RFP. The number of Offices w.r.t. locations are not identifiable. However, the Users of Phase-1, Phase 2 and Phase-3 are mentioned in the RFP.
519	3.2/Page 27	Scope of Work - Requirement Study and Analysis of Requirements	Current scope is too broad, subjective and open ended, making it difficult to quantify and size the requirement. Please provide list of functionalities and functioning of all deparaments to be covered under scope of this RFP. At present it says that requirements are going to be collected only after WO is issued	As per revised RFP
520	3.5 / Page 29	2. Suggesting necessary business process re-engineering of the department	Please confirm that the proposed business process re-engineering will be limited to the process covered under this project. Please confirm that the agreed re-engineered business process will be uniformly applied to the departments / agencies and DST shall help in issuing related instrcutions to all departments / agenscies to follow the agreed process.	1. Yes 2. The agreed re-engineered process may or may not be applied uniformly to all departments. It may vary from Department to Department.
521	3.5.1.1, Point #10/ Page 29	DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM or should be design and develop/customized with integrated approach under Bespoke development in order to have the homogeneous and integrated solution.	Can you please clarify more on this? Does this mean that all components, if COTS, need to be from same OEM?	As above.
522	3.5.1.1, Point #9/ General Compliance(Page#	The system shall support multiple databases for reducing database engine level dependency	Please elaborate "multiple" databases. Is it mandatory to have support for NoSQL database also apart from RDBMS?	No. its not have any dependancies for interation with other database.
523	3.5.1.1, Point #12 General	and report viewing facility shall be available on Mobile App also	Please elaborate the complete scope of mobile app.	As Above
524	3.5.1.1, Point #13 General Compliance(Page# 30)	Noting and Draft Preparations in IWDMS can be done using Digital Writing Pad to handle the file in the same way of handling the physical file. Senior officials will be able to put noting in a file using digital writing pad.	Who will be responsible for procurement of digital writing pad?	As per revised RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
525	3.5.1.1, Point #18 General Compliance (Page# 31)	The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0	Please clarify. We understand that the application will have only one central instance running at data center and the same shall be accessed by all the departments / offices across the state and there will not be local instances at each office. Local instance at each office will totally change the scope including software lienses requirements. Is it the responsibility of the service provider to set up and maintain every office instance apart from base instance? Please confirm.	Yes, Application will be centrally hosted at state data center and will be used by the all the departments of GoG. There will not be local instance at each offices. It will be logical instance or group for particular department.
526	3.5.1.6 Document View (Page# 36)	The System shall support for viewing documents in native application.	Please explain "native" application.	Its should not be hybrid. Separate app development for Anroid and IoS.
527	3.5.1.10 Security & User Management	The system shall provide LDAP support for integrating with directory services.	Is there any existing directory service already present to be integrated with?	As above.
528	3.6/Page 50	Integration Scope	What is the exact nature of integration expected? More details needed to understand what all functions of the respective applications are required to be integrated with IWDMS2.0	As per revised RFP
529	3.8.1 / Page 55	Bidder shall propose development team with efficient resource to develop/customize IWDMS 2.0 in prescribed timeline. The developer team resources will be based onsite at location/premises to be provided by Government of Gujarat.	Please confirm if Government of Gujarat shall provide all requisite infrastructure for developers at its site including office space, office infrastructure including power, requisite number of dektops, bandwidth and development and test environment for the bidders team during the entire project duration	only Office space with sitting arrangement and power will be provided by the Tenderer
530	3.8.2, Page 55	These sections incorrectly refer to part 5 and 6 of the commercial bid.	Please confirm if it should be part 3 and 4.	Yes, its typo error. Pl read these are Part 3 and 4.
531	3.8.2, Point C / Page 55	Hand-holding Support Team	Will technical resources for hand-holding support be centrally located? Or to be deployed at respective field offices? Can you please a share distribution matrix for L1/L2/L3 support personnel across various office locations?	1. As above. 2. Not envisized.
532	4.20 / Page 67	Following facilitites shall be provided by selected bidder	Please confirm that audit fees of security auditor including CERTN IN Emplanneled Vendor shall be borne by Government of Gujarat	No. it will be borne by the selected bidder.
533	6/Page 73	Service Level Agreement	SLA for application uptime should be decoupled from DC related issues or downtime of DC. Bidder's responsibility should be limited to conducting the RCA (Root Cause Analysis) and sharing the RCA report.	As above
534	6.2.2.2 / Page 75	Step 2: Upon receipt of a complaint, to reproduce the problem Team would first contact the user via telephone/email and understand the problem. If required, visit will be made to the User's Desk.	Since help desk team will be based at Gandhinagar and Hand holding support will be deployed at DM office(Most likely), please confirm that no visit shall be required to users desk who may be operating from remote locations	No. Telephonic guidance shall be given of remote location users.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
535	8.3 / Page 80	Sub contracts	Please confirm that the bidder can engage its partner resources for handholding, support and operations and also resources from application OEM for solution implementation while the bidder remains responsbile for all contractual obligations of the project	1) For Manpower, As above (Sr.No.481) 2) Bidder remains responsible for all contractual obligations of the project.
536	5. Timeline and Payment Terms	Go-Live Implementation of remaining functionalities and UAT, Data Migration, Training, Security Audit and EQDC Testing and Go-live	Go-Live Criteria should be defined in the RFP. Suggested Criteria: The Application will be declared go-live when the following activities have been completed: - Submission of Documents suggested on page 27 - UAT of requirements mentioned in Section 3.5 and 3.6 - Roll out in Locations mentioned in Phase-1	As per revised RFP.
537	5. Timeline and Payment Terms	Submission of SRS, URS, and SDD, and approval of UI	This will not be possible in 10 days from the start of the project. Please modify.	As per revised RFP
538	5. Timeline and Payment Terms	Phase-1: T+4 Months Phase-2: T+6 Months Phase-3: T+8 Months Remaining: T+12 Months	Suggested timelines: Phase-1: T+**6 Months** Phase-2: T+**8 Months** Phase-3: T+**10 Months** Remaining: T+12 Months	As per revised RFP
539	3.2 Scope of Work - An indicative list of documentation	An indicative list of documentation to be prepared as part of contract:	We request to amend/ combine the documentation requested on page 26 in "An indicative list of documentation to be prepared". From our recent experience in other projects we have seen that preparing so many documents will be an overkill. Keeping all these documents in sync and obtaining sign-off would be a nightmare in reality. We request following documentation 1. SRS 2. System Architecture Document 3. Technical design document (HLD + DLD) Also request to remove the word **"Indicative"**	No change
540	3.6 Integration Scope - Integration with eCourt	Integration with any other existing/upcoming/futuristic departmental portal/applications of Govt. of Gujarat during the tenure of the contract.	Please remove the line "Integration with any other existing/ upcoming/ futuristic departmental portal/ applications of Govt. of Gujarat during the tenure of the project". Since this will be part of Go-Live criteria, the scope should not be open ended. The RFP anyway has asked for resources to do enhancements in the O&M phase.	No change
541	3.8.2 - Bidder shall propose the Operation and Maintenance team for project as follow (	After the rollout, the service provider shall keep various types of resource team at site indicated in this RFP or the place earmarked for development in para 3.7.1 during the entire duration of O & M as follow	There is no para 3.7.1	After the rollout, the service provider shall keep various types of resource team at Ahmedabad/Gandhinagar or the place allocated by Government during the entire duration of O & M.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
542	3.12.2 - Training	Training to master trainers (Five from each department and Commissionerate and office)	Since 5 people from each entity is to be trained, please provide a list of all departments, commissionerate, offices.	The List of departments are mentioned in the RFP.
543	3.12.2 - Training	Training	3.12.2: How many software support professionals to be trained? Please give a number.	As per revised RFP
544	3.12.2 - Training	Training	For training, what should be the batch size?	As per revised RFP
545	3.12.2 - Training	Training team who should further provide compulsory training to each user for 3 days at regional/ District SPIPA Centre.	3.12.2: "Training team who should further provide compulsory training to each user for 3 days at regional / District SPIPA Centre" - Are we supposed to train this team or the end users? Please provide the information in the training format suggested by us in the worksheet "Template"	As per revised RFP
546	3.8.2 a: Continuous development and O&M Team	1. One Project Manager (PM) who is a (ICT Graduate with (BE/B.Tech(CE/IT/EC)/MCA + MBA/PG in management/PMP with minimum 10 years of experience and domain knowledge). PM will head of the technical team and co-ordinate the developers, central O & M team, support and handholding team and Government departments and various offices. 2. For a. Continuous development process of application, a team of 5 developers with minimum 5 years of experience in development of similar application or in same solution (in case of COTS solution), headed by Project Manager as described in point no. 1.	Point 1 mentions one project manager. Point 2 mentions five developers and one more project manager. Is it the same one mentioned in Point 1?	Only 1 Project Manager for entire contract duration
547	3.8.2 b:	To support the technical support for hardware/software, mobile app, web interface including applying patching, OS updation, antivirus updation, DB Management, take new requirement, a Central Site O & M Team of System Administrator, System/Business Analyst, DBA, Security Expert, Mobility Expert, BI Expert etc. with BE (CE/IT/EC) / B.Tech (CE/IT/EC) /MCA/M.Tech in IT having minimum 4 or more years s of experience in their respective field.	Page 55: 3.8.2 b: There is an "etc." mentioned after System Administrator, System/Business Analyst, DBA, Security Expert, Mobility Expert, BI Expert. Please specify what other profiles are required.	"etc" is for bidder to acertain if anyother profile is required for the success of project as its minimum indicative requirement only
548	3.8.2 c - Hand Holding Support Team	Page 56: Hand Holding Support Team: DST may increase or decrease the no. of resources required for handholding on time to time during the 8 years of O&M period.	Increasing is not a problem, but if decreasing is an option, request you please provide a number for "the minimum guaranteed resources required for hand holding". This will enable the bidders to quote more accurately.	The number written in the RFP are minimum.
549	3.11 Envisaged Project Phases	Page 58: 3.11: Envisaged project phases - Stages	Do "Stages" mean "Phases" in this section? Phases are also mentioned on page 28 Section 3.3	Yes.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
550	3.11. Envisaged Project Phases - Stage II	Page 59: Application Testing through EQDC and Security audit of the application through CERT-In empaneled agency.	The Go-Live should not be dependent on EQDC testing. A fixed time should be allocated for this. If there is a delay due to EQDC (or any other reason not attributable to the Bidder), the Bidder should not be penalised.	As per RFP
551	3.12.1 Documentation	Page 59: 3.12.1: Documentation	Request you to please consolidate all the deliverables at one place. Some documents are mentioned on page 26 and another list is mentioned here on page 59	No change
552	5.1. Proposed timelines for Implementation and payment terms	Page 71: A Penalty of 0.5% of ATS/AMC of that component per week delay subject to maximum 5% of milestone cost.	How will you calculate "contract value of respective milestone of software application". The commercial format just asks for "one time cost of IWDMS 2.0…".	As per revised RFP
553	6.2.1.1 Note	Page 73: 6.2.1.1 Note	This should be "agreed project plan with the successful bidder"	No change
554	6.2.2.1 Software	Page 74: 6.2.2.1: Software uptime	What is the capping of this penalty.	As per revised RFP
555	6.2.2.2. Operation & Maintenance	Page 74: 6.2.2.2: Operations and Maintenance	What is the capping of this penalty.	As per revised RFP
556	7.1 DST & GAD	Page 78: 7.1: DST & GAD	DST & GAD will provide a dedicated team which will be responsible for this project and for making arrangements such as meetings/ workshops with the various departments as per agreed timelines. Please confirm.	As per RFP
557	General	Scanning	Please confirm that scanning of documents is not in the scope of bidder and acrodingly bidder is not required to provider scanners etc	Yes. Scanning of documents is not in the scope of bidder and acrodingly bidder is not required to provide scanners etc
558	General	Rollout of application during Phase 2 and Phase 3	Please confirm that as part of rollout bidder shall be responsible of user creation, provide training to users at central location and migration of existing data available in digital format. Please confirm if our understanding is correct and bidder will not be required to visit each Panchayat and Taluka offices. The training for each Panchayat and Taluka offices shall be provided at respective district office at a space provided by Government of Gujarat.	Yes.
559	8.10. Intellectual Property Rights	Ownership rights	Ownership of any Pre-exisitng work by Bidder shall vest in Bidder. Bidder shall transfer the ownership of the deliverables and reports upon receiving the payments thereof.	As per RFP.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
560	8.11. Inspection/Testing	DST, GAD or their representative shall have the right to inspect and/or to test the software or work of the SP to confirm their conformity to the Contract specifications at no extra cost to the DST	It is clarified that we will need to retain our records as per our retention policies. Upon reasonable notice we shall allow the client to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements.	As per RFP.
561	8.12. Change Request Orders	During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	The Contract needs to document an objective scope change process to address any changes to the agreed scope of work, timelines or duration of the project, in a mutual consultative manner. This would ensure that neither side is expected to assume any implied obligations.	No change
562	8.13. Suspension	DST may, by written notice to SI, suspend all payments to the SP hereunder if the SP fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension. 8.13.1.Shall specify the nature of failure. 8.13.2.Shall request the SP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of failure.	It shall be clarified that payments to SP should be suspended **after** SP has failed to remedy any failure within 30 days of notice of suspension.	As per RFP.
563	8.14. Termination		It is clarified that an objective and consultative process should precede before the Client chooses to exercise its termination rights under this clause. To ensure that the clause is not interpreted in a subjective manner, a mechanism should be put in place to objectively capture service related defaults and allocate the accountability to an appropriate party in a transparent manner. Upon termination, PwC should be paid for the services performed by PwC till the date of termination. Additionally, given our audit independence requirements, we would also require the right to terminate in circumstances where continued performance under this contract would breach our legal, professional or regulatory requirements	As per RFP.
564	General	Survival obligations	It is further clarified that the survival period for any obligations post termination / expiration of the contract will be six months from the date of termination/expiry.	No Change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
565	General	Third Parties/End Usage	It is clarified that our deliverables are meant for Client's sole use and benefit and that there would be no third party beneficiaries. Our deliverables should not be shared with third parties without our consent.	As per RFP.
566	2.29. Confidentiality	Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of DST, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.	This restriction shall be applicable for a period of **6 months from the termination or expiry of the contract.** Standard exclusions to confidentiality (eg. information in public domain) should be allowed.	As per RFP.
567	General	Insurance	PwC maintains appropriate professional indemnity insurance cover with underwriters to protect against all reasonable risks in respect of all professional services provided by the firm.	As per RFP.
568	2.4 Qualification Criteria (Sr. No. - 8)	Affidavit regarding non-violation/infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights must be submitted by the bidder as per the Attached format	Format is missing in the RFP.	As per revised RFP
569	8.10.7	The SP shall indemnify DST against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India	It is clarified that all references to indemnities should be deleted. We may agree to the below statement in the contract: "Any indemnity amounts will be limited to the fees paid, subject to final determination by a competent court/arbitrator."	As per RFP.
570	Part 3	Part 3: Cost of Operations and Maintenance of IWDMS 2.0 including continuous development team, help desk support, hand-holding support and central site O&M team for Technical support for Software Upgrades, Updates, patches, security updates, bug fixes etc.	There is no provision for testing resource. Request you to please include an additional resource as tester.	Bidder may give the additional resources at no additional cost to the DST/GoG.
571	Data Migration - Point 2	The bidder has to migrate all the current data out of which only last one-year data to be kept in the new system. Other data are to be kept in the archival system. As and when required by the respective department, the bidder shall have to support to retrieve the same by deputing one dedicated person.	Will the dedicated person be a part of the existing support team?	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
572	Page 16, 2.16. Bid Prices 2.16.4.4.	This shall also include the cost of integration with applicable modules of integrated solutions like IFMS, SAATHI, SWAGAT, Digital Gujarat, e-Vidhan (proposed), Seva Setu, Pragati Setu, Government Email & any other upcoming and/or upgraded Portal and/or applications of Govt. of Gujarat during the tenure of the contract.	Bidder request GIL to provide necessary apis for integration with the mentioned modules.	The API from the existing application shall be provided.
573	Page no. 25, Section 3.2 point 5	1. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software, etc. should be done by bidder at no extra cost.	Request to route such migration activities via change request and payment for the same since additonal effort is required basis the infra/software changes. Else all these activities should be routed via onsite resources deployed for the project.	As per RFP.
574	Page no. 27, Section 3.2	Appropriate load balancing and clustering techniques should be adopted by the Selected Service Provider in the Solution design for meeting the requirements of the RFP.	Please clarify whether the necessary load balancers required as part of solution would be provided by Govt. of Gujarat or is incorporated in the cloud infra itself.	The selected bidder can use GSDC existing WAF & SLB.
575	Page no. 31, Section 3.5.1.1 point 19	The system shall be compatible with Digital Signature Certificate and Aadhar enabled e-Sign.	Required connections with service providers and APIs providing Adhaar enabled e-sign services to be provided by Govt of Gujarat.	Yes.
576	Page no. 31, Section 3.5.1.2	Should provide an integrated individual & bulk scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution.	Basis our understanding scanning activity is not under the scope, please confirm.	Yes. As above.
577	Page no. 44, 3.5.2.9. Entry Pass Management	Online verification of visitor	Bidder request GIL to clarify in details about this requirement. Verification can be done basis the database of information for all users- please mention which database to be used. Also GIL to provide the necessary DB access.	Yes.
578	Page no. 45, 3.5.2.14. Asset Management, Condemnation and Dead Stock Management	1. In awarding the assets of Department/Office 2. Managing the asset, the distributions 3. Keeping the record of payment history 4. Generation the Barcoded/QR coded dead stock no. sticker 5. Linkage with work order/ purchase order asset no. and register condemnation order, dead stock register.	Bidder request GIL to clarify whether the asset entry/exit needs to be done manually. Also in terms of payment history does it need integration with any payment gateway or internal module?	As Above
579	Page 52, Section 3.7	Recently, Govt. of Gujarat has done the process for 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. The infrastructure and environment details is available in Section 4 of this RFP.	Please provide details of the cloud infra mentioned.	Microsoft 2016

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
580	Page no. 60, Section 3.12.1 Documentation	Chatbot facility for users to be created	Please specify the scope of chatbots and the user base with concurrency. Since basis Section 3.12.3. Helpdesk Services, the reference specifies use of chatbot for helpdesk services.	As per revised RFP
581	Page no. 67, Section 4.17	Backup & Recovery	Please clarify whether the tools required for backup and recovery would be provided by Govt. of Gujarat?	As above
582	Page no. 69, Section 5.1	20% cost of CAPEX amount quoted in Financial Bid	Request Govt of Gujarat to increase the payment % for this phase since it is the starting milestone for all the consequent processes requiring considerbale manpower and efforts (OS, DB licenses etc.) for building the platform for subsequent activities. Amended clause- 70% cost of CAPEX amount quoted in Financial bid	As per revised RFP
583	Page no.15 Clause 2.14.4.e.i	Bid Security / Earnest Money Deposit (EMD): In case of a successful Bidder, the said Bidder fails: i. To sign the Agreement in time	Bidder requests following modification: In case of a successful Bidder, the said Bidder fails: i. To sign the mutually agreed Agreement in time	No change
584	Page no.16 Clause 2.16.4.6	The bidder agrees to that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no additional cost to client. State Government may choose to carry out the development/customization of the software, after the expiry of the post implementation support, by any way they want.	The Bidder requests following modification: The bidder agrees to that Department of Science and Technology shall have the ~~unrestricted~~ right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, on mutually agreed cost. ~~no additional cost to client. State Government may choose to carry out the development/customization of the software, after the expiry of the post implementation support, by any way they want.~~	No change
585	Page no.22 Clause 2.28	Performance Bank Gurantee	Bidder requests for a cure period of 30 days before invocation of PBG.	No change
586	Page no.71 Clause 5.2.3	DST shall verify the Invoice raised against the milestone achieved & shall make the payment.	No definite timeline for payment is mentioned. Bidder requests to make following modifications: DST shall verify the Invoice raised against the milestone achieved & shall make the payment within 30 days of the date of Invoice.	No change
587	Page no.80 Clause 8.1	These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the DST shall be final and binding on the SI.	Requesting modification of the Clause as under: These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. ~~For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the DST shall be final and binding on the SI.~~	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
588	Page no.80 Clause 8.3	SP is not permitted to out-source or share contractual obligation with any other party of the work assigned to the SP. However, in case of any explicit requirement, Department of Science and Technology may permit SP to out-source services or part of services for execution of their contractual obligation. The payment, however, shall be made to the SP, which has a valid contract with the concerned Department of Science and Technology.	Sub-contracting is requested to be allowed with prior consent of the Authority. Such consent is requested not to be unreasonably withheld.	As above
589	Page no.81 Clause 8.10.1	For a bespoke development, the Department shall retain exclusive intellectual property rights to the software (including source code of customizations/enhancements/ amendments done). The service provider is advised not to bring any software as base layer for future development as a solution. Final solution IPR will be sole and exclusive property of department, expect BI tools, OS and DB. Service Provider will have no claim to any base layer or any other component.	Request modification of this clause with the below: If deliverables/document material are created by the Bidder specifically for the Department and identified as such in supporting material, Bidder shall grant the Department a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables/document material internally. Any pre-existing Intellectual Property shall vest in the Bidder or third party/OEM.	No change
590	Page no.81 Clause 8.10.2	In bespoke development as well as COTS product the Department of Science and Technology shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations. /PSUs or other Gujarat's State Government Entity.	Bidder requests deletion of this Clause.	No change
591	Page no.81 Clause 8.10.3	In case of bidder not offering the COTS (ERP Solution), than the bidder has also to transfer source code so developed for the IWDMS 2.0 project to Government of Gujarat from GO Live onwards The source code, fully documented for its architecture will be exclusive property of the Government of Gujarat and the bidder will have no right to use it anywhere else without prior approval of the Government of Gujarat through the Department of Science and Technology. Considering the rights of government of Gujarat over the source code, the bidder is specifically directed not to use any proprietary layer either of its own ownership or of ownership of others with the source code to deliver the solution for the IWDMS project.	Bidder requests this Clause to be read in terms of the modification requested in 8.10.1. Following is requested for addition: If deliverables/document material are created by the Bidder specifically for the Authority and identified as such in supporting material, Bidder shall grant the designated authority a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables/document material internally. Any pre-existing Intellectual Property shall vest in the Bidder or third party/OEM.	No change
592	Page no.82 Clause 8.10.6	The Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 software and the documentation related thereto, in any Gujarat state government department, at no cost to client.	Bidder requests following modification to the Clause: The Department of Science and Technology shall have the ~~unrestricted~~ right to deploy or use IWDMS 2.0 software and the documentation related thereto, in any Gujarat state government department on mutually agreed terms~~, at no cost to client~~.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
593	Page no.84 Clause 8.12	8.12. Change Request Orders 8.12.1. During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document. 8.12.2. DST may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following: a) Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for DST; b) The place of delivery; and/or the Services to be provided by the SI. c) The bidder should be responsible for changes in the IWDMS 2.0 system user Interface and due to change of legal/statutory/GR/Any ACT etc. changes issued by govt. time to time during the contract period. 8.12.3. Once the change request is developed and implemented, it will become the part of the Software application without any additional cost to GoG 8.12.4. Training of personnel of the DST in terms of hours/subjects will be without any additional cost. 8.12.5. Any change during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy Team mentioned in this	Bidder requests that Change Order in respect of change in scope & price shall be as mutually agreed between the parties.	No change
594	Page no.84 Clause 8.14.1	Termination for default	Bidder proposes that the Department may terminate the contract if Bidder fails to remedy a material breach within a reasonable cure period of 30 days. Bidder requests that it shall have an option to terminate the contract in the event of non-payment by the Department.	As per revised RFP
595	Page no.84 Clause 8.14.2	Termination for convenience	Bidder requests to provide an advance written notice of 30 days before undertaking any termination for convenience.	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
596	Page no.87 Clause 8.22	The contract period will be Go-Live duration + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. The SP agrees that in any case SP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.	Bidder proposes that the Department may terminate the contract if Bidder fails to remedy a material breach within a reasonable cure period of 30 days. Bidder requests that it shall have an option to terminate the contract in the event of non-payment by the Department. Accordingly, this clause is requested for modification as below: The contract period will be Go-Live duration + 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 shall have a right to terminate the contract in the event if non-payment by the Department. ~~agrees that in any case SP shall not terminate the contract. However, t~~The department reserves a right to terminate the contract by sending a notice to the bidder in the events of any material breach or wilful or fraudulent default/misconduct on the part of Bidder.~~non-performance, security violations and non-compliance.~~	No change.
597	Page no.94-95 Clause 9.7	OEM Authorisation Form	Bidder requests modifications of the Form and make changes so as to align the OEM Authoriation Form in line with the modifications proposed under Clause 8.10 (Section VIII) (Intellectual Property Rights). Request deletion of requirement of <u>unlimited</u> license in case of COTS products.	No change.
598	Section 2.28 Clause no 2	PBG	Bidder requestt that payment to be made in 30 days after submission of invoice.	No change.
599	Section 5 Clause 5.1	Payment terms	Bidder would request 2% Penalty upto 15% of the milestone cost.and would further request removal of penalty in each phase of the contract.	No change.
600	Section 5 Clause 5.1	LD	To suggest Cure period	No change.
601	Section 8 Clause 8.14	Termination	The biddder request a cure period of 30 days before termination.	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
602		Suggestion on Application Security	Gujrat Government SDC's critical information, such as financial records, customer data , business information, Personal information of government employees, taxpayers, students, retirees, military personnel, and almost anyone with any business with the government reside within the application infrastructure. Hence, applications and data generated by these applications remain at the core of a data breach attack. **84% of security breaches exploit loopholes in the application layer and data written through applications before stored in database. Cyber-attacks are targeted to steal this critical data for misuse. Approximately 60% of the applications fail compliance tests. A single vulnerability exploited, means data theft and also loss of brand image,** with applications which are very critical and they contain customer financial data, it becomes mandatory to insure a continuous application security approach is followed throughout the Software development lifecycle and data is secured throughout data life cycle. With 80% of developmental costs spent in identifying and correcting defects, Governments / PSU's have now realized that application security and data security cannot be ignored.	As per RFP
603	2.4. Qualification Criteria/Notes Sr. No. 1/Pg. no. 12	No consortium will be allowed.	Looking to the complexity and quantum of the scope of work to be delivered, we request GIL to allow participation of consortium having maximum 2 members including Lead bidder.	No change
604	Component wise Scope of Work Pg 26	3.2 Scope Of Work Data Migration	What are the all formats/types of data that are expected to be part of migration (eg Database, files stored in storage or in the application etc). Would the current vendor/ DST help in getting the data out of application.	As above.
605	3.5.1.1 General Compliance - Page 30	Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications and shall support interface with other openstandard systems.	What are the systems to be integrated? What are the interfaces offered by them for integration?	As per revised RFP
606	3.5.1.1 General Compliance - Page 30	The system shall support multiple databases for reducing database engine level dependency.	Statement not clear. Should the system have database level redundancy or the system should support DB from different vendors?	As above.
607	3.5.1.1 General Compliance - Page 31	The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0	Usually the DMS and workflow system is centralized. The DMS ia single point of truth for the organisation. The workflow requires tasks to be routed to different departments and offices. Pls clarify if our understanding is correct.	As above.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
608	Solution for unlimited users for Government of Gujarat Pg 28	3.3 Geographical Scope Of Work Number of users	Can this clause be softened to include maximum possible users in phased manner for 8 years. Please mention the maxium or peak number of users for which licensing is to be considered.	As per revised RFP
609	The project will be implemented centrally initially in Gujarat State Data Center (& any other envisioned future location by GoG) and rolled out in all Departments and its HoDs, Boards, Corporation, PSU, District, Taluka Level offices. Pg 28	3.3 Geographical Scope Of Work Location of Data Centre	Would there be separate instances of application for each of these entities or single instance and single database. If separate how many division can be done. Contradicts with 3.5 Technical scope of work sr no 2 (pg 29).	As above.
610	Form VII - OEM Authorisation form	Entire form	We request you to allow OEM to issue the Authorisation in their own standard format.	No change
611			It is right to assume that all the documents would be digitally signed and move further in workflows or there should only be a provision for digital signature for later updations	As per Revised RFP
612			Digital signatures would be procured by department or it should be added in the cost	As per Revised RFP
613			If the SI needs to procure digital signature kindly provide the tentative figures	As per Revised RFP
614			Dept is looking for server side signing or client side with crypto token	Both.
615	Clause#: 2.4. Qualification Criteria >> Notes # 1 Page # 12	No consortium will be allowed.	There are ONE or TWO major components required in iWDMS 2.0, and solutions for these components are available as COTS from their respective OEMs. These COTS solutions are mature & proven. The current terms & conditions of the RFP/Tender mandates Service Provider to take such COTS solutions from their respective OEMs only and NOT as a consortium partner/member. We suggest you to allow consortium of at-least TWO members so that the OEMs of such COTS solutions can participate with SP in a consortium arrangement. It will ensure a greater accountability & responsiveness from the consortium members as compared to current arrangement.	No change

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
616	Page 11	The bidder must have average annual turnover of at least Rs. 200 Crores for last three financial years or cumulative Rs 600 crore for last three financial years from the development/customization of solution only. (completed financial year period completed on 31st March, 2018).	200 crore turnover is from development / customisation of solutions or overall	pl refer revised RFP
617	Page 11	The bidder should have experience in customization/development and implementation, support services of at least 2 eOffice/workflow and document management system solution in India which include workflow and DMS in state/central government or PSU or any board or corporation set up by government having each of value at least 5 crores. Projects should be functional at multiple location.	Can this point be relaxed or made as private organisation	As per revised RFP
618	Page 11	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 1000 users or resources any time in last five years.	Will enterprise license (unlimited) mentioned in work order can be accepted	Yes. But in that case client certificate mentioning no. of Users of that systems shall be required.
619	Page 11	The OEM of the COTS product should have 35 or more registered partners to sell their product commercially.	Can this point be relaxed. Since we do our own sales & Implementation	As Above
620	Page 16 point no. 2.16.4.4	IFMS, SAATHI, SWAGAT, Digital Gujarat, e-Vidhan (proposed), Seva Setu, Pragati Setu, Government Email & any other upcoming and/or upgraded Portal and/or applications of Govt. of Gujarat during the tenure of the contract.	Details of technology used for mentioned applications/solutions and availability of support / APIs are required	As Above
621	Page 26 point no. 5	Data Migration	Database size provided includes Image data?	As per RFP

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
622	Page 30 point no. 3.5.1.1	1 The proposed solution should be platform independent and should support all Operating systems for with or without virtualization. 2 Support open, scalable, Multi – tenancy and Multi-tier architecture with each tier fully independent with support for clustering. 3 The workflow management system shall support Inbuilt Graphical workflow designer for modeling complex Business Processes using drag and drop facilities. 4 Should have a Rule Engine for designing complex rules and conditions for workflow routing Work flow should be flexible as below; ▪ Backward and forward within hierarchy ▪ Horizontal and vertical Level jumping 5 Should support various flexible omni-directional routing mechanisms like sequential routing, parallel routing, rule based routing , ad-hoc routing. 6 Compliance to workflow standards: Business Process Model and Notation (BPMN), Business Process Execution Language (BPEL) and Workflow Management Coalition (WFMC).	All points mentioned in the general compliance are mandatory or can be customiable based on system design	As per revised RFP
623	36/Section IV	Security and User Management	As the IWDMS application requires integration with eSign and PKI (public key infrastructure) for enhanced security so our understanding is that the proposed eSign solution should provide REST APIs so that it can be integrated with IWDMS & other state applications. It should also have proven capabilities of integrating with renowned ERPs, Email and other applications. Please confirm our understanding?	Yes. But providing eSign and PKI is not part of this RFP.
624	61/Section IV	Digital Signature and e-Sign	As RFP requires the IWDMS application to be supported on mobile so our understanding is that the proposed e-Sign solution should also be supported on mobile and using e-Sign solution documents can be signed on any device.Please confirm our understanding?	Yes.
625	61/Section IV	Digital Signature and e-Sign	As eSign solution will be tightly integrated with IWDMS application so our understading is that using the eSign solution department should be able to track document status in workflow in real-time. eSign component should send notification when people sign a document. It should send reminders and maintain an audit trail automatically for complete signing process. Please confirm our understanding?	Yes.

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/ Clarifications
626	61/Section IV	Digital Signature and e-Sign	As we understand that during approval and signing the document, user may want to attach other supporting documents so the proposed eSign solution must allow users to attach other documents with the document to be signed. The eSign solution should also support inbuilt workflows for signing the document. Please confirm?	Yes.
627	26/Section 3.3	Geographical Scope	As mentioend all application needs to be deployed in Gujarat State Data Center. However eSign is a service and no data is stored in the application , in our understanding this service is provided from respective data center of eSign serivce provider by fetching data from UIDAI data center in banglore. Hence we presume eSign serivces is out of ambit of your point "All applications needs to be deployed in Gujarat SDC" please confirm our understanding?	Yes.