

Additional Queries response of Tender No. SW 24072018164 - Selection of Service Provider for Designing, Development/ Customization, Implementation, Training, Hand Holding and Operation & Maintenance Support for Integrated Workflow and Document Management System (IWDMS 2.0) for Government of Gujarat. (29-11-2018)

S.No	Revised RFP Clause No & page no.	Original Clause	Query raised	Clarification by DST/GIL
1	3.5.1. System Requirement/Page 28 Point No. 1 AND Page 47 Technical Details	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 2500 . 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. AND 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): 2,500 a. Document viewer (4-5 pages): 500 ms second b. File open: 500 milli second c. Accepting, processing and rendering output of a multiple variable MIS & DSS system – 4 variable tasks: 1 second d. 100 MS latency as part of network.	Respected Sir, after going through the revised RFP our understanding w.r.t licensing is as mentioned below: Concurrency of 2500 users is for Sizing purposes only and if at any given point of time during the contract tenure concurrency hits maximum limit then also IWDMS 2.0 application should continue working with some performance degradation till DST/GIL augement the hardware and every bidder has to provide 35000 named user licenses with minimum support of concurrent (transacting) user base of 2500. Kindly confirm on our above understanding	Yes
2	Page 46 Technical Details	The application should be compatible with any open standard technology of DMS. The bidder has to quote and supply any OS and data base on (open source technology- Enterprise edition) with 8 years of OEM support for AMC/ATS. If the concurrency will go beyond 2500 users, required additional licenses for OS and DB along with its, ATS/AMC will be procured separately by DST/GIL.	Respected Sir, after going through the revised RFP our understanding w.r.t this clause is that : 1. In case the concurrency of IWDMS 2.0 application increases beyond 2500, then required hardware/infrastructure and licenses for OS, DB provided by DST/GIL. 2. However there will not be any financial implication to DST/GIL related with IWDMS 2.0 application licensing till 35k named users. Kindly confirm on our above understanding.	1. Yes 2. 35,000 licenses are mentioned in case of bidder offering COTS. Beyond 35,000, the license structure will be as mentioned in revised RFP. However in case of bespoke development, the user licenses question doesn't arise.