























Corrigendum

Tender No: SW07072018163 - Bid for Selection of Service Provider for Development and Maintenance of Web Portal for Legal Department, Govt. of Gujarat.

Flow Diagram for Appointment of Notary, Renewal Certificate and Duplicate Certificate

Online Application for Appointment of Notary Module	Online Application for Renewal Module	Online Application for duplicate certificate Module
Advertisement for Inviting Application for Notary	Before Six month of expiration of certificate Notary applied for Renewal	With Affidavit and Police FIR and after making online payment of prescribed fees, Notary applied for issue a Duplicate Certificate.
		
Inward of Application in Registry Branch	Inward of Application in Registry Branch	Inward of Application in Registry Branch
		
Processing at Branch Level	Processing at Branch Level	Processing at Branch Level
		
Remarks will be sent for Decision to Higher Authorities i.e. US / DS / JS	Remarks will be sent for Decision to Higher Authorities i.e. US / DS / JS	Remarks will be sent for Decision to Higher Authorities i.e. US / DS / JS
		
Rejection of application at the level of J.S. as a (Competent Authority)	The letter to compliance the query will be generated by system	Case will be send to the higher authorities for Necessary Orders to

		Hon. Minister through Secretary.
		
Application accepted be sent for approval to fixing interview schedule up to Hon. Minister through Secretary.	On compliance of the query online payment will be done by Notary.	On approval / rejection the SMS will be send to the Notary on registered Mobile No.
		
Interview call letter will be generate as per approval of Hon. Minister	Case will be send to the higher authorities for approval up to Secretary.	
		
To generate Selected Candidate list necessary process will be done at the branch level	On approval the SMS will be send to the Notary on registered Mobile No.	
		
To pay the prescribed fee, the letter will be generated through system.		
		

Regret letter for other than selected candidate will be generated by system.		
		
Fee will be paid online by Selected Candidate.		

All other tender terms & conditions remain unchanged.

Clarifications of the queries received from the interested bidders for the Tender No: SW07072018163 - Bid for Selection of Service Provider for Development and Maintenance of Web Portal for Legal Department, Govt. of Gujarat.

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
1.	Clause 2 Pre-qualification criteria, point 4	out of 3 projects at least one project has to be in the Government sector of contract value more than Rs. 10 lacs	Kindly allow relaxation in terms of value of contract in government sector, which will allow companies to bid having exact matching solution ready w.r.t. your web portal requirement	No Change, As per RFP
2.	Clause 19.5 Technical evaluation criteria, point 5	51-75 = 07 Marks 76-100 = 10 Marks >=101 = 15 Marks	You haven't mentioned marks for companies having less than 51 employees. Are such companies eligible? We request you to kindly reconsider the number of minimum employees and mark scale against scale of company employees and allowing companies having 20 employees to bid. Proposed – 20-50 = 07 Marks 51-100 = 10 Marks >= 101 = 15 Marks	As per RFP
3.	Page No:8, Section 2.Pre-qualification Criteria	The bidder must have one office in Gujarat. In case, bidders do not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of work order.	We would like to request you to give us an exemption from local presence to participate in this particular tender	As per RFP
4.	19.5 Technical Evaluation Criteria Point # 5 – Page #13	No. of full time software developers the company has on its rolls with EPF payment.	We do have developers on own rolls whom we have not enrolled for PF as their basic is above INR 15000. Can we allow inclusion of these developers also in this list?	Valid CA certificate and Bank statements with salary deduction.
5.	Pg38 Training to all the system users	Training to all the system users	Request you to please let us know working days and timing in which support will be needed.	Govt. of Gujarat calendar will be applicable. Timing : 10.30 to 6.10 PM
6.	Pg.no.10 Bid Prices 7.4.4	The full IPR for the entire software will rest with the LD. The same would be applicable to copyrights. The SP shall sign any/all the documents in this	Request you to please accept IPR source code for the customized solution, please accept source code in the form of escrow.	As per RFP

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
		regard and hand over the source code, customized code, Meta data details etc. to the LD before completion of O&M period		
7.	Pg.no.39 Technical Scope of Work -	The Web Portal should be running on SSL, i.e., HTTP request should automatically get redirected to https	Request you to please clarify does the bidder have to provide SSL Security certificate for the web based solution?	The Application/Database will be hosted in State Data Center (SDC) and SDC will provide required SSL Security Certificate.
8.	Pg.no 37 The expected functions	14. Payment Gateway and SMS Gateway will be provided by the department. However, bidder has to develop the necessary interface."	Request tender authority to let us know who will provide subscription for SMS and email and please let us know the volume required.	Web portal should be integrated with SMS and email gateway to provide notifications at various stages. SMS Gateway will be provided by the department and department will pay the charges for sending the SMS. However bidder has to develop the necessary interface. Approx. volume (SMS) per year :20,000
9.	Pg.32 Functional Requirements	6. Integration with cyber treasury payment	Please let us know the software to be integrated and will tender authority will provide API for integration?	Cyber treasury will provide the format for the integration but service provide has to develop necessary interface for integration. SP has to integrate this system with other 4 to 5 existing applications (i.e. Legal Department Website, Cyber treasury portal, Digital Gujarat, CM Dashboard applications)
10.	Pg.No.42 Technical Scope of Work	5. Details of completed/ongoing web Application/portal projects (Excluding Hardware procurement cost & Third-party software license procurements) each of value more than 10 lacs in the last three years (2014-15, 2015-16, 2016-17)	Is there any requirement of hardware to be provided by bidder if so there is any requirement of specific make hardware?	No
11.		Relief for tender fee/EMD exemption for MSME Organization.		Not Acceptable
12.	Pg.no 37 The expected functions	14. Payment Gateway and SMS Gateway will be provided by the department. However, bidder has to develop the necessary interface.	Please let us know who will provide the subscription of SMS and email and also please do mention the volume required	Please refer query No: 8

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
13.	Pg38 Training to all the system users	Training to all the system users	Request the tender authority to let us know working days and time when the support is required.	Please refer query No: 5
14.	Pg.no.10 Bid Prices 7.4.4	The full IPR for the entire software will rest with the LD. The same would be applicable to copyrights. The SP shall sign any/all the documents in this regard and hand over the source code, customized code, Meta data details etc. to the LD before completion of O&M period	IT Craft would be happy to provide IPR source code of customized solution. As the source code of the product is the bread and butter of the company, we can provide COTS solution we request you to please accept source code in the form of escrow.	The SP has to develop customized solution from scratch.
15.	Pg.32 Functional Requirements	6. Integration with cyber treasury payment	If integration with the other 3rd party software is required, please mention the software which are needing to be integrated and will tendering authority will provide API for integration?	Integration with cyber treasury portal is required for payment.
16.	Pg.No.42 Technical Scope of Work	5. Details of completed/ongoing web Application/portal projects (Excluding Hardware procurement cost & Third-party software license procurements) each of value more than 10 lacs in the last three years (2014-15, 2015-16, 2016-17)	Request you to please confirm is there any requirement of hardware along with the solution? If so, please confirm does the tendering authority requires any specific made hardware?	No
17.	Pg.no.39 Technical Scope of Work -	The Web Portal should be running on SSL, i.e., HTTP request should automatically get redirected to https	Does the bidder have to provide SSL - Security Certificate for the web-based solution?	Please refer query No: 7
18.	2 Pre-qualification Criteria Page# 08	The bidder must have turnover of at least Rs. 1 crore for each of the last three financial years or cumulative of Rs. 3 crore in last three years (2014-15, 2015-16, 2016-17) as on 31st March, 2017 from Software/IT Development and Software Support service activities. It should not include cost of Hardware procurement & Third	1. We request you to increase the Turnover asked to 10 Crore for each of the last three financial years or cumulative of Rs. 30 crore. This will improve the chances of having competent bidders in the tendering process, this is required looking at the nature of proposed web portal.	As per the RFP

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
		party software license procurements.		
19.	2 Pre-qualification Criteria Page# 08	Bidder should have completed/ongoing at least 3 projects of Web Application/portal (Excluding Hardware procurement cost & Third party software license procurements.) each of value more than 10 lacs in the last three years (2014- 15, 2015-16, 2016-17). out of 3 projects at least one project has to be in the Government sector of contract value more than Rs. 10 lacs	1. We request you to increase the value of projects asked to INR 25 lacs (Excluding Hardware procurement cost & Third party software license procurements.). This will improve the chances of having experience bidders, this is required looking at the nature of proposed web portal.	As per the RFP
20.	2 Pre-qualification Criteria Page# 08	The Bidder Should have CMMi (level 3 or above) or ISO 9001:2000 in IT Related Services.	1. We request you to make CMMi (level 3 or above) as minimum qualification criteria.	As per the RFP
21.	19 Technical and Commercial evaluation Page# 13	Quality Certifications: ISO 9001:2008 for software development =2 Marks ISO 27001 = 2 Marks ISO 20000 = 2 Marks CMMI 3 = 2 Marks or CMMI 5 = 4 Marks	We request you to change the marking as: CMMI 3 = 5 Marks CMMI 5 = 10 Marks	As per the RFP
22.	19 Technical and Commercial evaluation Page# 14	Average Turnover of company for last 3 years as on 31st March 2017 (i.e. FY 2014-15, 2015-16 and 2016-17). It should not include cost of Hardware procurement & Third party software license procurements. 1 to < 3 cr = 04 Marks 3 to < 5 cr =07 Marks >=5 cr = 10 Marks	We request you to change the marking as: 10 to < 15 cr = 04 Marks 15 to < 20 cr =07 Marks >=20 cr = 10 Marks	As per the RFP
23.		No. of web application/web portal Development projects completed /ongoing in last 3 years each of value more than 10 lakh (i.e. FY	We request you to change the criteria as: No. of web application/web portal Development projects completed	As per the RFP

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
		2014-15, 2015- 16 and 2016-17). (Excluding Hardware procurement cost & Third party software license procurements.) 3 -4 projects = 5 Marks 5 -6 projects = 10 Marks >6 projects = 15 Marks	/ongoing in last 3 years each of value more than 25 lakh (i.e. FY 2014-15, 2015-16 and 2016-17). (Excluding Hardware procurement cost & Third party software license procurements.) 3 -4 projects = 5 Marks 5 -6 projects = 10 Marks >6 projects = 15 Marks	
24.	SECTION IV: SERVICE LEVEL AGREEMENT (SLA) & PENALTY CLAUSE 1.1.2 Operational Related Penalty Page# 27	Penalty: INR 1,00,000 for every 12 hours of downtime at a stretch or in parts on a quarterly basis. And INR 10,000 for every subsequent hour of downtime at a stretch or in parts for total down time more than 12 hours on a quarterly basis.	We request you to reduce the penalty to INR 25,000.00 for first 12 hours and INR 2500 for every subsequent hour of downtime. Also, we request you to put an upper cap.	As per the RFP
25.	SECTION V: SCOPE OF WORK Key Components of Scope of Work Point 2. Development of Services Page # 30	<ul style="list-style-type: none"> · New Application for appointment and Registration of a Public Notary (form-1,2) · Renewal of certificate of practice of Notary · Duplicate Certificate · Complain Register (form- 13) · Annual Return submission (form-14) 	1. Please provide a step by step process flow for each of these services.	See the Corrigendum
26.	SECTION V: SCOPE OF WORK Key Components of Scope of Work Point 2. Development of Services Page # 32	6. Integration with cyber treasury payment	1. Whether a Two way integration is required using API/web service? 2. Please let us know the availability of the API/web-services to integrate.	Please refer query No: 9

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
27.	SECTION V: SCOPE OF WORK Key Components of Scope of Work Page # 36	The expected functions are 2. Design and development of e-forms (approx. 15 forms)	1. Please provide sample of all the forms which are required to be incorporated into the proposed system.	Indicative main forms are available in the RFP. SP has to design and develop approx. 15-16 forms. (User Registration, Login, New Application for appointment and Registration of a Public Notary (form-1,2), Renewal of certificate, Duplicate Certificate, Complain Register (form- 13), Annual Return submission (form- 14), Master Data entry form, suggestion/feedback form, Admin form (assigned activities based on roles and responsibility), Notary jurisdictional area change form, Send notification through SMS/Email for due date, approved/reject/query and other important information's Above all are Indicative forms and actual formats and forms will be provided at the time of system study.
28.	SECTION V: SCOPE OF WORK Key Components of Scope of Work Page # 36	4. Gujarati typing should be in Standard Unicode Indic Gujarati font. Unicode format should be used for data storage and Gujarati language display and support. The solution proposed should be Unicode compliant.	1. We assume that the required software/fonts will be available at all the computers being used by internal staff. Please confirm.	As per RFP
29.	SECTION V: SCOPE OF WORK Key Components of Scope of Work Page # 36	7. Personalized home pages with message boards, Dash Boards and an Inbox for all workflow items	1. Please let us know specific requirements related to personalization.	Personalized Dashboard: to display new Application, Approve/Rejection, in process, Query etc.
30.	SECTION V: SCOPE OF WORK Key Components of Scope of Work Page # 37	21. Scalability: The architecture is capable to take care of high volume traffic. Volume of transactions may increase approx. 10% year to year.	1. Please share approximate expected concurrency of users (for both front end & backend users) at the time of launch. This will help us in arriving at sizing.	Approx. 1500 front end users (Notary public) and 15-20 backend users. Number of front end users may increase 20% year to year.

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
31.	Page Number 6, Point No.7	Bidders shall submit Bid security/EMD of Rs. 50,000 in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank	EMD should be valid for 6 Months and should be returned immediately to unsuccessful vendors	Yes
32.	Page Number 8, Point No.4	Bidder should have completed/ongoing at least 3 projects of Web Application/portal (Excluding Hardware procurement cost & Third party software license procurements.) each of value more than 10 lacs in the last three years (2014-15, 2015-16, 2016-17). out of 3 projects at least one project has to be in the Government sector of contract value more than Rs. 10 lacs	Request to consider PO which we can submit for 2017-18.	For considering PO for last three years, FY JAN 2015 to DEC 2017 or FY APR 2015-16 to MAR 2017-18 shall be considered.
33.	Page Number 25, Point No.29	Service providers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted software / service to LD. However, VAT/Service Tax in respect of the transaction between LD and the service provider shall be payable extra, if so stipulated in the Notification of Award.	Applicable Taxes here would be GST	Service providers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted software/services to Legal Department. However, GST in respect of the transaction between Legal Department and the service provider shall be payable extra as on actual at the time of invoicing.
34.	Page Number 28, Point No.29	A Penalty of 0.5% of total contract value of project per week delay, upto maximum of 10%.	Maximum cap should be 5%	As per the RFP

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
35.	Page Number 28, Point No.29	A Penalty of 0.5% of total contract value of project per week delay, upto maximum of 10%.	Maximum cap should be 5%	As per the RFP
36.	Page Number 28, Point No.29	A Penalty of 0.5% of total contract value of project per week delay, upto maximum of 10%.	Maximum cap should be 5%	As per the RFP
37.	Page Number 27, Point No.29	INR 1,00,000 for every 12 hours of downtime at a stretch or in parts on a quarterly basis. And INR 10,000 for every subsequent hour of downtime at a stretch or in parts for total down time more than 12 hours on a quarterly basis.	INR 50,000 for every 12 hours of downtime at a stretch or in parts on a quarterly basis	As per the RFP
38.	SECTION IV	SCOPE OF WORK	Will Integration be part of the scope if yes how many integrations required?	Please refer query No: 9
39.	SECTION IV: SCOPE OF WORK	To digitize the functional operations of the notary related services. Legal practitioners/public will access this system to avail these services.	What is the base number of users to be considered for the Public access?	Please refer query No: 30
40.	SECTION IV: SCOPE OF WORK; Page 32	SMS Notification/Alert, HARDWARE /SOFTWARE required to develop the portal	Will the infrastructure required will be provided/Provisioned by the Customer?	No hardware requirement.
41.	SECTION IV: SCOPE OF WORK	Application Processing, Workflow and Document Management	IS Document Management has to be developed or can use the ready solution. which can be integrated with the developed solution	Please refer query No: 14
42.	SECTION IV: SCOPE OF WORK	Reports (MIS)	Will the standard reports be present in regional/national language also or in English?	Reports should be available in both languages Gujarati and English.
43.	SECTION IV: SCOPE OF WORK	Reports (MIS)	Will all the formats required in the web portal be provided by the customer?	Yes
44.	Section-II, Clause - 2 Pre-Qualification Criteria - Point No.5	The Bidder Should have CMMi (level 3 or above) or ISO 9001:2000 in IT Related Services.	In reference to this clause we would like to highlight that ISO certification is more related to manufacturing industry and certifies businesses whose processes conform to the laid down standards. Although, CMMI is a set of related "best practices" derived from industry leaders and relates	As per the RFP

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
			to product engineering and software development and more specific to the software industry only. CMMi evaluates the process maturity in the business / company specific to the software development while ISO certify some set of process existence only. In view of above we request department to review this clause and allow bidder with ISO 9001 AND CMMi certification; which is more relevant certification requirement considering the project requirement.	
45.	Section-II, Clause - 19.5 Technical Evaluation Criteria Point no.2	ISO 9001:2008 for software development =2 Marks ISO 27001 = 2 Marks ISO 20000 = 2 Marks CMMI 3 = 2 Marks or CMMI 5 = 4 Marks	In this regard, vary few company (Precisely only one) may have all this certifications to claim full marks under this clause. We request GIL to remove ISO 20000 requirement from the list since it is not a common certification all IT company may have. Since GIL has already given weightage to CMMi 3&5 certification and CMMi is an integrated model which evaluates and certify the process maturity of an organization not only the standards specific to service delivery.	As per the RFP
46.	Section-II, Clause - 19.5 Technical Evaluation Criteria Point no.4	No. of web application/web portal Development projects completed /ongoing in last 3 years each of value more than 10 lakh (i.e. FY 2014-15, 2015-16 and 2016-17). (Excluding Hardware procurement cost & Third party software license procurements.) 3 -4 projects = 5 Marks 5 -6 projects = 10 Marks >6 projects = 15 Marks	In reference to this clause, Project scope of work covers Application Processing, Document Management System and Work Flow management. However, there is no weightage for the experience of similar type of project is given in the technical evaluation criteria. Hence, we request you to kindly give a weightage to bidder having experience of similar development projects having Documents Management System and Work Flow management based projects. No. of "similar" Development projects completed/ongoing in last 3 years having integrated document Management System and Work Flow management for Government Sector. 1 projects = 7.5 Marks More than 1 project = 15 Marks	As per the RFP
47.	Section-II, Clause - 19.5 Technical Evaluation Criteria Point	No. of full time software developers the company has on its rolls with EPF payment. 51-75 = 07 Marks	We request GIL to give some relaxation in this clause and allow IT professionals including Software Development and related activities also while evaluating the manpower strength. There is rarely few companies which may have more than 51	No. of full time software developers or software professionals engaged in software development life cycle on company's payroll.

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
	no.5	76-100 = 10 Marks >=101 = 15 Marks	software developers on its roll. Hence, We request to amend this clause as below: No. of full time IT professionals including Software Development and related activities the company has on its rolls with EPF payment. 51-75 = 07 Marks 76-100 = 10 Marks >=101 = 15 Marks	
48.	Section – V Scope of Work– Page 38	Application Processing, Workflow and Document Management - - Functional requirement specifications	In reference to the scope of work, it covers Application Processing, Work Flow and Document Management. However, there is no specific technical features mentioned for the work flow and File Management System. We recommend to incorporate following functionalities assuring best practices and technologies available in the market. 1.. The proposed solution will be a centralized repository for all Documents, Drawings, Reports, Operational Manuals, Contracts etc. across the organization 2. The proposed solution should be COTS based and the OEM of the proposed products should have presence in latest Gartners Magic Quadrant and Forrester Wavereport for ECM and BPM/iBPM. 3. The proposed solution should be Platform independent and should support open, scalable, Multi-tier architecture. 4. The Proposed solution should be compliant to standards like CMIS, ODMA, WebDAV, BPEL, BPMN, WFMC etc 5. The proposed DMS shall support separate Document/Image server for better management of documents and store only metadata information in database. 6. The scanning system should support Web-based Scanning & Desktop scanning Module which should allow scanning of documents when not connected to Server. 8. The system should have a Form designer which shall support facility to create electronic forms by	Please refer query No: 14 SP can propose solution with best functionality and features based on the high level requirements given in RFP.

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
			<p>drag and drop functionality (with minimum coding) which can be used to capture information during the workflow.</p> <p>B. FILE AND NOTESHEET MANAGEMENT</p> <p>1.. The system should be built on a robust Business Process Management as a platform and should comply with the Manual of Office Procedure (MOP)</p> <p>2. The system shall have the workflow capability to route the file for approval electronically. The routing can be either serial or parallel routing.</p> <p>3. The system shall have facility of creating Fixed File Routes or adhoc routes as the case may be.</p> <p>4. The system will allow to attach other related files in the workflow for easy reference, while in workflow.</p> <p>5. The system has facility to “refer” the file to an outside user who is not a part of Fixed File Route for getting their inputs.</p> <p>6. The system shall have facility to “Recall” the file from other users.</p> <p>7. If need be, the system shall allow transferring of file from a User’s Inbox to another user by authorized officers.</p> <p>8. Once the workflow is initiated, the system will automatically intimate the respective users by email/SMS for their action once the file is in their inbox.</p> <p>9. The system shall allow fixing the timelines for completing of task by each user. The system will intimate the user by email/SMS on reaching the threshold time for completing the task.</p>	
49.	SECTION V: SCOPE OF WORK --> Key Components of Scope of Work - -> Serial No 7 , Page No 31	Data entry of approx. 1200 existing/old applications. The SP has to do data entry work of approx. 1200 existing/old applications including relevant informations. i.e Details of Notary, Registration No, address, Year, Name of the Notary, Residential address, Official Address, Contact No, District,	Is the existing count of Notaries only 1200? Do we need to do Data entry of existing applications only for purpose of Renewal? What steps are being taken by Legal dept. to bring 1500 new registrations every year?	Data entry of approx. 1200 existing/old applications. The SP has to do data entry work of approx. 1200 existing/old applications including relevant information. i.e Details of Notary, Registration No, Renewal details, address, Year, Name of the Notary, Residential address, Official Address, Contact No, District, Taluka, Area, Certificate renewed upto etc.

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
		Taluka, Area, Certificate renewed upto etc.		For new applications Notary public users/Legal practitioners will do the data entry
50.	NA	Implementation Phase & O&M Period	No. of resources required for Helpdesk support and timings of support to be provided not given in the RFP.	The SP shall deploy mutually agreed number of resources at Legal Department, Gandhinagar to deliver the services as mentioned in this RFP and meet the SLA during the O&M period.
51.	NA	NA	Any input on the Estimated contract value / budget of Legal department?	No
52.		2.Design and development of e-forms (approx. 15 forms) Kindly, provide detail requirement of Each application form same as given in case of Notary Application.		Please refer query No: 27
53.	Pg.no.10 Bid Prices 7.4.4	The full IPR for the entire software will rest with the LD. The same would be applicable to copyrights. The SP shall sign any/all the documents in this regard and hand over the source code, customized code, Meta data details etc. to the LD before completion of O&M period	Our digitization product which has workflow management, document management, EForms and File management system) fulfils the required scope. The product is used by more than 100 government organizations and is market since last 30 years. The COTS solution will help TPVD to implement required scope within given timeline and get a stable and matured solution. Please note that in case of a Customized of the shelf (COTS) the Product Solution is patented and bread and butter for any Product Company. In the case where the bidder is providing a product as per the scope of work provided need not provide the source code but will provide Annual Maintenance under contract to enable the proper hand over of the functional capabilities of the Product. Under AMC any Product upgrade both functional and technical updates of Global nature will be forwarded to Customer as part of deliverables. We request you to kindly add that in case of COTS Product the Bidder need not provide product Source Code but can provide customized source code and will provide Annual maintenance of the software.	Please refer query No: 14

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
			Annual maintenance of the software will cover all technology updates.	
54.	Pg.no.10 6 Patent Rights, Copyright (IPR)	<p>6.1 The Service Provider shall indemnify LD/Gujarat Informatics Ltd 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.</p> <p>6.2 The full IPR for the entire software will rest with the LD. The same would be applicable to copyrights. The SP shall sign any/all the documents in this regard and hand over the source code, customized code, Meta data details etc. to the LD before completion of O&M period.</p> <p>6.3 When the SP will develop any customized solution for LD as part of project, then the copyright/IPR of that customized solution will be with the LD/Gujarat Informatics Ltd. The bidder cannot sell or use (fully / partly) that software for his other customers without written consent from Government of Gujarat.</p> <p>6.4 The LD shall have the right to use the source and customized code for any other Govt. Department/Boards/Corps or entity if required.</p>	<p>After installation of the of the COTS product the License to use is perpetually with the customer. Upon completion of the Contract the AMC can be renewed periodically.</p> <p>We ready to provide IPR source code of customized solution. As we can provide COTS solution we request you to please accept source code in the form of escrow.</p>	Not Allowed

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
55.	Pg.32 Functional Requirements	6. Integration with cyber treasury payment	If integration with the other 3rd party software is required, please mention the software which are needing to be integrated and will tendering authority will provide API for integration?	Please refer query No: 9
56.	Pg.No.42 Technical Scope of Work	5. Details of completed/ongoing web Application/portal projects (Excluding Hardware procurement cost & Third-party software license procurements) each of value more than 10 lacs in the last three years (2014-15, 2015-16, 2016-17)	Request you to please confirm is there any requirement of hardware along with the solution? If so, please confirm does the tendering authority requires any specific made hardware?	No requirement of Hardware.
57.	Pg.no.39 Technical Scope of Work -	The Web Portal should be running on SSL, i.e., HTTP request should automatically get redirected to https	Does the bidder have to provide SSL - Security Certificate for the web-based solution?	Please refer query No: 7
58.	Pg.no 37 The expected functions	14. Payment Gateway and SMS Gateway will be provided by the department. However, bidder has to develop the necessary interface.	Only integration will be the responsibility of the vendor? Can any shortlisted Gateways names be shared?	Please refer query No: 9
59.	Pg38 Training to all the system users	Training to all the system users	What will be the support timing and work days?	Please refer query No: 5
60.	Pg. No. 30 Key Components of Scope of Work Point 2	Development of Services	Are the form format shared will remain fixed or are expected to change in future?	These are indicative forms and actual formats of forms will be provided at the time of system study. Format of forms may be change at the time of SRS and during O & M period.
61.	Pg. No. 32 7. Data Entry of 1200 Old Applications	7. Data Entry of 1200 Old Applications	Is this going to be only Metadata entry? Or will it also involve scanning of documents and migrating it to the new system. If scanning is involved, then how many pages and types of pages are to be scanned	Please refer query No: 49, Scanning of documents is not required.
62.	Pg. No. 35 Reports(MIS)	Final list shall be developed in consultation with the Legal Department	How many more reports are expected?	Indicative reports are mentioned in the RFP. Final list shall be developed in consultation with the Legal Department
63.	Pg. No. 35 Features of the Proposed	System should be able to calculate the applicable fee	How will we understand the calculation parameters and formulae?	The system should have facility to online payment of various services i.e (Issue of

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
	application			certificate of practice (Rs. 2000), Extension of area of practice (Rs. 1500), Renewal of certificate of practice (Rs. 1000), Issue of a duplicate certificate of practice (Rs. 750)
64.	Pg. No. 37 Expected Functions Point 17	Open Standards and Open source and compliance with industry standards.	Our COTS solution is developed on .NET platform which is now open source. Request you to check below information for .Net open source and allow .Net as a platform. Development Platform Microsoft ASP.Net Microsoft .Net support cross-platform development, Microsoft is providing the full .NET server stack in open source, including ASP.NET, the .NET compiler, the .NET Core Runtime, Framework and Libraries, enabling developers to build with .NET across Windows, Mac or Linux. Through this implementation, Microsoft will work closely with the open source community, taking contributions	Please refer query No: 14
65.	The expected functions are – Clause 17 - Page no 37	The solution should be built on Open Standards and Open source and compliance with industry standards	Since this is Web Application suggested in Open Source, Any Specific Preference. We are Recommending Laravel. Will this be ok?	The solution should be built on Open Standards and Open source and compliance with industry standards. No Specific preferences.
66.	Front Office – Clause 3 – Page no 32	Online payments and acknowledgements	There is provision for Online payment. Is there any input on Payment Gateway preference?	Please refer query No: 9
67.	Back office – Page no. 33	Electronic workflow system for Application verification and processing	Will there be any Registration verification, as me being a citizen too can create my profile here. With Current system there is no any provision to Limit registration to targeted users only. Registration verification means authenticating user not OTP or email verification?	Registration is required only for avail notary related services to legal practitioners or other persons who possess such qualifications as may be prescribed. The authentication will made online through OTP password
68.	Functional Requirements – Clause 2 - Page no. 31	Renewal of certificate of practice of Notary	Certificate of practice of Notary. Even if user has account, without certificate, they can process notary work offline or will there be any provision to assign some specific ID to Certified notary person. Further this ID will be shown on notarized document?	Department will give this information at the time of system study.
69.	Proposed timelines for	Proposed timelines for Implementation from the date of	Time Duration of 4 months is fixed or it can be extended?	Time Duration of 4 months is fixed

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
	Implementation from the date of issuance of work order (4 months) – clause 22 – Page No. 23	issuance of work order (4 months)		
70.	clause 6 – Page no. 32	Integration with cyber treasury payment	How cyber treasury payment is connected with the proposed solution?	Please refer query No: 9
71.	General query		This is only for Registered Practitioner or senior Govt Official (Referring http://serviceonline.gov.in)?	Not related
72.	General query		Is there any API Integration in this platform? This is connected with information on State List, List of Master records. ?	Please refer query No: 9
73.	IT Project Background (Online Notary Application) Pg.No - 29	To digitize the functional operations of the notary related services. Legal practitioners/public will access this system to avail these services.	Approximate No.of Users?	Please refer query No: 30
74.	Point No.7 Data Entry Pg.No-31	Data entry of approx. 1200 existing/old applications. The SP has to do data entry work of approx. 1200 existing/old applications including relevant informations. i.e Details of Notary, Registration No, address, Year, Name of the Notary, Residential address, Official Address, Contact No,District,Taluka, Area, Certificate renewed upto etc.	What type of data will be there for Migration? And where we have to quote for Data Migration in Price Bid	Please refer query No: 49. SP has to quote the Data entry work of existing/old applications in Cost of Designing, development and Deployment and Go-Live of the Web Portal in Annexure A of price bid. SP has to do data entry work. Data migration is not required.
75.	Functional Requirements Online Notary Public Application Pg.No-31	Notary can online pay the above fees by using cyber treasury portal and will get a computerized receipt of payment. System should allow admin to change above fees as and when required.	It is assumed that API of the cyber treasury portal will be issued and SP only has to integrate it?	Yes
76.	Point No.8 SMS Notification/Alert Pg.No-32	Provide facility to send notifications through SMS & emails	It is assumed that SMS and Email gateway will be provided by GIL, SP only has to integrate it?	SMS and Payment/Email gateway will be provided by department. However, SP has to develop necessary interface for integration.

Sr. no	Section & Clause No.	Reference / Subject	Clarification required	Clarification by Legal Dept/GIL
77.	Application Processing, Workflow and Document Management	The system should have facility to online payment of various services i.e (Issue of certificate of practice (Rs. 2000), Extension of area of practice (Rs. 1500), Renewal of certificate of practice (Rs. 1000), Issue of a duplicate certificate of practice (Rs. 750)	It is assumed that, any payments in the website will be processed only through cyber treasure portal instead of any 3rd party payment gateways. Clarity needed?	Yes