Response to Written Queries of Bidders to the Request for Proposal (RFP)

"Consultancy Services for System Integration of R&BD IT/ICT Applications"

S. No.	RFP Reference	Query	Response
1.	**Data Sheet, 14.1.1, Page 22**	Shortlisted Consultants may associate with: (a) non-shortlisted consultant(s) : No Or (b) other shortlisted Consultants : No *We request you to allow joint venture or consortium with non-shortlisted vendors to enhance the expertise and for cost effective and faster delivery of Project.*	No change.
2.	**Data Sheet, 21.1, Page 22**	Criteria, sub-criteria, and point system for the evaluation of the Technical Proposals: Key Experts' qualifications and competence for the Assignment *As per evaluation criteria maximum weightage is given to key experts' qualifications and competence for the Assignment, as compared to the past experience of bidder for similar projects. This will give undue advantage to big companies whereas smaller companies though having better track record in successful delivery of similar projects would be at a disadvantage. We request you to kindly give higher weightage to past experience in similar projects.*	The bidders are shortlisted on the basis of past experience for similar projects. Therefore, at RFP stage, there is more focus on team and methodology. No Change.
3.	**ToR, Detailed description of scope, Sr. No. 7, Page 71**	Develop Document management system: SI shall Develop Document management system as per the specification. Data Digitalization of Existing manual data as per the Bill of Material (BOM). *Kindly provide the number of pages and files for data digitization under the scope of bidder. The BOM for data digitization should be made available.*	The SI is expected to study, assess R&BD requirements to this respect and develop the system accordingly. The extent of digitization is intended for successful testing, piloting and training of the departmental officer's. But in any case developed system is always scalable to the long term demands of the R&BD.
4.	**ToR, Detailed description of scope, Sr. No. 8, Page 71**	Solution Implementation & Go- Live: - Deployment of required Servers, Storage, as proposed by the SI in the Bill of Material (BOM) as per the requirements. *Kindly clarify whether the bidder has to provide servers and RDBMS as per specification mentioned in RFP. Also clarify regarding BOM for other IT components. We request you to provide you more clarity on procurement of IT infrastructure (For both DC and DR Sites) including system and supporting software required to deploy main application.*	Detail design, specifications and BOM for deployment of the integrated solution (for both DC and DR site) such as the hardware including servers, associated OS, software, network equipment and ancillaries will be prepared during "2. Requirement Gathering & Analysis and 3. Solution Design & Solution Architecture". The SI will provide necessary support to R&BD for procurement of these goods and successful commissioning. The SI will also ensure that the integrated solution (after development) is successfully deployed in the commissioned infrastructure after undertaking necessary acceptance tests. Servers, hardware and software shall be procured by R&BD through SI support. But the development for system integration is on SI part solely with all hardware, software.

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5.	**ToR, Detailed description of scope, Sr. No. 14, Page 74**	Hardware/Software Requirement and Procurement Report *As per our understanding, all the IT Infrastructure, Civil & Electrical Infrastructure, furnished work place, Software, hardware etc. required at User Level shall be provided by the department/ authority and shall not be under scope of bidder. Please can you confirm.*	The requirement given in ToR is self-explanatory. The SI will assess the need for IT Infrastructure at HO/Circle/Division/Sub-Division to effectively use the integrated solution and provide support for procurement and successful commissioning at each office.
6.	**ToR, Detailed description of scope, Sr. No. 8, Page 71**	Solution Implementation & Go- Live: - Arrange for a Disaster Recovery services *Since Disaster recovery is not under the scope of bidder, the related services shall not be applicable to bidder. Kindly clarify the same.*	The scope of the SI is to provide necessary support to design, implement and commission a DR site.
7.	**ToR, Detailed description of scope, Sr. No. 14, Page 74**	Hardware/Software Requirement and Procurement Report *Our understanding is that the backup, recovery and storage of data shall not be under scope of bidder. Kindly confirm the same.*	Pl. Refer to 5.1 Table (sl 3) Important Consideration, Backup and Archival
8.	**ToR, Detailed description of scope, Sr. No. 12, Page 73**	Comprehensive Training and Change Management *Our understanding is that the required infrastructure for training including space, furniture, electricity, IT infrastructure shall be provided by Authority. Kindly confirm the same.*	Organising the Training/Workshops are complete responsibility of the Consultant. RFP and scope of works are clear on this aspect. Although R&BD-PIU will provide necessary help in reaching out to the Engineering Staff College-ESC (Staff Training College of GoG) in order to avail the facility. ESC is having one auditorium, two class rooms and a hall. However, PIU cannot guarantee availability of the same. If the Consultant avails the facility at ESC, necessary charges will have to be borne by the consultant.
9.	**ToR, Detailed description of scope, Sr. No. 12, Page 73**	Comprehensive Training and Change Management *Kindly specify the total number of training sessions/ number of trainees.*	Training sessions shall be held in 10 batches and each batch shall have 30 participants. These sessions shall be held across the state in consultation with PIU.
10.	**ToR, Office, key professionals and non-key professionals, 10.2, Page 87**	Details of the expected minimum number of key and non-key professionals in the Consultant's team and their respective likely man-month inputs are provided immediately hereunder. *Our understanding is that key professionals like Application Lead, Senior Software Engineer, System Architect , Senior Database Administrator and other development experts shall be working offsite, whereas the Project Manager and Field support team shall be working onsite. Please confirm the same.*	Bidders are expected to provide right balance of key professionals' inputs on-site as well as off-site for successful development and implementation of the system. The bidder's proposal is expected to have detailed methodology on the same.

S. No.	RFP Reference	Query	Response
11.	**Form Fin-3, Breakdown of remuneration, Page 39**	*In form Fin-3 of financial bid some boxes are highlighted in grey color. Kindly suggest the purpose of the same. Also suggest which pricing shall be considered for calculation of total cost of remuneration i.e. Home OR Field prices*	There is no significance of grey shading. Bidders have to arrive their pricing of total cost of remuneration based on inputs for home and field as per their proposed deployment.
12.	ToR, 4.4, Page 65	The solution should offer a comprehensive range of cost-effective services for Document Management System. This solution should manage various files formats like JPEG, TIFF, PDF, XML PDF, HTML etc. DMS shall have 500 users with the concurrency of 100 users. *Government of Gujarat is implementing a new version of IWDMS, will the same be used by R&B or is there a need to deploy new product.*	The new version in development stage at GoG and will implemented by GoG in all departments including R&BD.
13.	ToR, 2.1, Page 52	State Level Applications 1. Integrated Workflow and Document Management System (IWDMS) 2. Integrated Finance Management System (IFMS) 3. SATHI R&BD Owned Applications 1. Works Monitoring System 2. Gujarat Road Management System 3. Road Mitra Application 4. E-RAP Tool *The scope mentions about integration with 7 applications. Please specify the following details for each of the applications:* *1. Web Server Software and Version + Operation System and version for server* *2. Application Server Software and Version + Operation System and version for server* *3. Database Server Software and Version + Operation System and version for server* *4. Current interface mechanism for the applications* *5. Name of the application vendor and contract expiry date for each vendor contracts*	Available details are already shared. Bidders may contact the concerned authority in-order to ascertain the requirement of integration on their own before bidding. Bidder is expected to provide its approach and methodology towards it.
14.	ToR, Page 62	To assist the existing software and applications of Roads & Building Department a few new applications/modules have been suggested, which are explained below. *In order to meet functionality for the new applications - certain COTS products may be required. What are the number of users for each of the new modules* *1. Mobile Apps* *2. HRMS*	Implementation is envisaged across the department, bidders may like to have assessment accordingly.

S. No.	RFP Reference	Query	Response
		3. Contracts Management *4. Maintenance Management* *5. Dashboards* *6. Performance Management* *7. Document Management*	
15.	ToR	*The project scope includes development of the following applications: 1. Mobile Apps 2. HRMS 3. Contracts Management 4. Maintenance Management 5. Dashboards 6. Performance Management 7. Document Management* *Please provide detailed functional requirements for each of the applications. The efforts estimates are dependent on the functional requirements and granular functional and nonfunctional requirements need to be provided for each of the modules.*	Relevant details are already provided in RFP; detailed requirement assessment shall be carried out by the successful bidder. Thereon in consultation with client/ stakeholders, the design and development shall be attended by SI.
16.	Data Sheet, 21.1, Page 24	II. The number of points to be assigned to each of the above positions shall be determined considering the following three sub-criteria and relevant percentage weights. *The criteria mentioned is for Four Nos instead of Three, So which Three sub-criteria will be considered for the evaluation?*	Please refer S. No.1 of Addendum-1.
17.	Data Sheet, 21.1, Page 24	Criteria, sub-criteria and point system… 3) Years with Firm: 10 *Please clarify the marking criteria for Minimum and Maximum Number of Experience with firm and respective marking for the same out of 10 Marks*	No change.
18.	Data Sheet, 21.1, Page 24	Criteria, sub-criteria and point system… **1) General qualifications (general education, training, and experience):** i. Education : 10 ii. Overall Experience : 15 iii. Training : 5 **2) Adequacy for the Assignment:** i. Type & Quality of projects completed : 15 ii. Size and no. of similar projects : 15 iii. Years of experience on similar projects : 20 **3) Years with Firm : 10** **4) Experience in region and language:** i. Experience in similar projects in similar regions : 05 ii. Proficiency in Hindi or Gujarati : 05 *Please provide Minimum and Maximum weightage for Education, Experience,*	No change.

S. No.	RFP Reference	Query	Response
		Training, Type & Quality Projects completed, Size and no. of Similar Projects, Years of experience on similar projects, Experience and Proficiency	
19.	Instructions to Consultants, 3.a. Conflicting activities, Page 8	Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by the Client to provide goods, works, or non- consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non- consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation. *As M/s KPMG Advisory Services Pvt. Ltd., India's services were used in preparation of the "To-Be Report with Gap Analysis for Assessment of IT-ICT-MIS Integration, Capacity & Gaps for Road & Buildings Department" which forms an important element for the given subject matter of procurement viz. "Consultancy Servicesfor System Integration of R&BD IT/ICT Applications" - We believe that as per the following clause "...firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation...", M/s KPMG Advisory Services Pvt. Ltd., India may be deemed as disqualified for the activates under procurement for this RFP.*	There is Absolutely No Conflict of Interest. KPMG were engaged by the R&BD for IT-ICT-MIS assessment. They delivered As-IS and To-Be reports which are made available as part of this RFP to all the bidders. Nowhere such SI job was envisaged in earlier study and this is not a downstream work of earlier study. RFP-TOR preparation is conceived and attended by R&BD-PIU only.
20.	ToR, 3.10.2, Page 60	*Please provide the nature of integration in the Unfired portal for existing application. Will it be Link based or API Based Integration?*	SI will propose the best way of integration to the Client, and implement the selected method. The bidder is encouraged to suggest appropriate integration in their approach and methodology.
21.	ToR, 4.5, Page 67	**Performance Management Module** …A framework has been developed for this under Road Sector Policy & Institutional Development, Studies, Planning and Implementation Assistance (Package-1) project which would need to be incorporated in this module. *Need Details for this Framework. Is it an application or guidelines?*	Details are being shared to all the bidders.
22.	ToR, 4.4, Page 65	**Document Management System** **Outward Generation & Dispatch Should Provide** - Auto Disposal by Different Disposal Modes - Outward Entry module should generate Two Copies – Fair Copy and Office Copy and send it to the Dispatch Section for delivery to the intended	This is generic documentation management at R&BD, bidder need to have his own understanding and assessment.

S. No.	RFP Reference	Query	Response
		users/senders - Carry Forward of Non-Disposed Files *What are Different Disposal Modes?* *What do we mean by Outward generation of Documents? What do we mean by Carrying forward Non-disposed files?* *Please provide us with the details for the same? Are these requirements some application specific?*	
23.	ToR, Page 66	**Index Fields** An imaging system should allow users to customize index templates, create multiple templates and have different types of index field data within each template, such as date, number and alphanumeric characters. *What is being envisaged as part of the imaging system? Please provide a little detailed picture what is being foreseen here.*	Scope is clear.
24.	ToR, 4.4, Page 65	**Document Management System** 1. Scanning *Are there any requirements for searching the text in Scanned documents?*	Scope is clear.
25.	ToR, 6.1, Page 76	For the details Business Requirements, please see "Functional Requirement Specifications" *There is no section named "Detailed Business Requirements". Please indicate which section to refer to?*	Scope is clear. May refer to Section 4 and 6 along with complete scope for works.
26.	ToR,, 4.1, Page 62	RTI Module *Are there any Workflow requirements for RTI applications flow? Is Integration with Payment Gateway for RTI Fee required?* *Do we have any existing Business Rule engine in Technical landscape which we can reuse?*	Yes. The RTI application will be work-flow based. The SI will discuss with the client for better clarity on the business rule during requirement analysis stage.
27.	ToR, 6.1, Page 76	SI is not permitted to supply any freeware. *Can the solution use Open Source Software's or it has to be built using COTS products only? Please clarify.*	Scope is clear. Refer page 70 (item 3 in the table)
28.	ToR, 6.1, Page 76	Following legacy applications need to be integrated with proposed solution.. *Are the Legacy Application SOA Compliant? Do they expose web services to integrate with? REST or SOAP Based?*	Scope is clear. The information available with related to legacy application is already furnished. The SI is expected to review each legacy application and ascertain the best possible type of integration.

S. No.	RFP Reference	Query	Response
29.	ToR, 6.1, Page 76	..legacy applications need to be integrated with proposed solution.. *Please provide technology details for all the legacy applications.*	Scope is clear. The information available with related to legacy application is already furnished. The SI is expected to review each legacy application and ascertain the best possible type of integration.
30.	ToR, 6.1, Page 76	..legacy applications need to be integrated with proposed solution.. *Are any changes in existing applications functionality envisaged?*	Scope is clear. It is up to the bidder to ascertain requirement with the client at the requirement gathering and need analysis stage of the project.
31.	ToR, 5.1, Page 71	Single Sign On *Is there any current SSO framework that is to be reused?*	Scope is clear. Bidder is encouraged to refer to the IT Policy of GoG in order to ascertain the requirement at the requirement gathering and need analysis stage of the project.
32.	ToR, 5.1, Page 71	Single Sign On *Which product is being used as the identity and access information store? Is it established State wise, department wise?* *Is Unified Identity store is there which is required for SSO and Unified Portal?*	Scope is clear. Bidder is encouraged to refer to the IT Policy of GoG in order to ascertain the requirement at the requirement gathering and need analysis stage of the project.
33.	ToR, 5.1, Page 71	Construction Material Usage Tracking Module *Please provide details for this module.*	Bidders are encouraged to gather information and have their own assessment based on their experience. Further, the consultant is expected to discuss with the client at the requirement gathering and need analysis stage of the project for more details.
34.	ToR, 4.8, Last Para, Page 69	….daily reports and on demand reports… *What is the nature of reports to be provided? How many reports?* *What types of on demand reports are needed?*	Pl. refer to S. No. 33.
35.	ToR, 4.6, Page 68	HR Module *SATHI provides the HR functionalities for Class 1 officers, Will the new HR module to coexist with SATHI or a new integrated module for all officers is envisaged?* *Does SATHI provide the functionalities as mentioned in HR Module section?*	Pl. refer to S. No. 33.
36.	ToR, 4.5, Page 67	Performance Management Module *Need more clarity on requirements for the Performance Management Module like what kind of data is analyzed? What are the performance Indicators??*	Pl. refer to S. No. 33.

S. No.	RFP Reference	Query	Response
37.	ToR, 6.1, Page 76	..legacy applications need to be integrated with proposed solution.. *Do Existing applications communicate with each other?? If Yes than, in what manner from technology stand point?*	Pl. refer to S. No. 33.
38.	ToR, 3.6, Page 58	ROAD Mitra App *It is understood that Road Mitra application is citizen facing? Which applications are using/will be using the data captured through this Application? Please confirm*	Pl. refer to S. No. 33.
39.	ToR, Page 71	BI and Data Analytics reporting *Please provide more clarity on the scope. How many BI reports need to be created What type of visualizations are required?* *Are there any requirements for Predictive analysis as well?* *What are the number of Analytics models that need to be created*	Pl. refer to S. No. 33.
40.	ToR, Page 71	BI and Data Analytics reporting *What is the expected volume of BI user and the concurrency*	Scope is clear.
41.	ToR, 5.1, Sr. No. 3, Page 70	Update Management *What kind of updates are we referring to? Please provide more details*	Scope is clear.
42.	ToR, Page 71	**Important Considerations** -Backup and Archival *Any insights on Backup and Archival Policy?* *What type of data is to be backed up and archived and what will be the archival period and Retention Period?*	Pl. refer to S. No. 33.
43.	ToR, 4.7, Page 69	**Development of Mobile APP** *How many mobile App needs to be created Please provide the functionality of the mobile Apps What type of mobile App need to be created? Native or Hybrid*	Pl. refer to S. No. 33.
44.	ToR, Sr. No. 12, Page 73	.. Training… *How many training session need to be conducted and the expected duration of training* *We understand training will be conducted from a centralized location. Please confirm.*	Pl. Refer to the reply at S. No. 8 and 9.

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45.	ToR, Sr. No. 2 Page 74	Solution Warranty • The hardware supplied should not be in End of life period and the spares should be available for 7 years from the date of supply *We understand procurement of hardware is out of scope. Please confirm.*	Please refer S. No. 4 of Addendum-1.
46.	General	*We understand the SI need not have to migrate data from any existing system. It has to only integrate services of the existing system. Please consider.*	No data from existing system is envisaged to be migrated. However, the integration facility will enable data exchange.
47.	ToR, 9.1, Page 84	Functional Coverage *We understand application like IFMS, WMS, GRMS need to be only integrated. We don't have to develop the modules again. Please confirm.*	Yes, The scope is clear.
48.	General	User Base *Please provide the expected user volume of the R&B portal and the expected concurrency.*	Pl. refer to S. No. 33.
49.	General	*We request an extension to 2 weeks for the bid submission.*	Please refer S. No. 2 and 3 of Addendum-1.
50.	ToR, 4.2, Page 62	GERI Module *Fee payment process is present in both the process flow of GERI module.* *Is Integration with Payment Gateway for GERI Fee payment required?* *Do we have any existing Business Rule engine in Technical landscape which we can reuse?*	Pl. refer to S. No. 33.
51.	ToR, 4.3, Page 64	Registration of Contractors *During the Contractor registration, is Payment gateway integration required for registration fee payment. Please clarify.*	Pl. refer to S. No. 33.
52.	ToR, 4.3, Page 64	Registration of Contractors *Could you please provide detailed functionalities for Contractor management module?* *As per RFP Contractor appraisal process is in Scope. Request you to provide detailed functionalities for Contractor appraisal system.*	Pl. refer to S. No. 33.
53.	ToR, 4.4, Page 65	Document Management System *What will be the maximum size of Audio/Video files?*	Pl. refer to S. No. 33.

S. No.	RFP Reference	Query	Response
54.	ToR, 4.6 Page 68	HR Module *Is online training management in scope?*	Pl. refer to S. No. 33.
55.	ToR, 4.6 Page 68	HR Module *Is workflow based Transfer and Posting process and User Management process in scope?*	Pl. refer to S. No. 33.
56.	ToR, 4.6 Page 68	HR Module *Request you to provide details features of Leave Management.*	Pl. refer to S. No. 33.
57.		Unified Portal and Applications *Are there any requirements for internationalization of content? Language support other than English is required?*	Pl. refer to S. No. 33.
58.	ToR, Page 53	• Develop New modules for: o Patchwork Monitoring *No details provided for this module. Please provide details.*	Pl. refer to S. No. 33.
59.	ToR, Page 53	• Develop New modules for: o Routine Maintenance Activities *No details provided for this module. Please provide details.*	Pl. refer to S. No. 33.
60.	ToR, 5.1, Page 71	**Design, development, installation, and testing phase** *Department has Road Mitra Application for Grievance Management. In this section in RFP it is mentioned that Grievance Management System is a new Module to be developed. Please Clarify our understanding.*	Pl. refer to S. No. 33.
61.	ToR, 5.1, Sr. No. 6, Page 71	Develop Data Warehouse *Please share details and expectation about Data Warehouse requirements.*	Pl. refer to S. No. 33.
62.	ToR, 5.1, Page 71	Important Considerations -Business Continuity plan and Disaster Recovery *Kindly share the DR location. Is it 100% Replica of DC?*	Conceptually DR should be 100% replica of DC. However, bidders are encouraged to gather information and have their own assessment based on their experience. Further, the consultant is expected to discuss with the client at the requirement gathering and need analysis stage of the project for more details.

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63.	ToR, 5.1, Page 71	Important Considerations -Backup and archival *Kindly elaborate the requirement of Backup and data retention policy & time. Please share the min tech specs for the same so that all prospective bidders should be on same platform. It would also help in technical evaluation of proposed solution by respective bidder.*	Pl. refer to S. No. 33.
64.	SCC, Section 23.1, Page 125	Limitation of Consultant's Liability *Client is requested to limit consultant's liability to 1X of the total contract value. This is as per GFR and the guidelines issued by Meity. It is also the normal industry practice.*	Please refer S. No. 5 of Addendum 1.
65.	SCC, Section 23.1, Page 125	Limitation of Consultant's Liability *Client is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.*	No Change. RFP stipulation remains same.
66.	SCC, Section 23.1, Page 125	Limitation of Consultant's Liability *Client is requested to include to clause to state that we will not be liable for any indirect and consequential losses or damages without any exceptions. This is as per GFR and Meity guidelines and also the industry standard. Even the law, Contract Act, stipulates and remote and consequential damages are not payable. Client is requested to include the below clause:* *Purchase/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss.*	No Change. RFP stipulation remains same.
67.	GCC, Section 22, Page 115	Confidentiality *Client is requested to allow standard exceptions to confidential information, which is industry standard and reasonable. Not all information can be regarded as confidential. For e.g., if the information is in public domain, we cannot be expected to keep it confidential at our end. Similarly, if any information is liable to be disclosed under the RTI, giving it a confidential status and obliging us to keep such information confidential is not correct. We request inclusion of following clause: Confidential information does not include any information which (i) is rightfully known to the recipient prior to its disclosure; (ii) is independently developed by the recipient without use of or reliance on confidential information; or*	No Change. RFP stipulation remains same.

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		(iii) is or later becomes publicly available without violation of this agreement or may be lawfully obtained from a third party; or (iv) which would be required to be disclosed under the (Indian) Right to Information Act.	
68.	GCC, Section 22, Page 115	Confidentiality *Client is requested to consider that we may have to disclose information for successful accomplishment of work and for regulatory and internal compliance purposes. However, to the extent legally permissible, we will ensure that even if the information is disclosed to any third party, such parties maintain confidentiality of such information. Client is therefore requested to kindly include the following clause:* *Consultant may disclose confidential information: (a) to its employees, directors, officers and subcontractors, on a need to know basis, as required for performance of services, provided such employees, directors, officers and subcontractors are bound by confidentiality obligations; (b) where required by applicable law or regulation or for regulatory and compliance (both internal and external) purposes.*	No Change. RFP stipulation remains same.
69.	GCC, Section 22, Page 115	Confidentiality *We request client to reduce the survival period of confidentiality obligations to one year post expiry or termination.*	No Change. RFP stipulation remains same.
70.	GCC - Section 27, Page 116 and SCC - Section 27.2, Page 126	Proprietary Rights of the Client in Reports and Records *We request client to allow us to retain our working papers and a copy of confidential information for our records and any future reference or audit requirements, subject to confidentiality obligations under this Agreement.*	No Change. RFP stipulation remains same.
71.	General Provisions Sections 3 -Conflict of Interest and GCC-Section 21, Page 114	Conflict of interest *We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing*	No Change. RFP stipulation remains same.
72.	General	*No clause in the RFP. Please propose inclusion of the same in pre-bid.* *IPR* *There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you*	No Change. RFP stipulation remains same.

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		just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by Meity in its guidelines. *Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non- exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations.*	
73.	GCC - Clause 24 and SCC - Section 24.1, Page 126	Insurance *We wish to clarify that we maintain insurances, at the firm level, which are required to be maintained by us as per the provision of laws. Separate insurances for this project may not be required in light of such firm level insurance. We can provide you with a confirmation about our firm level insurance and that to the extent required by law, this project will also be covered under that insurance. We hope that should suffice. Please confirm.*	Insurance are required as per RFP stipulations. No change.
74.	SCC - Section 45.1, Page 127	Arbitration *We request client to consider referring the disputes to arbitration as per Indian laws. It is easier, faster and less cumbersome. With the recent amendments, it has become even more effective. GFR and Meity guidelines also encourage arbitration. We therefore request you to kindly consider the below clause inclusion: In case, a dispute is not amicably resolved within forty five (45) days of referral by one party to another, it shall be resolved through arbitration, in India, in accordance with the provisions of Arbitration and Conciliation Act 1996 (and any amendments thereto). The venue of such arbitration in India shall be Kolkata / Mumbai.*	The venue of such arbitration in India shall be Gandhinagar.
75.	General Provisions - Section 10 - Corrupt and Fraudulent Practices, Page 108 and GCC - Section 25, Page 116	Audit *We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow 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*	No Change. RFP stipulation remains same.

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		requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	
76.	GCC - Section 19 (c), Page 112	Survival obligations *We request that any obligation arising under the agreement shall survive for a period of 12 months, post termination/expiry of the Contract*	No Change. RFP stipulation remains same.
77.	General	*No clause in RFP. Please include in pre-bid.* *No third party disclaimer* *We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.*	No Change.
78.	General	*No clause in RFP. Please include in pre-bid* *Acceptance* *If the project is to be completed on time, it would require binding both parties with timelines to fulfill their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by Meity in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause: Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted.*	No Change.
79.	GCC - Section 21.1.2, Page 114	Conflict of interest *Please explain / elaborate on the Bank's Applicable Guidelines. Please confirm if these are limited to II - General Conditions - Attachment 1.*	No Change. RFP stipulation remains same.
80.	Data Sheet, 17.7, Page 23	The Proposals must be submitted no later than : Date 13-June-2019 Time :1200Hrs *Looking at the scale of project, We request you to please give us some time and extend the date of submission by 2 Weeks*	Pl. refer to S. No. 49.

S. No.	RFP Reference	Query	Response
81.	Form Fin-3, Appendix-A, Page 40-43	Financial negotiations - Breakdown of remuneration rates *It is to confirm that this Annexure and the subsequent forms are not to be submitted right now as this is applicable only when the experts' rates offered are much higher than typically charged rates by consultants for similar contracts as stated in the World Bank Procurement Policy Guideline.*	Please refer RFP appropriately, all the provisions are clear.
82.	ToR, 2.1, Page 52	Background …The applications currently in use by the department include several state level applications and department owned applications. The list of existing applications used by the department is given below: State Level Applications 1. Integrated Workflow and Document Management System (IWDMS) 2. Integrated Finance Management System (IFMS) 3. SATHI R&BD Owned Applications 1. Works Monitoring System 2. Gujarat Road Management System 3. Road Mitra Application 4. E-RAP Tool *It is our understanding that the external applications are integrated with the internal existing applications, Please clarify if there will be any requirement to design or develop APIs for exiting application to complete the workflow.*	Scope is clear. Also Please refer S. No. 13.
83.	ToR, 2.3, Page 52	Scope of Services Create Integrated Platform with Enterprise Service Bus (ESB), to ensure that heterogeneous systems can communicate to each other through API Blocks which provides seamless integration for retrieval of data from department owned applications and intra-departmental applications. *It is our understanding that the APIs for the consumption with payload in standard format will be provided by the applications like IWDMS, IFMS, WMS, Road Mitra and E-RAP. Please clarify.*	Scope is clear.
84.	ToR, 4.2, Page 62	GERI Module The portal should be able to generate reports and data on number of models being tested at present and number of pending works including generation of final test reports. The current process adopted by GERI with respect to model testing is shown in the figure below.	Pl. refer to S. No. 33.

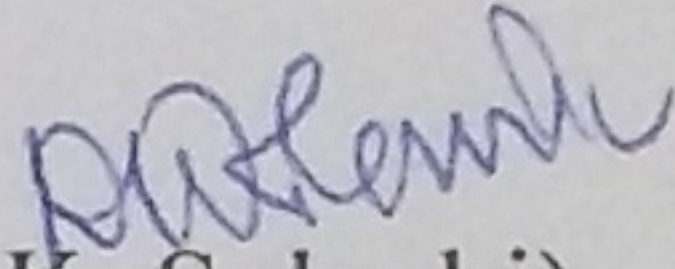| S. No.	RFP Reference	Query	Response
		Will this module only be checking and reporting the individual test cases if any or just the reporting of status and final report.	
85.	ToR, 4.5, Page 67	Performance Management Module The PM&E system will be facilitated by Geographic Information System (GIS), and the interface with the geospatial data will enable the system to geographically represent the performance assessment. This interface will also help in determining specific geospatial needs across the state based on the indicators included. *Request you to please clarify the basic functionality required here. Is the requirement is to show performance indicators on an interactive map. Please clarify.*	Scope is clear.
86.	ToR, 4.7, Page 69	Development of Mobile Apps These applications must be developed for Android and iOS platform *Request you to clarify if native apps are required. Will cross-platform apps will be considered.*	Pl. refer to S. No. 33.
87.	ToR, 4.8, Page 69	Data Module The Portal must also allow generating on-demand reports whenever needed. *Please clarify if parameterized reports are only asked, if not please provide the list of reports to be created dynamically.*	Pl. refer to S. No. 33.
88.	ToR, 5.1, Sr. No. 3, Page 71	The SI will have to install the servers at the DR site in consultation with the Purchaser. *Request you to please clarify exact details for DR site requirements (Tier II/III/IV. Request you to clarify on network and storage requirement on DR site.*	Pl. refer to S. No. 4 and 33.
89.	ToR, 5.1, Sr. No. 12, Page 73	User Training for officers/employees within R&BD, at least 30 participant batch sizes for the deployed system *Request you to provide estimated number of officials to be trained.*	Pl. refer to S. No. 9.
90.	ToR, Sr. No. 3, Page 74-75	Immediately after the Go- Live, the SI will setup a Help Desk on a 7 hrs x 6 days from 9:30 hrs to 18:00 hrs on all working days per week (i.e., all days except Sundays and Government Holidays)…. SI will procure all hardware/ equipment to setup the helpdesk. *Request you to please clarify if helpdesk operations cost will be paid by department*	Please refer RFP and responsive bid is expected.

S. No.	RFP Reference	Query	Response
		separately. Also it is our understanding that infrastructure like AC, Desk, chair etc. will be provided by the department. *Also request you to please provide estimated number of inbound and outbound calls per day.*	
91.	ToR, Sr. No. 3, Page 75	Immediately after the Go- Live, the SI will setup a Help Desk on a 7 hrs x 6 days from 9:30 hrs to 18:00 hrs on all working days per week (i.e., all days except Sundays and Government Holidays)…. ..SI has to put in place a complaint logging system (Portal, Voice and E-Mail) for the Help Desk. *Will this application also be deployed on SDC cloud? Please clarify.*	Please refer RFP and responsive bid is expected.
92.	ToR, 6.1, Page 76	Business Requirements to Be Met by the System For the details Business Requirements, please see "Functional Requirement Specifications" section of this Document *We are not able to find this section. Please provide the reference page.*	Please refer RFP and responsive bid is expected.
93.	ToR, 6.3.1, Page 78	DR site infrastructure But, looking at the pace of implementation and connectivity problem at the offices located at remote locations, it is suggested that all the proposed solutions shall have the architecture that works in both offline and online modes with the central server at the State Data Centre. *Request you to clarify offline mode - it is our understanding the portal will be designed as a web application which will run on browser and not a native desktop application. Please clarify if desktop application is also required.*	Please refer RFP and S. No. 33.
94.	ToR, 7.1, Data base server, Page 79	*It is our understanding that the application will be deployed over cloud and other infrastructure requirements will be assessed and decided after the SRS phase. Please clarify the specifications provided here.*	Please refer RFP and responsive bid is expected.
95.	ToR, 9.3, Deliverables, Page 79	Maximum allowed Time *Looking at the scope of services Request you to provide more time for development and keep margin of extending the development time after the finalization of SRS. As exact work estimate can only be assessed after finalization of SRS.*	No change.
96.	ToR, 2.1, Background, Page 52	State Level Applications, R& BD Owned application *Request to please share architecture, development and database details of all the applications which need to integrated State and R&DB level.*	Please refer RFP and responsive bid is expected.

S. No.	RFP Reference	Query	Response
97.	ToR, 2.3, Page 52-53	Scope of Services Integration *Please clarify on ownership and O&M of old applications which are already developed by R & BD and needs to be integrated by current application.*	Please refer S. No. 33.
98.	ToR, 4.4, Document Management System, Point 7, Page 67	The application should be capable enough to be hosted on cloud environment provided by State Data Centre *Please clarify it the developed application need to be hosted in Cloud environment or over the Hardware as per the specifications mentioned over the RFP.*	Please refer RFP and responsive bid is expected.
99.	ToR, 5.1, Sr. No. 3, Page 71	The SI will have to install the Servers at the DR site in consultation with the purchaser. *This clause is very confusing kindly clarify following:* *1. Where will be DR site located?* *2. Who will provision power, networking, cooling etc. at DR site?* *3. Required RTO and RPO?* *4. Capacity on which DR site should work?*	Please refer S. No. 4, 6 and 62.
100.	ToR, 5.1, Sr. No. 8, Page 71	Deployment of required Servers, Storage as proposed by the SI in the Bill of Material (BOM) as per the requirement. *This clause is very confusing kindly clarify following:* *1. Will it be a co-location based model that will be adopted?* *2. Who will provision power, networking, cooling etc. at DC site?* *3. What consideration should be taken to provision Storage Requirement?*	Please refer RFP and responsive bid is expected.
101.	ToR, 5.1, Sr. No. 8, Page 72	Application and infrastructure security audited by Government recognized third-party. *Please clarify, on the onus of cost that will arise for Security audit.*	Cost shall be borne by SI.
102.	ToR, 5.1, Sr. No. 14, Page 74	Hardware/Software Requirement and Procurement Report. *Please clarify following:* *1. Only Hardware and application software required at DC & DR for running application need to be provisioned by participating bidder.* *2. All end systems and software, networking etc. required will be provisioned by R*	Please refer S. No. 5.

S. No.	RFP Reference	Query	Response
		& BD. *3. Only sizing, requirement and Procurement support for other hardware and software should be provided by bidder.*	
103.	ToR, 6.1, Page 76	SI is not permitted to supply any freeware. *Kindly confirm if we can propose open source technology/tools to address the requirement of R&BD.*	Scope is clear.
104.	ToR, 10.2, Page 87	Indicative Man-Month *Please confirm if bidder needs to provision minimum man-months and team structure as per the suggestion over RFP or bidder can prepare and propose its own team structure with required man-month.*	The provided man-months are indicative only. Bidders can have their own estimate of man-months required for successful completion of the services.
105.	General	*Please clarify if there is any SLA for delivery, O&M etc. for the proposed implementation.* *Also clarify on maximum of bidders liability and penalties (if applicable).*	Please refer RFP and responsive bid is expected.
106.	SCC, 41.2, Page 127	Payment schedule *Request you to increase the payment percentage on go-live to at least 60% of the project cost.*	No change.

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