

Vendor-1

Sr. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	DDA Reply
1	General Instructions to bidder, Page 2 of 5	2. Bidders registered in Contractor's Registration Board(CRB) of DDA are required to pay the e-tendering annual charges as under : The bidders who are not registered in DDA and wish to bid in DDA tenders are required to pay e-tendering annual charge of Rs. 20,000.	In this reference, please note that this type of registration is applicable to Civil work only, hence we would request you to remove this clause from this requirement since entire Tender scope is related to IT Supply and Services.	OK, WE WILL WAVE IT OFF
2	Annexure 5- Compliance Sheet for Prequalification Proposal Page 16 of 65	Annual Turnover of the bidder from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 14-15, FY 1314 and FY 12-13) as per the last published balance sheet s shall be greater than or equal to INR 100Cr	In this reference, we would like to inform you that as per standard practice in all government tenders Turnover is considered as "Average" instead of Annual Turnover, by this way all capable bidders who have financial capability as per your requirement can also participate and execute the tender. Authority also gets more competitive and qualitative bids against tender requirement. Please consider clause as below : "Average annual Turnover of the bidder from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 14-15, FY 1314 and FY 12-13) as per the last published balance sheet s shall be greater than or equal to INR 100Cr "	NO CHANGE PL

3	Annexure 5- Compliance Sheet for Prequalification Proposal , Page 16 of 65	(b) The original bank guarantee for EMD must be furnished in the format prescribed in Annexure 3	Nowadays, as per bank requirement , IFSC code is required to make any Bank Guarantee hence we would request to provide IFSC Code for making Bank Guarantee.	IFSC CODE CBIN0282695 WHICH IS ALREADY MENTIONED IN GENERAL INSTRUCTIONS TO BIDDERS AT SR NO 3
4	Annexure 16-Technical Evaluation Checklist , Page 29 of 65	Past Experience of the responding firm(Fill form 25) System Integration projects. >=INR 8 crores = 5 points ; >=INR 5 crores but less than INR 8 crores=3 points; INR 2.5 crores but less than INR 5 crores=2 points;	Full marks (10 Marks) for this clause is not bifurcated properly in subclasses, it is limited with Max 5 Marks only. Hence we would request you to provide full 10 marks details.	NO CHANGE PL
5	GeneralInstructionstobidder sforNITofCMS - (Point 2 - PG. 2)	Bidders registered in Contractor's Registration Board(CRB) of DDA are required to pay the e-tendering annual charges as under : The bidders who are not registered in DDA and wish to bid in DDA tenders are required to pay e-tendering annual charge of Rs. 20,000.	In this reference, please note that this type of registration is applicable to Civil work only, hence we would request you to remove this clause from this requirement since entire Tender scope is related to IT Supply and Services.	OK, WE WILL WAVE IT OFF
6	AnnexurestoRFPforNITofCMS - (Annexure 2 - Existing application landscape of DDA - PG. 8)	The current system has khasra / khatauni maps with alphanumeric GIS data or non-referenced spatial data. This has to be migrated to a regular GIS application, with geo-referenced data. However, this data will only be used for referencing and planning, and not for land disposal.	Kindly provide more details on GIS application requirement	VENDORS ARE ADVISED TO VISIT DDA TO UNDERSTAND IT THOROUGHLY
7	AnnexurestoRFPforNITofCMS - (Annexure 2 - Existing application landscape of DDA - PG. 8)	Digitization of MASSAVI/SAJRA (cloth map); MASSAVI from SDM office	Kindly provide more detail on requirements of this module	VENDORS ARE ADVISED TO VISIT DDA TO UNDERSTAND IT THOROUGHLY

8	AnnexurestoRFPforNITofCMS - (Annexure 2 - Existing application landscape of DDA - PG. 8)	Existing application landscape of DDA	Please provide detailed scope for all modules of each application along with data size (in GB).	VENDORS ARE ADVISED TO VISIT DDA TO UNDERSTAND IT THOROUGHLY
9	AnnexurestoRFPforNITofCMS - (Annexure 2-Existing application landscape of DDA - PG. 9)	Existing application landscape of DDA - AUTOCAD - Maintain & integrate	What is expected in Maintain & Integrate (for all similar applications)? Please elaborate.	VENDORS ARE ADVISED TO VISIT DDA TO UNDERSTAND IT THOROUGHLY
10	AnnexurestoRFPforNITofCMS - (Annexure 5- Compliance Sheet for Pre-Qualification Proposal - Point 2 - PG. 16)	(b) The original bank guarantee for EMD must be furnished in the format prescribed in Annexure 3	Nowadays, as per bank requirement , IFSC code is required to make any Bank Guarantee hence we would request to provide IFSC Code for making Bank Guarantee.	IFSC CODE CBIN0282695 WHICH IS ALREADY MENTIONED IN GENERAL INSTRUCTIONS TO BIDDERS AT SR NO 3
11	AnnexurestoRFPforNITofCMS - (Annexure 5- Compliance Sheet for Pre-Qualification Proposal - Point 9 - PG. 17)	Annual Turnover of the bidder from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 14-15, FY 1314 and FY 12-13) as per the last published balance sheet s shall be greater than or equal to INR 100Cr	In this reference, we would like to inform you that as per standard practice in all government tenders Turnover is considered as "Average" instead of Annual Turnover, by this way all capable bidders who have financial capability as per your requirement can also participate and execute the tender. Authority also get more competitive and qualitative bids against tender requirement. Please consider clause as below : "Average annual Turnover of the bidder from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 14-15, FY 1314 and FY 12-13) as per the last published balance sheet s shall be greater than or equal to INR 100Cr "	NO CHANGE PL

12	AnnexurestoRFPforNITofCMS - (Annexure 16- Technical Evaluation Checklist - Point 1(a) - PG. 29)	>=INR 8 crores = 5 points ; >=INR 5 crores but less than INR 8 crores=3 points; INR 2.5 crores but less than INR 5 crores=2 points;	Full marks (10 Marks) for this clause is not bifurcated properly in subclasses, it is limited with Max 5 Marks only. Hence we would request you to provide full 10 marks details.	NO CHANGE PL
13	AnnexurestoRFPforNITofCMS - (Annexure 16- Technical Evaluation Checklist - PG. 32)	Presentation	1. What is expected in Presentation? Please provide more details on this. 2. What is the date, time and place of Presentation.	SUFFICIENT DETAILS ARE GIVEN IN RFP. DATE AND TIME SHALL BE DULY INTIMATED
14	AnnexurestoRFPforNITofCMS - (Annexure 16- Technical Evaluation Checklist - PG. 32)	Resource Deployment: The Minimum Qualification of the proposed resources shall be as per Qualification Matrix	The table mentions 20 points for Project Manager, System and Network Administrator, Database Administrator and Technical Support Staff. But, even after considering highest points for each criteria the summation gives 18 points and not 20 points. Kindly revise the points structure to make it 20 points.	NO CHANGE PL

15	AnnexurestoRFPforNITofCMS - (Annexure 33-II. Financial Bid Template- Table 4: Data Digitization - PG. 60)	Scanning of documents for 15 lakh files (as mentioned in the Volume II, Section 1.2.1.13: Data Digitization	<p>1. How many pages will need to be scanned for 15 lacs files?</p> <p>2. What will be the page size?</p> <p>3. Do we need to consider cleaning activity also for scanning?</p> <p>4. We assume that files for scanning will need to be collected from single location only. Please confirm.</p> <p>5. Do we need to do scanning activity at DDA premices only? Will this be single location or multiple location? If multiple then please specify locations.</p> <p>6. Is there any requirement for Data Entry? If yes, then please provide quantum of data to be entered.</p>	<p>1. ONE FILE MAY CONTAIN 100 PAGES ON AN AVERAGE</p> <p>2. A4 AND LEGAL BOTH</p> <p>3. OBVIOUSLY IF REQUIRED</p> <p>4. NOT NECESSARILY</p> <p>5. YES</p> <p>6. YES, IT CAN NOT BE QUANTIFEID</p>
16	NITandInstructionstobidder sforNITCMS - (5.3 Implementation Methodology - Table A: Point 10 -PG. 13)	End-user training	<p>1. At how many locations training needs to be imparted? Single or Multiple?</p> <p>2. If multiple then please provide list of locations.</p> <p>3. We assume that all infrastructure (Projector, Hall, Furniture, Lodging etc.) will be provided by DDA. Please confirm.</p> <p>4. Do vendor have to provide Lodging (Lunch / Snacks / Tea) to the Trainees or it will be provided by DDA</p> <p>5. Who will bear Lodging / Boarding and Transportation cost for the trainer for training?</p>	<p>1. MULTIPLE</p> <p>2. IT WILL BE DECIDED BY THE SELECTED VENDOR AND DDA COLLECTIVELY. VARIOUS LOCATIOS WILL BE IN DELHI ONLY</p> <p>3. YES BUT THE SOFTWARES AND FACULTY SHALL BE ARRANGED BY THE VENDOR</p> <p>4. NO</p> <p>5. VENDOR</p> <p>6. IT WILL BE MUTUALLY DECIDED BY THE VENDOR AND DDA AFTER SOFTWARE DEVELOPMENT. IT MAY VARY FROM ONE DAY TO ONE WEEK FOR EVERY USER. BATCHES WILL BE FORMED</p>

			6. What is the total time duration for all Trainings?	
17	NITandInstructionstobidder sforNITCMS - (5.3 Implementation Methodology - Table A: Point 4 -PG. 13)	Integration with existing in-house applications	<p>1. One Way Integration is required or Two Way Integration?</p> <p>2. Who will provide web service API for the Integration?</p>	<p>1. IN SOME CASES IT WILL BE ONE WAY BUT IN SOME CASES IT WILL BE TWO WAY.</p> <p>2. THE VENDOR</p>
18	NITandInstructionstobidder sforNITCMS - (5.3 Implementation Methodology - Table A: Point 8 -PG. 13)	UAT and STQC certification	<p>1. Who will bear the cost of STQC Certification?</p> <p>2. We assume one time STQC only. Please confirm.</p>	<p>1. THE VENDOR</p> <p>2. IT SHOULD BE RENEWD IF REQUIRED UPTO END OF CONTRACT PERIOD.</p>
19	NITandInstructionstobidder sforNITCMS - (5.3 Implementation Methodology - Table A: Point 11 -PG. 13)	Data migration from existing applications	<p>1. In which format (Excel or CSV) data will be provided for migration?</p> <p>2. Please provide size (in GB) of data to be migrated.</p> <p>3. Provide quantity to be digitized?</p> <p>4. From were we will get all above data? Single Location or multiple location? If multiple then please specify locations.</p>	<p>1. DATA IS IN DIFFERENT FORMS SUCH AS ORACLE TABES, SQL DATA , DIGITISED DATA AND SCANNED DATA ETC. THE VENDOR WILL TAKE THE DATA FROM EXISTING APPLICATIONS FOR MIGRATION</p> <p>2. APROX 1 TB DATA BASE AND 10 TB SCANNED IMAGES</p> <p>3. PL VISIT DDA</p> <p>4. MULTIPLE IN DELHI AND CO-LOCATED WEBSERVER AT MUMBAI</p>

20	NITandInstructionstobidder sforNITCMS - (5.3 Implementation Methodology - Table A: Point 12 -PG. 13)	Set up of helpdesk including software	<p>1. What will be duration for the helpdesk support</p> <p>1. What will be the helpdesk / support window?</p> <p>2. Who will provide Infrastructure / Internet / Telephone Line / Hardware for Helpdesk?</p> <p>3. Do we consider IVRS based helpdesk solution?</p> <p>4. Who are going to be contacting Helpdesk? Internal Users or External Users?</p> <p>5. What are the expected calls per day?</p> <p>6. What will be the role of Helpdesk Staff? Is there any workflow required?</p>	VISIT DDA TO UNDERSTAND
21	NITandInstructionstobidder sforNITCMS - (5.3 Implementation Methodology - Table A: Point 14 -PG. 14)	Supply of all the relevant software and AMC of application and its management and monitoring	Are you looking for OS / Database AMC also?	IT IS TO BE DECIDED BY VENDOR BECAUSE DATA BASE WILL BE OPEN SOURCE AND ALL MAINTENANCE WILL BE DONE BY VENDOR UPTO END OF CONTRACT
22	NITandInstructionstobidder sforNITCMS - (8 Broad Scope of services - Note - PG. 21)	Bidder may be asked by DDA to deploy Solution Architect (Network) and Solution Architect (Infrastructure) on need basis.	<p>1. What will be the duration Solution Architect (Network) and Solution Architect (Infrastructure) will be required to be deployed?</p> <p>2. Who will provide Travelling, Lodging and Boarding charges for such visits?</p>	<p>1. TILL THE SUCCESSFUL IMPLEMENTATION AND HAND HOLDING</p> <p>2. VENDOR</p> <p>3. IT IS VENDOR'S CALL AS SOFTWARE DEVELOPMENT WILL BE DONE IN DDA PREMISES</p>

			3. What is the expected number of visits.	
23	FunctionalRequirementSpecificationforNITofCMS - (1.2 Identity and access management - PG. 6)	Identity and access management is a critical aspect for successfully managing the users, applications and effectively manages overall solution. This component/module shall have the following functionalities.	1. How many users will be there using this application? 2. What is the expected YoY growth? 3. Please provide type wise number of users.	PL VISIT DDA TO GET CLARIFICATION
24	FunctionalRequirementSpecificationforNITofCMS - (1.2 - Identity and access management - GEN_51 - PG. 8)	After submission of form, registration information is sent via SMS on registered mobile and email on register mail ID	1. Who will provide SMS Gateway? 2. If vendor has to provide SMS Gateway then please let us know what is the expected Monthly SMS to be sent?	1. VENDOR 2. IN GENERAL 50000 PER MONTH BUT DURING HOUSING SCHEME IT WILL BE IN LACS
25	FunctionalRequirementSpecificationforNITofCMS - (1.2 - Identity and access management - GEN_31 - PG. 7)	Allow two factor login i.e. User ID& Password and “digital signatures” for DDA employees.	1. We assume that software, hardware and subscription required for Digital Signature will be provided by DDA. Please confirm. 2. We also assume that dongle or DSC required for Digital Signature will also be provided by DDA. 3. If vendor has to provide Dongle / DSC then please specify number of users to whom Dongle / DSC needs to be supplied.	1. YES IF REQUIRED 2. YES IF REQUIRED 3. NA
26	FunctionalRequirementSpecificationforNITofCMS - (1.3 - Service Creation Component - GEN_62 - PG. 8)	Administrator shall be able to select the backend forms to be used for this service. Backend forms shall be developed by SI	1. How many forms needs to be developed / considered?	1. PL VISIT DDA AND SEE THE EXISTING APPLICATIONS TO UNDERSTAND THE REQUIREMENT IN THIS REGARD

27	Functional Requirement Specification for NIT of CMS - (1.4 - Workflow Component - GEN_69 - PG. 9)	The system shall provide an inbox like feature to receive workflow item	<p>1. Please elaborate this functionality?</p> <p>2. How you want to implement this feature?</p> <p>3. Please provide sample data / sample screen.</p>	PLS VISIT DDA
28	Functional Requirement Specification for NIT of CMS - (1.5 - Letter receipt and dispatch monitoring system - GEN_219 - PG. 15)	The system will have an internal messaging service to communicate with each other directly	<p>1. We assume that only internal users will take part in messaging?</p> <p>2. What kind of messaging system you are looking for? Can you please elaborate or give some example.</p>	<p>1. YES MOSTLY</p> <p>2. PLS VISIT DDA</p>
29	Functional Requirement Specification for NIT of CMS - (1.9 - Payment Module - PG. 19)	-	<p>1. We assume that payment gateway and its charges will be paid by DDA. Vendor will have to integrate the payment gateway only. Please confirm.</p>	PLS VISIT DDA TO UNDERSTAND THE CONCEPT
30	Functional Requirement Specification for NIT of CMS - (1.14 Security - GEN_340 - PG. 22)	System shall ensure virus check for all files that are uploaded in the system e.g. detect malicious executables	We assume that Anti Virus software will be provided by DDA. Please confirm.	YES
31	Functional Requirement Specification for NIT of CMS - (1.15 Other General Requirements - GEN_382 - PG. 23)	Shall provide compatible interfaces, metadata and indexing support for exchange of electronic documents with Scanner APIs, digital imaging Programs and document management software	<p>1. Please provide more details on Scanner to be used.</p> <p>2. Technology used for Digital Imaging Program and Document Management Software.</p> <p>3. We assume that web service for above software is ready with DDA.</p> <p>4. If not, then do vendor need to develop web services for the same or DDA will provide the same ? Please confirm.</p>	PLS VISIT DDA

32	Functional Requirement Specification for NIT of CMS - (3 Architecture - LND_12 - PG. 30)	Integration with AUTO CAD Auto Cad Revit, GIS, Photoshop, Adobe Acrobat, Adobe Pagemaker, Archi Cad, CorelDraw, 3D Max and Primavera, MS Powerpoint, MS Project (All MS Office) so that users can share drawings in AutoCAD format for Approval	We assume that software mentioned in this clause will be supplied by DDA and will be available / installed on client's PC. Please confirm.	YES
33	Functional Requirement Specification for NIT of CMS - (3 Architecture - LND_17 - PG. 30)	Capability to track all amendments made to drawings	Are you looking for the changes made in the drawings to be tracked automatically? Or user will manually enter / input the changes made by them?	PLS VISIT DDA
34	Functional Requirement Specification for NIT of CMS - (4 Engineering Department - ENG_10 - PG. 32)	System should capture information like maps, area and location of land handed over to Engineering Wing in each phase by Land Management department for development purposes	Will this be GIS Maps or just Images of the maps?	BOTH
35	Functional Requirement Specification for NIT of CMS - (5 Planning - PLG_58 - PG. 41)	The system should allow the user to view plans in 3D.	1. Do vendor need to provide software / application for 3D Plan? 2. If DDA is already having any software then please specify.	PLS VISIT DDA.
36	Functional Requirement Specification for NIT of CMS - (5 Planning - PLG_59 - PG. 41)	The system should be able to interface with GIS system for mapping land information	1. We assume that GIS System will be provided by DDA and Vendor need to integrate the same. Please confirm. 2. Please provide more details on GIS System to be integrated.	PLS VISIT DDA
37	Functional Requirement Specification for NIT of CMS - (7.1 - Property Management - LND_11 - PG. 47)	Manage available spaces	1. In which format DDA wants to manage spaces? GIS Map / Simple Map Image / Data Form?	TO BE DECIDED IN CONSULTATION WITH DDA PLANNING DEPTT. SO PL VISIT DDA FOR CLARIFICATION

38	FunctionalRequirementSpecificationforNITofCMS - (10 Landscape - LSP_8 - PG. 68)	The system shall allow users to interact with other internal departments like Planning/ Engineering/ Land Management etc. for required inputs	1. How you want users to interact with each other? Live Chating? Or Offline Messaging?	BOTH
39	FunctionalRequirementSpecificationforNITofCMS - (11.14 Sport Cell - PG. 88)	Web and mobile application for the Sport Cell have already been created by DDA in a separate exercise. The CMS system would be required to integrate with this system.	1. Does the DDA vendor have to provide the integration? If yes then kindly provide the technology used in development of Sport Cell web and mobile application 2. The integration is required for only web application or web and mobile application both? 3. The integration will be one way or two way?	1. PLS VISIT DDA. THESE ARE MAILY ANDROID BASED MOBILE APPLICATIONS AND DOT NET BASED APPLICATIONS. 2. BOTH 3. TWO WAY
40	FunctionalRequirementSpecificationforNITofCMS - (12 Personnel Department - PERS_200 - PG. 98)	System should be able to make RTGS transfer of salary amount to the bank	1. Which banks needs to be integrated? Please provide list of banks. 2. We assume that API for bank integration will be provided by DDA. Please confirm.	1. MULTIPLE BANKS 2. NO NOT NECESSARILY BUT DDA WILL FACILITATE FOR THE SAME
41	General Query	-	Kindly provide details on your Preferred Technology (if any) for development?	PLS REFER RFP
42	General Query	-	We assume that the body which gives authorization on vendor's work will be centralized body at single location. If not then kindly specify all different bodies and all different locations.	IT IS NOT CENTRALISED. IT IS DEPTT. WISE
43	General Query	-	Kindly provide details that from how many locations requirement gathering has to be done?	ABOUT 4-5 LOCATIONS AND FROM ABOUT 25 OFFICES

44	General Query	-	<p>1. Does DDA vendor have to provide any onsite staff while development? If yes then kindly provide following details for the same: - How many resources and with what skills are required (developer/designer/QA/Networking Personnel etc...) - For what period of time the resources are required</p> <p>2. Does DDA vendor have to provide any onsite staff while maintainance? If yes then kindly provide following details for the same: - How many resources and with what skills are required (developer/designer/QA/Networking Personnel etc...) - For what period of time the resources are required</p>	<p>1. THE DEVELOPMENT IS TO BE DONE IN DDA PREMISES. IT SHOULD BE NOTED CLEARLY.</p> <p>2. YES ONSITE STAFF WILL BE REQUIRED . FOR MORE CLARIFICATION PL VISIT DDA</p>
45	General Query	-	How many pilot location we need manage in phase1?	WILL BE MUTUALLY DECIDED. BUT THESE WILL BE MULTIPLE.
46	ScopeofworkforNITofCMS - (1.2.1.2.16 Third Party Software - PG. 13)	The application shall have the functionality to allow use of smart card readers and printers. All DDA Sports complexes will issue “Membership Smart Cards” and thereby enable members to use and pay for using facilities through Smart Cards. Interface shall therefore be required with smart card printers as well as readers installed at access control points within Sports Complexes	We assume that DDA will provide smart card, smart card reader(s) and smart card printer(s)	YES, IF REQUIRED

47	Scope of work for NIT of CMS - (1.2.1.2.18 Bar Code Readers - PG. 13)	Application shall have the functionality to generate bar codes and read them by using bar code scanners or manual input. All DDA office shall be equipped with bar code readers and generators for tracking movement of physical files and paper as detailed in the functional requirement specifications	We assume that the barcode readers and barcode printers will be provided by DDA	YES, IF REQUIRED
48	Scope of work for NIT of CMS - (1.2.1.2.19 Other external IT systems / applications of ministries & departments - PG. 13)	Application shall support integration with external IT systems of ministries or government departments for obtaining various approvals and inputs.	1. What will be the mode of communication with other external IT systems/applications? 2. If through web service then who will provide the same?	EVERY THING IN THIS REGARD IS TO BE DONE BY THE VENDOR
49	Scope of work for NIT of CMS - (1.2.1.2.26 Compliance with Industry Standards - PG. 16)	Biometric framework BioAPI 2.0 (ISO/IEC 19784-1:2005)	We assume that the hardware for biometric system will be provided by the DDA department and Vendor will be responsible for the integration of it with CMS system. Kindly confirm	YES PL
50	Scope of work for NIT of CMS - (1.2.1.3 Testing and Development environment - Point 2 - PG. 17)	Bidder shall provide all the hardware and all associated accessories (Racks, Cables, UPS, etc.) necessary for development testing and staging. DDA shall provide a facility to bidder for staging and conduct UAT for outside DDA offices.	We assume that hardware part is not in current scope. Please confirm.	YES PL. BUT THE VENDOR WILL HELP IN HARDWARE SIZING AND NETWORK SIZING ETC.
51	Scope of work for NIT of CMS - (1.2.1.3 Testing and Development environment - Point 4 - PG 17)	Application development shall be done at DDA Office. DDA will provide space and power supply to vendor	Do we need to deploy entire team for entire project life cycle at DDA Office or for specific resources for specific period only? Please clarify.	IT WILL BE MUTUALLY DECIDED

52	Scope of work for NIT of CMS - (1.2.1.4 Testing - PG. 17)	The Bidder will be responsible for providing the necessary development and testing environment and maintaining the related software and hardware for the Contract period.	We assume that the hardware and software need to be used for development and Testing has to be provided by DDA vendor. The DDA vendor will also be responsible for providing software license service till contract period. Kindly confirm.	YES PL
53	Scope of work for NIT of CMS - (1.2.1.4 Testing - Point 2(e) - PG. 18)	Bidder shall provide the necessary infrastructure like servers, storage, , database licenses, development and run-time licenses for solutions proposed, etc. for the UAT environment.	We assume that the hardware and software need to be used for development and UAT has to be provided by DDA vendor. The DDA vendor will also be responsible for providing software license service till contract period. Kindly confirm.	YES PL
54	Scope of work for NIT of CMS - (1.2.1.5 Sizing of IT Infrastructure at DC/DR site and DDA offices - Point 5 - PG. 19)	The Bidder should provide requisite licenses for all the system software required for servers including, but not limited to industry standard operating system, enterprise class database software, application server software, web server software, OS hardening, and all other required software with sufficient number of licenses.	As Hardware Sizing is not yet finalized it will not be possible to quote for System Softwares. We suggest this should be kept as a separate tender along with hardware. Kindly updated.	SYSTEM SOFTWARE WILL BE ARRANGED BY THE VENDOR UPTO FINAL TESTING AND ON HIS RECOMMENDATION DDA WILL PROCURE THE SAME

55	Scope of work for NIT of CMS - (1.2.1.8 STQC Certification - PG 20)	The Application Developer will be responsible for engaging STQC to conduct the assessment / review for the system before “Go Live” and shall also bear all the costs for the same. The PMU and DDA shall have the right to audit and inspect all the procedures and systems relating to the provisioning of the services. If there is any change / addition in the application’s functionality then the Application Developer will have to obtain the STQC Certification for the changes / additions.	<p>1. Are you referring to Security Audit (CERT-IN) or GIGW Audit?</p> <p>2. How many such audit should we consider in our quote during the entire project life cycle?</p>	<p>1. STQC CERTIFICATION MEANS SECURITY AUDIT AND CODE TESTING BOTH</p> <p>2. VALIDITY UPTO END OF THE CONTRACT PERIOD</p>
56	Scope of work for NIT of CMS - (1.2.1.13.1 Guidelines and instruction for data digitization - Point 4 - PG. 24)	The Bidder will provide interface in the application to capture legacy data, this interface should have inbuilt validation check like date format, field value, address etc. It should have provision to enter record in back date also. The software should have provision to data consolidation	1. How many forms will need to be developed?	PL VISIT DDA
57	Scope of work for NIT of CMS - (1.2.1.13.2 Scope for Data Digitization - PG. 25)	The following data will be provided by DDA for digitization: - 15 lakhs files with approximately 100 pages per file - Pages could be a mix of A4/ Legal size - 50% handwritten/ 50% typed - pages are written in English - Upto 200 characters of metadata entry per file	<p>1. Do we need to consider data entry of any of this files?</p> <p>2. If yes, then please provide number of pages.</p> <p>3. Will all files available at single location?</p> <p>4. Do we need to do Scanning / Data Entry at DDA Premises or at our premises also?</p>	<p>1. YES PL</p> <p>2. PL VISIT DDA</p> <p>3. AT MULTIPLE LOCATIONS IN DELHI AT DDA PREMISES</p>

58	Scope of work for NIT of CMS - (1.2.2.4 Other Requirements - PG. 33)	All relevant infrastructure and supporting system software required for the deployment and operation of the help desk is to be provided by the selected Bidder.	<p>We assume that Infrastructure and software for helpdesk should be provided by the DDA vendor. Kindly provide provide following details for the same:</p> <p>1. Which components from the following list should be provided in infrastructure - Office - Furniture - Hardware (PC/Servers/Printers/Peripherals) - AC</p> <p>2. We assume that the software license (if any) charges after completion of 4 years of contract will be borne/paid by DDA. Kindly confirm.</p>	<ol style="list-style-type: none"> 1. FURNITURE, PHONE AND HARDWARE BY DDA. ALL OTHER THINGS BY VENDOR. 2. NO , BY THE VENDOR IF ANY EXCEPT OS AND ANTI VIRUS
59	Scope of work for NIT of CMS - (1.2.2.4 Other Requirements - Point 3 - PG. 33)	Bidder should arrange for desktops / workstations, printers and other peripherals and consumables for its team members deployed. DDA shall provide furniture, space, phone lines and Internet.	<p>We assume that DDA vendor has to provide hardware and software that is need to be used for development, Testing and UAT .</p> <p>Rest of the things like furniture, space, phone lines and Internet facilities will be provided by DDA. Kindly confirm</p>	<p>YES PL. VENDOR HAS TO PROVIDE ALL THIS.</p> <p>FURNITURE, SPACE, TELEPHONE, POWER ETC WILL BE PROVIDED BY DDA</p>
60	General	-	<p>We assume that, once the contract period is over, DDA will bear the cost of all license afterwards. Kindly confirm.</p>	YES IF REQUIRED.

Vendor-2

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of clarifications	DDA Reply
1	Volume II of III Scope of Work (Section 1.2.13 & Page number 17)	Bidder shall provide all the hardware and all associated accessories.....	It is mentioned that the Bidder shall provide the desired hardware and all accessories for development, testing & staging. We understand the requirement for development & testing is justified. Please clarify the necessecity for the same in the staging.	IT IS CLARIFIED THAT ALL HARRDWARE AND SOFTWARE REQUIRED UPTO THE STAGE OF TESTING WILL BE PROVIDED BY THE VENDOR. HERE THE WORD STAGING SIMPLY MEANS TEMPORARY i.e. STAGING SERVER MEANS – THE SERVES TO BE USED FOR TESTING PURPOSE. IN THIS REGARD FURTHER CLARIFIED THAT DDA WILL SIMPLY PROVIDE THE SPACE, POWER etc. BUT ALL HARDWARE, SOFTWARE AND OTHER ACCESSORIES REQUIRED FOR THIS STAGING/TESTING WILL BE PROVIDED BY THE VENDOR AT THEIR COST ONLY.
2	Volume I of III Notice Inviting Tender and Instructions to Bidders (Section 9.4.6 & Page Number 24)	There is no consortium allowed as a part of the project.....	Kindly note that there are off the shelf solutions available in the market that can meet your application requirement upto a reasonable level. Those ready solutions can be further customized to meet 100% of your requirement. Hence, we request you to allow consortium with maximum one company for the scope of application development. We wish to inform you that for such off the shelf solutions, certain manpower from the original developer may be needed for customization phase. Hence, consortium (not OEM & bidder relationship) is mandatory for successful execution.	NO CHANGE PLEASE. HOWEVER, PLEASE STUDY THE RFP THROUGHLY.

3	Annexures to RFP, Annexure 16-Technical Evaluation Checklist, S No 1(a), System Integration projects, Description (Page 29)	Bidder should have THREE projects (during last three financial years) for implementation of integrated turnkey projects with: a) software development and Implementation b) O&M phase for maintaining all of the above.	We request you to modify this clause as follows: Bidder should have THREE projects (during last five financial years) for implementation of integrated turnkey projects with: a) software development and Implementation b) O&M phase for maintaining all of the above.	NO CHANGE PLEASE.
4	Annexures to RFP, Annexure 16-Technical Evaluation Checklist, S No 1 (Note, S No 1, Page 30)	For all the above, the Completion Certificate of the projects completed in the last 3 years (as on 31.3.2014 need to be provided (issued to the responding firm by the respective customers)	Does it mean that only the projects completed during last three Financial years (as on 31.3.2014) will only be considered? If yes, it is in contradiction to S No 1 (c) of Technical Evaluation Checklist wherein you have asked for experience in last five (not three) Financial years. Hence, we request you to modify the note (S No 1) as follows: For all the above, the Completion Certificate of the projects completed in the last 5 years (as on 31.3.2014 need to be provided (issued to the responding firm by the respective customers)	NOW THE DATE 31.03.2014 MAY BE READ AS 31.03.2015. NO CHANGE PLEASE.

Vendor -3

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of clarifications	DDA Reply
1.			We would like to request you kindly allow us to form a consortium for this tender. So our parent organization SVAM international Inc. and North Shore Technologies will bid jointly.	PLEASE READ THE RFP THOROUGHLY. NO CHANGE PLEASE.

Vendor -4

Sr. No.	RFP Reference [RFP Document Reference(s) (Section & Page Number(s))]	Content of RFP requiring Clarification(s)	Points of clarification	DDA Reply
1.	Vol I 6 Tender Invitation Page 19	Vol I 6 Tender Invitation Page 19	<u>Bidder suggests this provision be revised as under:</u> 6. The Term of the Contract--Any contract that may result from this procurement process will be issued for a 'Term' as defined later in the RFP i.e. 4 year of Operations and Maintenance, after successful commissioning of the project, as per the agreed SLA. DDA reserves the right to extend the Term for a period or periods of up to 3 years with a minimum of 1 year. Such extension or extensions will be on the same terms and conditions (except for pricing and commercial terms which shall be subject to mutual agreement), subject to the DDA' obligations at law.	NO CHANGE PLEASE
2.	Vol I 9.4.2 Earnest Money Deposit (EMD) Page 23	Vol I 9.4.2 Earnest Money Deposit (EMD) Page 23	<u>Bidder suggests this provision be revised as under:</u> The EMD amount is interest free and will be refunded to the unsuccessful bidders without any accrued interest on it. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected. The EMD may be forfeited: a. If a bidder withdraws its bid during the period of bid validity. b. In case of a successful bidder, if the bidder fails to sign the mutually agreed contract/ submit a PBG in accordance with this RFP	NO CHANGE PLEASE
3.	Vol I	Vol I	<u>Bidder suggests this provision be</u>	NO CHANGE PLEASE

	9.7.3 Contract Finalization and Award Page 28	9.7.3 Contract Finalization and Award Page 28	<u>revised as under:</u> The latest guidelines of GOI on award of work will be followed. DDA may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP within the approved budget. [Note: In any case the contract/ agreement shall be subject to mutual agreement]	
4.	Vol II 1.3.4 Exit Management Page 34	Vol II 1.3.4 Exit Management Page 34	[Note: Comments in relation to exit management scope are provided in the comments to SCHEDULE – III - EXIT MANAGEMENT SCHEDULE in the draft MSA at Vol III. Final suggestions in the said Schedule be included in this Volume too]	ALL CONTENTS /ALL VOLUMES OF RFP WOULD BE PART AND PARCEL OF AGREEMENT/CONTRACT. THEREFORE, NO CHANGE PLS.
5.	Vol III 1.5 Priority of documents (II)	Vol III 1.5 Priority of documents (II)	<u>Bidder suggests this provision be revised as under:</u> The Application Developer’s proposal/bid pursuant to the Request for Proposal, Request for Proposal and Addendum / Corrigendum to the Request for Proposal (if any).	NO CHANGE PLEASE
6.	Vol III 3.Termand Duration of the Agreement 3.2 Page 8	Vol III 3.Termand Duration of the Agreement 3.2 Page 8	<u>Bidder suggests this provision be revised as under:</u> 3.2 The Term of the Contract--Any contract that may result from this procurement process will be issued for a ‘Term’ i.e. 4 year of Operations and Maintenance after successful commissioning of the project, as per the agreed SLA. DDA reserves the right to extend the Term for a period or periods of up to 3 years with a minimum of 1 year. Such extension or extensions will be on the same terms and conditions (except for pricing and commercial terms which shall be mutually agreed for the renewal period), subject to the DDA’	NO CHANGE PLEASE

			obligations at law.	
7.	Vol III 4.2a. Conditions Precedent of the <<'Application Developer'>> I Page 9	Vol III 4.2a. Conditions Precedent of the <<'Application Developer'>> I Page 9	<u>Bidder suggests this provision be revised as under:</u> I. to provide a Performance Security/Guarantee;	NO CHANGE PLEASE
8.	Vol III 4.3 Extension of time for fulfilment of Conditions Precedent Page 9	Vol III 4.3 Extension of time for fulfilment of Conditions Precedent Page 9	<u>Bidder suggests this provision be revised as under:</u> 4.3 [The Parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the Term of this Agreement.] Subject to DDA performing its obligations in timely manner, Application Developer agrees that and accepts that time is of the essence of this Agreement	NO CHANGE PLEASE
9.	Vol III 5.4 Final testing and certification Page 10 I.	Vol III 5.4 Final testing and certification Page 10 I.	<u>Bidder suggests this provision be revised as under:</u> I. Final testing and certification criteria will lay down a set of guidelines following industry accepted norms and standards for testing and certification for all aspects of project development and implementation covering software, hardware and networking including the processes relating to the design of solution architecture, design of systems and sub- systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to compliance with SLA metrics, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and	NO CHANGE PLEASE

			this Agreement	
10.	<p>Vol III 5.4 Final testing and certification Additional Paras V & VI</p> <p>Page 11</p>	<p>Vol III 5.4 Final testing and certification Additional Paras V & VI</p> <p>Page 11</p>	<p><u>Bidder suggests following be included:</u> V. DDA will carry out acceptance testing of deliverables (for the deliverables which are subject to acceptance procedure) as per schedule presented by the Application Developer in its Bid/Proposal or otherwise as per mutually agreed schedule. The DDA 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 Acceptance Testing(s). The acceptance testing will be based on the test cases provided by the DDA. The Application Developer will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by the DDA, will be notified to the Application Developer in writing not later than two (2) weeks of delivery. The Application Developer will correct the defects that are a deviation from the baseline immediately following the acceptance. During the acceptance procedure defects attributable to Application Developer shall be rectified at the cost of Application Developer, in all other cases rectification shall be at the cost of DDA. The DDA will confirm acceptance in writing to the Application Developer. The DDA shall not withhold or delay the issuance of sign off or taking over certificate, if the deliverables substantially meet the specifications or</p>	NO CHANGE PLEASE

			<p>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 the DDA if the DDA (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 (other than as part of agreed review and acceptance testing procedure, such as UAT).</p> <p>VI. 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 control procedure. Items reported through the change control procedure will be dealt with separately.</p>	
11.	<p>Vol III 6. Representations and Warranties 6.1 Representations and warranties of the <<<<Application Developer>>>> Para XIV. Page 12</p>	<p>Vol III 6. Representations and Warranties 6.1 Representations and warranties of the <<<<Application Developer>>>> Para XIV. Page 12</p>	<p><u>Bidder suggests this provision be revised as under:</u> XIV. The deliverable as developed by the Application Developer shall be the original work product of Application Developer and in the development, deployment and maintenance of the Application, the Application Developer will not have violated any law or the intellectual property rights/proprietary of any person whosoever. Provided however, the Application Developer shall not be responsible for breach of warranty herein if such breach is result of: (i) the Application Developer's</p>	NO CHANGE PLEASE

			<p>compliance with DDA’s specific technical designs, specifications or instructions; (ii) inclusion in a deliverable of any content or other materials provided by DDA and the infringement relates to or arises from such DDA materials or provided material; (iii) modification of a deliverable after delivery by the Application Developer to DDA if such modification was not made by or on behalf of the Application Developer; (iv) operation or use of some or all of the deliverable in combination with products, information, specification, instructions, data, materials not provided by the Application Developer; 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; or (v) use of a superseded release of some or all of the deliverables or DDA’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 Application Developer.</p>	
12.	<p>Vol III 8. Obligations of the Application Developer Para 8.3 Page 13</p>	<p>Vol III 8. Obligations of the Application Developer Para 8.3 Page 13</p>	<p><u>Bidder suggests this provision be revised as under:</u> 8.3 Subject to DDA performing its obligations in timely manner, it shall ensure that the Services are being provided as per the Project Timelines set out as Annexure C to this Agreement.</p>	NO CHANGE PLEASE
13.	<p>Vol III 10. Use of assets by the <<‘Application</p>	<p>Vol III 10. Use of assets by the <<‘Application Developer’>></p>	<p><u>Bidder suggests this provision be revised as under:</u> III. ensure that any instructions or</p>	NO CHANGE PLEASE

	Developer’>> Para 10.1 (III) Page 14	Para 10.1 (III) Page 14	manuals supplied by the manufacturer of the Assets for use of the Assets and which are provided to the <<‘Application Developer’>>will be followed by the <<‘Application developer’>>and any person who will through the <<‘Application Developer’>>be responsible for the use of the Assets	
14.	Vol III 11. Access to DDA or its Nominated Agencies Locations 11.2 Page 14-15	Vol III 11. Access to DDA or its Nominated Agencies Locations 11.2 Page 14-15	<u>Bidder suggests this provision be revised as under:</u> 11.2 The <<‘Application Developer’>>agrees to ensure that its employees, agents and contractors shall not use the location, services and equipment referred to in RFP for the following purposes: I. for the transmission of any material which is defamatory, offensive or abusive or of an obscene or menacing character; or II. in a manner which constitutes a violation or infringement of the rights of any person, firm or company (including but not limited to rights of copyright or confidentiality).	NO CHANGE PLEASE
15.	Vol III 13. Financial Matters 13.1 Terms of Payment and Service Credits and Debits II Page 16	Vol III 13. Financial Matters 13.1 Terms of Payment and Service Credits and Debits II Page 16	<u>Bidder suggests this provision be revised as under:</u> II. All payments are subject to the application of service credits and debits as may be provided for in the SLA. For the avoidance of doubt, it is expressly clarified that DDA will pay the service credits as stated in accordance with the Schedule VI of this Agreement and DDA may also calculate a financial sum and debit the same to the extent such sum is undisputed against the terms of payment as set out in Schedule VI of this Agreement as a result of the failure of the	NO CHANGE PLEASE

			<p><<'Application Developer'>> to meet the Service Level as defined in SLA. DDA (on request from successful bidders) can look at having a separate mechanism for settling penalties/service credits rather than the set off against the invoice as this could revenue recognition issues. However, the successful bidder has to ensure that such settlement happens within a stipulated timeframe]</p>	
16.	<p>Vol III 13. Financial Matters 13.1 Terms of Payment and Service Credits and Debits III Page 16-17</p>	<p>Vol III 13. Financial Matters 13.1 Terms of Payment and Service Credits and Debits III Page 16-17</p>	<p><u>Bidder suggests this provision be revised as under:</u> III. Save and except as otherwise provided for herein or as agreed between the Parties in writing, DDA shall not be required to make any payments in respect of the Services (or, without limitation to the foregoing, in respect of the <<'Application Developer'>> performance of any obligations under this Agreement or the SLA) other than those covered in Schedule VI of this Agreement. For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs excluding taxes which are addressed in this Clause.</p>	NO CHANGE PLEASE
17.	<p>Vol III 13. Financial Matters 13.2 Invoicing and Settlement II Page 17</p>	<p>Vol III 13. Financial Matters 13.2 Invoicing and Settlement II Page 17</p>	<p><u>Bidder suggests this provision be revised as under:</u> II. The <<'Application Developer'>> alone shall invoice all payments after receiving due approval from the competent authority. Such invoices shall</p>	NO CHANGE PLEASE

			be accurate and all adjustments to or changes in the terms of payment as stated in Schedule VI of this Agreement. The <<'Application Developer'>> shall waive any charge for a Service that is not invoiced within fifteen months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later	
18.	Vol III 13. Financial Matters 13.2 Invoicing and Settlement III Page 17	Vol III 13. Financial Matters 13.2 Invoicing and Settlement III Page 17	<u>Bidder suggests this provision be revised as under:</u> III. Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by DDA subject to undisputed penalties. The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 30 working days, <<'Application Developer'>> shall, without prejudice to any other remedies that it may have in this regard, be entitled to a late payment interest @18% p.a. from the date of submission of invoice. The <<'Application Developer'>>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 the DDA and any such withholding by the Service Provider shall not be treated as breach by it of the provisions of this Agreement.	NO CHANGE PLEASE
19.	Vol III 13. Financial Matters 13.2 IV Page 17	Vol III 13. Financial Matters 13.2 IV Page 17	<u>Bidder suggests this provision be revised as under:</u> IV. DDA shall within fifteen (15) days after receipt of applicable invoice be entitled to delay or withhold payment of any invoice or part of	NO CHANGE PLEASE

			it delivered by the <<'Application Developer'>> under Schedule VI of this Agreement where DDA disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by DDA under this Clause shall not entitle the <<'Application Developer'>> to delay or withhold provision of the Services.	
20.	Vol III 13. Financial Matters 13.2 V Page 17	Vol III 13. Financial Matters 13.2 V Page 17	<u>Bidder suggests this provision be revised as under:</u> V. DDA shall within fifteen (15) days after receipt of applicable invoice be entitled to delay or withhold part of the payment of any invoice which is under a dispute. The withheld amount shall be limited to that which is the disputed amount. The disputed amount shall be referred to the escalation procedure as set out in Schedule V of this Agreement. Any exercise by DDA under this Clause shall not entitle the <<'Application Developer'>> to delay or withhold provision of the Services.	NO CHANGE PLEASE
21.	Vol III 13. Financial Matters 13.3 Tax I Page 18	Vol III 13. Financial Matters 13.3 Tax I Page 18	<u>Bidder suggests this provision be revised as under:</u> I. DDA or its nominated agencies shall be responsible for withholding income taxes from the amounts due and payable to the <<'Application Developer'>> wherever applicable. The DDA shall pay for all other taxes in connection with this Agreement, SLA, scope of work and any	NO CHANGE PLEASE

			other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties	
22.	Vol III 13. Financial Matters 13.3 Tax III Page 18	Vol III 13. Financial Matters 13.3 Tax III Page 18	<u>Bidder suggests this provision be revised as under:</u> III. If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties on the <<'Application Developer's>>income, which are directly payable by DDA for providing the services from time to time, which increase or decreases the cost incurred by the Application Developer in performing the Services, then the remuneration and reimbursable expense otherwise payable to DDA under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI. Further, in case of any new or fresh tax or levy imposed after submission of the proposal the <<'Application Developer'>> shall be entitled to reimbursement on submission of proof of payment of such tax or levy.	NO CHANGE PLEASE
23.	Vol III 14. Termination 14.1 I. B Page 19	Vol III 14. Termination 14.1 I. B Page 19	<u>Bidder suggests this provision be revised as under:</u> B. If there is a Material Breach by DDA or its nominated agencies which results in not providing support for effecting data migration or not providing the	NO CHANGE PLEASE

			certification of User Acceptance, and / or failing to make payment of undisputed amount within 30 from date of submission of invoice or breach of any other term of the Agreement, then the <<'Application Developer'>>will give a one month's notice for curing the Material Breach to DDA. After the expiry of such notice period, the <<'Application Developer'>> will have the option to terminate the Agreement	
24.	Vol III 14. Termination 14.1 II Page 19	Vol III 14. Termination 14.1 II Page 19	<u>Bidder suggests that following additional provision be included:</u> II.	NO CHANGE PLEASE
25.	Vol III 14. Termination 14.1 III Page 19	Vol III 14. Termination 14.1 III Page 19	<u>Bidder suggests that following additional provision be included:</u> III.	NO CHANGE PLEASE
26.	Vol III 14.2 Effects of termination III Page 19-20	Vol III 14.2 Effects of termination III Page 19-20	<u>Bidder suggests this provision be revised as under:</u> IV. DDA agrees to pay Application Developer for i) all charges for Services Application Developer provides and any Deliverables and/or system (or part thereof) Application Developer delivers through termination, and ii) reimbursable expenses (including reasonable termination compensation towards unrecovered investments) Application Developer incurs through termination. DDA also agrees to pay any applicable adjustment expenses.	NO CHANGE PLEASE

27.	Vol III 15. Indemnification & Limitation of Liability 15.1 Page 20	Vol III 15. Indemnification & Limitation of Liability 15.1 Page 20	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>15.1 Subject to Clause 15.2 below, <i>each party</i> (as the "Indemnifying Party") undertakes to indemnify and hold other party harmless (as the "Indemnified Party") from and against all losses arising out of or relating to any act or omission of the Indemnifying Party in connection with or arising out of this Agreement resulting in bodily injury, death or damage to tangible personal property of the Indemnified Party, unless caused by negligence or wilful misconduct of the Indemnified Party. If the Indemnified Party promptly notifies the Indemnifying Party in writing of a third party claim against Indemnified Party that any materials provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not defend or pay any costs or damages under this clause to the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of materials provided by the Indemnifying Party; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's use of materials provided by the Indemnifying Party in combination with any product or information not owned or</p>	NO CHANGE PLEASE
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			<p>developed by Indemnifying Party; (d) Indemnified Party's distribution, marketing or use for the benefit of third parties of materials provided by the Indemnifying Party; or (e) information, direction, specification or materials provided by Indemnified Party or any third party contracted to it; (f) inclusion in the materials provided by the Indemnifying Party of any content or other materials provided by Indemnified Party and the infringement relates to or arises from such Indemnified Party materials or provided material; or (g) use of the materials provided by the Indemnifying Party 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 by the Indemnifying Party. If any materials provided by the Indemnifying Party. If any materials provided by the Indemnifying Party. If any materials provided by the Indemnifying Party is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a no infringing equivalent, (iii) modify it to make it no 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 Indemnifying Party shall refund the Indemnified Party the fees effectively paid for that materials provided by the</p>	
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			Indemnifying Party by the Indemnified Party subject to depreciation for the period of use, on a straight line depreciation over a 5 year period basis. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and	
28.	Vol III 15. Indemnification & Limitation of Liability 15.3 Page 21	Vol III 15. Indemnification & Limitation of Liability 15.3 Page 21	<u>Bidder suggests this provision be revised as under:</u> 15.3 The total cumulative liability of Application Developer (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed fees received by Application Developer in the twelve (12) months period under this Agreement immediately preceding the date such liability arose. The liability cap given under this Clause 15.3 shall not be applicable to the IPR indemnification obligations set out in Clause 15.1 and breach of Clause 12.4 and 17.	NO CHANGE PLEASE
29.	Vol III 15. Indemnification & Limitation of Liability 15.4 Page 21	Vol III 15. Indemnification & Limitation of Liability 15.4 Page 21	<u>Bidder suggests this provision be revised as under:</u> 15.4 In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in Clause 15.1 for IPR infringement) even if it has been advised of their possible existence.	NO CHANGE PLEASE

30.	<p>Vol III 15. Indemnification & Limitation of Liability Additional Clause as 15.6</p> <p>Page 22</p>	<p>Vol III 15. Indemnification & Limitation of Liability Additional Clause as 15.6</p> <p>Page 22</p>	<p><u>Bidder suggests that following additional provision be included:</u></p> <p>15.6 The <<'Application Developer'>> 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 DDA 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 the <<'Application Developer'>> is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the DDA, the <<'Application Developer'>> 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 vendor is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the DDA. Such failures or delays shall be brought to the notice the DDA and subject to mutual agreement with the DDA, the <<'Application Developer'>> shall take such actions as may be necessary to correct or remedy the failures or delays. The <<'Application Developer'>> shall be entitled to invoice the DDA for additional costs incurred in connection with correction or remedy as above at t&m rate card agreed under the Agreement.</p>	NO CHANGE PLEASE
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31.	Vol III 16. Force Majeure 16.2 V Page 23	Vol III 16. Force Majeure 16.2 V Page 23	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>For the avoidance of doubt, it is expressly clarified that the failure on the part of the <<'Application Developer'>>under this Agreement or the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement or the SLA against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking <i>aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure"</i> unless such disaster contingency planning and back-up and other data safeguards are itself subject to Force Majeure event. <i>In so far as applicable to the performance of Services, Service Provider will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any breach of security and any resulting liability there from (wherever applicable).</i></p>	NO CHANGE PLEASE
32.	Vol III 16.4 Allocation of costs arising out of Force Majeure b. Page 23	Vol III 16.4 Allocation of costs arising out of Force Majeure b. Page 23	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>b. Upon occurrence of a Force Majeure Event after the Effective Date, the costs incurred and attributable to such event and directly relating to the Project ('Force Majeure Costs') shall be</p>	NO CHANGE PLEASE

			<p>allocated and paid as follows:</p> <ul style="list-style-type: none"> upon occurrence of a Non-Political Event or an Other Event of Force Majeure, the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof. 	
33.	Vol III 17. Confidentiality 17.3 Page 24	Vol III 17. Confidentiality 17.3 Page 24	<p><u>Bidder suggests this provision be revised as under:</u> 17.3 DDA shall retain all rights to prevent, stop and if required take the necessary action against the <<'Application Developer'>>regarding any forbidden disclosure.</p>	NO CHANGE PLEASE
34.	Vol III 17. Confidentiality 17.4 (d) Page 24	Vol III 17. Confidentiality 17.4 (d) Page 24	<p><u>Bidder suggests this provision be revised as under:</u> (d) Information which has been disclosed to the public or court or authority pursuant to a court order or regulator.</p>	NO CHANGE PLEASE
35.	Vol III 17. Confidentiality 17.6 Page 24	Vol III 17. Confidentiality 17.6 Page 24	<p><u>Bidder suggests that following additional provision be included:</u> 17.6 Confidentiality obligations shall survive for the tenure of this Agreement and for a period of two years thereafter.</p>	NO CHANGE PLEASE
36.	Vol III 18.Audit, Access and Reporting Additional provision to be included in clause 18 Page 24	Vol III 18.Audit, Access and Reporting Additional provision to be included in clause 18 Page 24	<p><u>Additional provision to be included in clause 18</u> Audits under the Contract shall be conducted during normal working hours and upon reasonable advance written notice to the SP. The ITD and its auditors will: (i) comply with the SP's reasonable security and confidentiality requirements when accessing locations, facilities or other resources owned or controlled by the SP; and (ii) cooperate with the SP to minimize any disruption to the SP's business activities. ITD shall</p>	NO CHANGE PLEASE

			ensure that the auditors involved are not competitors of the SP. Further, in no case shall the SP required to share information relating to its internal costing, profit and mark up.	
37.	Vol III 19.Intellectual Property Rights 19.1 Page 24-25	Vol III 19.Intellectual Property Rights 19.1 Page 24-25	<u>Bidder suggests this provision be revised as under:</u> 19.1 Products and fixes: All products and related solutions and fixes including Third Party Systems provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. <<'Application Developer'>>would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to DDA for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.	NO CHANGE PLEASE
38.	Vol III 19.Intellectual Property Rights 19.2 Page 25	Vol III 19.Intellectual Property Rights 19.2 Page 25	<u>Bidder suggests this provision be revised as under:</u> 19.2 Bespoke development: Subject to the provisions of Clause 19.3 and 19.4 below, upon payment, the IPR rights for any bespoke development	NO CHANGE PLEASE

			<p>specifically and exclusively done for the DDA during the implementation of the project will lie with DDA provided all the payments due to the DDA for such bespoke development have already been paid by the DDA to <<'Application Developer'>>. <<'Application Developer'>> shall be required to seek explicit written approval from DDA for using this material for its internal usage and other e-governance projects.</p>	
39.	<p>Vol III 19. Intellectual Property Rights 19.3 Page 25</p>	<p>Vol III 19. Intellectual Property Rights 19.3 Page 25</p>	<p><u>Bidder suggests this provision be revised as under:</u> 19.3 Pre-existing work: All IPR including the source code, tools, methodology, processes, ideas, know-how, technology and materials developed or otherwise obtained independently of the efforts of a party under this Agreement including any customization, enhancement or modification thereto shall remain the sole property of that party (“pre-existing work”). During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the <<'Application Developer'>> should grant DDA a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to DDA as part of the</p>	NO CHANGE PLEASE

			<p>service or deliverables only for its internal business operations. The foregoing license does not authorize the DDA to (a) separate the <<'Application Developer'>>'s pre-existing work from the deliverable in which they are incorporated for creating a standalone product for marketing to others; (b) independently sell or transfer the <<'Application Developer'>>'s pre-existing work in favour of any person, and/or (c) reverse compile or in any other way arrive at or attempt to arrive at the source code of the <<'Application Developer'>>'s pre-existing work. Under such license, either of parties will have no right to sell or transfer the pre-existing work of the other party to a Third Party. DDA's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with DDA at the conclusion of performance of the services. In case of license of any Bidder's proprietary software, the standard license agreement of Bidder shall govern the use of such software.</p>	
40.	<p>Vol III 20. Warranty 20.1 Page 25-26</p>	<p>Vol III 20. Warranty 20.1 Page 25-26</p>	<p><u>Bidder suggests this provision be revised as under:</u> 20.1 Standard: The <<'Application Developer'>> warrants that at the time of delivery the system(s) and other Services provided a) shall be free from any defect or deficiency in the material, design, engineering, and performance/workmanship that prevent the Project and/or any of its systems(s)</p>	<p>NO CHANGE PLEASE</p>

			<p>from fulfilling the technical requirements set out in the Agreement. If during the warranty period, if any, any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the <<'Application Developer'>>, the <<'Application Developer'>> shall promptly, in consultation and agreement with DDA, and at the <<'Application Developer'>>'s sole cost repair, replace, or otherwise make good (as the <<'Application Developer'>> shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the Project caused by such default, defect or deficiency. Any defective system that has been replaced by the <<'Application Developer'>> shall remain the property of the <<'Application Developer'>>. If the Project or any of its System cannot be used by reason of such default, defect or deficiency and/or making good of such default, defect or deficiency, the warranty period for the Project shall be extended by a period equal to the period during which the Project or any of its system could not be used by DDA because of such defect and/or making good of such default, defect or deficiency.</p>	
41.	Vol III 20. Warranty 20.2 Page 26	Vol III 20. Warranty 20.2 Page 26	<p><u>Bidder suggests this provision be revised as under:</u> 20.2 Implied Warranty: The warranties provided herein in clause 20 are in lieu of all other warranties, both express and implied, and all other warranties, including without limitation that of</p>	NO CHANGE PLEASE

			merchantability or fitness for intended purpose is specifically disclaimed	
42.	Vol III 20. Warranty 20.3 Page 26	Vol III 20. Warranty 20.3 Page 26	20.3 The <<'Application Developer'>> shall have no liability in the case of breach of this warranty in clause 20 or other operational warranties in the RFP due to (i) use of the deliverables on any environment (hardware or software) other than the environment recommended or approved by the <<'Application Developer'>>, (ii) the combination, operation, or use of some or all of the deliverables with information, software, specifications, instructions, data, or materials not approved by the <<'Application Developer'>>; (iii) the deliverables having been tampered with, altered or modified by DDA without the written permission of the <<'Application Developer'>>, or (iv) use of the deliverables otherwise than in terms of the relevant documentation, provided that Application Developer has made available the necessary information and training in this regard.	NO CHANGE PLEASE
43.	Vol III 21.Liquidated Damages Page 26	Vol III 21.Liquidated Damages Page 26	<u>Bidder suggests this provision be revised as under:</u> 21. Subject to DDA performing its obligations in timely manner, time is the essence of the Agreement and the delivery dates are binding on the <<'Application Developer'>>. In the event of delay, for causes solely and entirely attributable to the Application Developer, in meeting the agreed timelines for deliverables, DDA shall be	NO CHANGE PLEASE

			<p>entitled at its option to recover from the <<'Application Developer'>> as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay for each completed week or part thereof subject to a limit of 5% of the relevant deliverable value.</p> <p>The Application Developer agrees that this determination of liquidated damages is a genuine pre-estimate of the losses likely to be caused to DDA and Application Developer agrees not to contest the same. It is also agreed that the liquidated damages are only for the period up to the completion of development Application.</p>	
44.	Vol III 22.Escrow Agreement Page 26	Vol III 22.Escrow Agreement Page 26	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>22.1 <<'Application Developer'>> shall comply with the escrow provisions below for all Public Material and Proprietary Vendor Material (including subcontractor-owned materials and other Third Party Material incorporated in <<'Application Developer'>>'s Proprietary Material), except to the extent <<'Application Developer'>> demonstrates that compliance is not permitted by the nature of <<'Application Developer'>>'s limited rights in such material.</p>	NO CHANGE PLEASE
45.	Vol III 21.Escrow Agreement 22.4 Page 27	Vol III 21.Escrow Agreement 22.4 Page 27	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>22.4 <<'Application Developer'>> shall periodically update the escrow deposit as the Parties shall agree in the Escrow Agreement. In addition to other usual and customary terms, the Escrow Agreement shall provide that DDA shall</p>	NO CHANGE PLEASE

			<p>be entitled to obtain the deposited materials from escrow upon DDA's making a proper claim for release from escrow in the event that (c) proper written notice is given to the Escrow Agent that release of the copy of the deposited materials is pursuant to applicable bankruptcy, insolvency, liquidation of <<'Application Developer'>>; (d) the Contract expires or terminates for Material Breach of <<'Application Developer'>> and such termination is not contested by <<'Application Developer'>>.</p>	
46.	<p>Vol III 21.Escrow Agreement 22.5 Page 27</p>	<p>Vol III 21.Escrow Agreement 22.5 Page 27</p>	<p><u>Bidder suggests this provision be revised as under:</u> 22.5 The release of deposited materials from escrow shall not confer upon DDA any right of ownership in the deposited materials or the underlying intellectual property embodied therein. In the event of the release of deposited materials to DDA from escrow, DDA shall use the deposited materials solely for the benefit of DDA and its constituents, consistently with the grants of license set forth in Clause 19.3 of this Agreement</p>	NO CHANGE PLEASE
47.	<p>Vol III 21.Escrow Agreement 22.7 Page 27</p>	<p>Vol III 21.Escrow Agreement 22.7 Page 27</p>	<p><u>Bidder suggests this provision be revised as under:</u> 22.7 The Escrow Agreement shall provide for its automatic termination upon the earlier of five (5) years after the expiration or termination of this Contract, or, release of all Source Code to DDA and DDA's subsequent confirmation of compliance with the terms of the Escrow Agreement. DDA shall pay the escrow costs, as well as all costs associated with causing</p>	NO CHANGE PLEASE

			<p><<‘Application Developer’>>subcontractors and other third parties to abide by the Escrow Agreement. Escrow Agent shall be independent third party and not be a competitor of <<‘Application Developer’>>. Further, Escrow arrangement under this clause for any third party materials shall be subject to agreement of such third party.</p>	
48.	<p>Vol III 23. Insurance Cover 23.1Obligation to maintain insurance Page 28</p>	<p>Vol III 23. Insurance Cover 23.1Obligation to maintain insurance Page 28</p>	<p><u>Bidder suggests this provision be revised as under:</u> 23.1 In connection with the provision of the Services, the Service Provider must have and maintain: (a) for the Agreement Period, valid and enforceable insurance coverage for: (i) public liability; (ii) either professional indemnity or errors and omissions; (iii) (iv) workers’ compensation as required by law; and (v) any additional types specified in Schedule I; and for one year following the expiry or termination of the Agreement, valid and enforceable insurance policies (if relevant), (b) In the amount not less than the Insurance Cover specified in Schedule I.</p>	NO CHANGE PLEASE
49.	<p>Vol III Miscellaneous 24.1 (g) Page 29</p>	<p>Vol III Miscellaneous 24.1 (g) Page 29</p>	<p><u>Bidder suggests this provision be revised as under:</u> (g) During the term of the Agreement and 12 months thereafter, neither Party will solicit for employment or knowingly hire an employee/personnel of the other Party with whom such Party has contact pursuant to project engagements under</p>	NO CHANGE PLEASE

			<p>this Agreement. This restriction shall not apply to employees of either Party responding to advertisements in job fairs or news media circulated to the general public to the extent such advertisements does not specifically target other party's personnel.</p>	
50.	<p>Vol III Miscellaneous 24.3 Sub-contractors Page 29</p>	<p>Vol III Miscellaneous 24.3 Sub-contractors Page 29</p>	<p><u>Bidder suggests this provision be revised as under:</u> 24.3 <<'Application Developer'>> shall not subcontract any work related to Implementation and Maintenance of Integrated Management System for DDA without DDA's prior written consent which consent shall not be unreasonably delayed withheld. However the <<'Application Developer'>> shall provide the list of all the other services planned to be sub contracted, within 15 days of signing the Agreement. It is clarified that the <<'Application Developer'>> shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The <<'Application Developer'>> undertakes to indemnify DDA or its nominated agencies from any claims on the grounds stated hereinabove.</p>	NO CHANGE PLEASE
51.	<p>Vol III Miscellaneous 24.5 Trademarks, Publicity Page 30</p>	<p>Vol III Miscellaneous 24.5 Trademarks, Publicity Page 30</p>	<p><u>Bidder suggests this provision be revised as under:</u> 24.5 Neither Party may use the trademarks of the other Party without the prior written consent of the other Party except that <<'Application Developer'>> may, upon completion, use the Project as a reference for credential purpose. Except as required by law or the rules and regulations of each</p>	NO CHANGE PLEASE

			<p>stock exchange upon which the securities of one of the Parties is listed, neither Party shall publish or permit to be published either along or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Agreement, the SLA or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed provided however that <<'Application Developer'>>may include DDA or its client lists for reference to third parties subject to the prior written consent of DDA not to be unreasonably withheld or delayed. Unless otherwise specified in such approval, such approval shall apply to each specific case and relate only to that case.</p>	
52.	<p>Vol III 25. Governing Law and Dispute Resolution 25.8 Page 33</p>	<p>Vol III 25. Governing Law and Dispute Resolution 25.8 Page 33</p>	<p><u>Bidder suggests this provision be revised as under:</u> 25.8 Third party components: To the extent any third party components are specified by <<'Application Developer'>>to be provided on a pass-through basis in its proposal, <<'Application Developer'>>will provide all third party components solely on a pass-through basis in accordance with the relevant third party terms and conditions</p>	NO CHANGE PLEASE
53.	<p>Vol III 25. Governing Law and Dispute Resolution Additional clause as 25.9 Page 33</p>	<p>Vol III 25. Governing Law and Dispute Resolution Additional clause as 25.9 Page 33</p>	<p>25.9 Acts or omissions of Other Party Neither Party shall be liable for any delay or failure in the performance of its obligations under this Contract, if and to the extent such delay or failure is caused</p>	NO CHANGE PLEASE

			by the actions or omissions of the other Party or other Party's agents or due to a breach of this Contract by the other Party.	
54.	Vol III Schedules SCHEDULE – I – DEFINITIONS Agreement Page 34	Vol III Schedules SCHEDULE – I – DEFINITIONS Agreement Page 34	<u>Bidder suggests this provision be revised as under:</u> Agreement means this Master Services Agreement, Service Level Agreement and Non-Disclosure Agreement together with all Articles, Annexure, Schedules and the contents and specifications of the RFP and the <<'Application Developer'>> proposal;	NO CHANGE PLEASE
55.	Vol III Schedules SCHEDULE – I – DEFINITIONS Performance Guarantee Page 36	Vol III Schedules SCHEDULE – I – DEFINITIONS Performance Guarantee Page 36	<u>Bidder suggests this provision be revised as under:</u> Performance Guarantee Means the guarantee provided by a Nationalized Bank in favour of the <<'Application Developer'>>. The amount of Performance Security shall be 10% of the overall cost of the project. This performance security shall be valid till one month after the completion of the project i.e. --- years from the date of signing of contract or for such time as is required under this Agreement;	NO CHANGE PLEASE
56.	Vol III Schedules SCHEDULE – I – DEFINITIONS Services Page 37	Vol III Schedules SCHEDULE – I – DEFINITIONS Services Page 37	<u>Bidder suggests this provision be revised as under:</u> Services means the services delivered to the Stakeholders of DDA, employees of DDA, and to professionals, using the tangible and intangible assets created, procured, installed, managed and operated by the <<'Application Developer'>> pursuant to this Agreement including the tools of information and communications technology and includes but is not limited to the list of services specified in	NO CHANGE PLEASE

			Annexure B;	
57.	Vol III SCHEDULE-II – Change Control Schedule a (ii) Page 38	Vol III SCHEDULE-II – Change Control Schedule a (ii) Page 38	<u>Bidder suggests this provision be revised as under:</u> The Application Developer and DDA or its nominated agencies, during the Project Implementation Phase and DDA or its nominated agencies during the Operations and Management Phase and while preparing the CCN, shall consider the change in the context of the following parameter, namely whether the change is beyond the scope of Services including ancillary and concomitant services required and as detailed in the RFP.	NO CHANGE PLEASE
58.	Vol III SCHEDULE-II c.Costs Page 39	Vol III SCHEDULE-II c.Costs Page 39	<u>Bidder suggests this provision be revised as under:</u> Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the Application Developer meets the obligations as set in the CCN. In the event the Application Developer for reasons solely and entirely attributable to it is unable to meet the obligations as defined in the agreed CCN then the cost of getting it done by third party will be borne by the Application Developer subject to maximum of 5% of the fees that otherwise would have been payable to the SP for such CCN.	NO CHANGE PLEASE

59.	Vol III SCHEDULE-III EXIT MANAGEMENT SCHEDULE 2.1 TRANSFER OF ASSETS Page 39	Vol III SCHEDULE-III EXIT MANAGEMENT SCHEDULE 2.1 TRANSFER OF ASSETS Page 39	<u>Bidder suggests this provision be revised as under:</u> <i>DDA shall be entitled to serve notice in writing on the Application Developer at any time during the exit management period as detailed hereinabove requiring the Application Developer and/or its sub contractors to provide DDA with a complete and up to date list of the Assets within 30 days of such notice. DDAs shall then be entitled to serve notice in writing on the Application Developer at any time prior to the date that is 30 days prior to the end of the exit management period requiring the Application Developer to sell the tangible Assets, if any, which are exclusively used under the Agreement, to be transferred to DDA or its nominated agencies at Application Developer's book value as determined as of the date of such notice.</i>	NO CHANGE PLEASE
60.	Vol III SCHEDULE-III TRANSFER OF ASSETS 2.3 (i) Page 39	Vol III SCHEDULE-III TRANSFER OF ASSETS 2.3 (i) Page 39	<u>Bidder suggests this provision be revised as under:</u> <i>in the event, if the tangible Assets to be transferred are mortgaged to any financial institutions by the Application Developer, the Application Developer shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to DDA.</i>	NO CHANGE PLEASE
61.	Vol III SCHEDULE-III TRANSFER OF ASSETS 2.3 (iii) Page 39-40	Vol III SCHEDULE-III TRANSFER OF ASSETS 2.3 (iii) Page 39-40	<u>Bidder suggests this provision be revised as under:</u> <i>DDA shall pay to the Application Developer on the last day of the exit management period such sum as in</i>	NO CHANGE PLEASE

			Application Developer's book value of the Assets to be transferred as stated in the Terms of Payment Schedule.	
62.	Vol III SCHEDULE-III TRANSFER OF ASSETS 2.3 (v) Page 40	Vol III SCHEDULE-III TRANSFER OF ASSETS 2.3 (v) Page 40	<u>Bidder suggests this provision be revised as under:</u> The outgoing Application Developer will make reasonable endeavors to pass on to DDA and/or to the Replacement Application Developer, the subsisting rights in any leased properties/ licensed products on terms not less favourable to DDA/ Replacement Application Developer, than that enjoyed by the outgoing Application Developer subject to agreement of the relevant third party.	NO CHANGE PLEASE
63.	Vol III SCHEDULE-III EMPLOYEES 5.1 to 5.3 Page 41	Vol III SCHEDULE-III EMPLOYEES 5.1 to 5.3 Page 41	<u>Bidder suggests that following additional provision be included:</u>	NO CHANGE PLEASE
64.	Vol III SCHEDULE-III 6. TRANSFER OF CERTAIN AGREEMENTS Page 41	Vol III SCHEDULE-III 6. TRANSFER OF CERTAIN AGREEMENTS Page 41	<u>Bidder suggests this provision be revised as under:</u> On request by DDA or its nominated agency the <<'Application Developer'>>shall at DDA's cost effect such assignments , transfers, licences and sub-licences as the Chairperson, PIU may require in favour of the Chairperson, PIU, or its Replacement <<'Application Developer'>>in relation to any equipment lease, maintenance or service provision agreement between <<'Application Developer'>>and third party lessors, vendors, and which are exclusively related to the services and reasonably necessary for the carrying out of replacement services by DDA or its nominated agency or its Replacement	NO CHANGE PLEASE

			<<‘Application Developer’>>, subject to agreement of the applicable third party lessors and vendors	
65.	Vol III SCHEDULE–III RIGHTS OF ACCESS TO PREMISES 7.3 Page 41	Vol III SCHEDULE–III RIGHTS OF ACCESS TO PREMISES 7.3 Page 41	<u>Bidder suggests this provision be revised as under:</u> Any access in this clause shall be with prior written notice and during the applicable working hours in such premises subject to the ITD or its nominated agency, or a Replacement Service Provider compliance with the security and confidentiality guidelines as applicable in such premises.	NO CHANGE PLEASE
66.	Vol III SCHEDULE–III EXIT MANAGEMENT PLAN 9.4 Page 42	Vol III SCHEDULE–III EXIT MANAGEMENT PLAN 9.4 Page 42	<u>Bidder suggests this provision be revised as under:</u> Unless otherwise specified in this Schedule and/or the Exit Management Plan, the terms of payment as stated in the Terms of Payment Schedule include the costs of the <<‘Application Developer’>>complying with its obligations under this Schedule.	NO CHANGE PLEASE
67.	Vol III SCHEDULE–VI TERMS OF PAYMENT SCHEDULE Key note 2. Page 48	Vol III SCHEDULE–VI TERMS OF PAYMENT SCHEDULE Key note 2. Page 48	<u>Bidder suggests this provision be revised as under:</u> 2. In case of Early Termination, the exact amount of compensation to be payable to the Application Developer will depend on the reason for termination. Amount of compensation to be paid would be mutually decided in good faith and payment to the Application Developer would be made accordingly.	NO CHANGE PLEASE
68.	Vol III ANNEXURE – F 12 Page 55	Vol III ANNEXURE – F 12 Page 55	<u>Bidder suggests this provision be revised as under:</u> Maintain the business continuity as per the agreed business continuity plan.	NO CHANGE PLEASE

69.	Vol III ANNEXURE – F 14 Page 55	Vol III ANNEXURE – F 14 Page 55	<u>Bidder suggests this provision be revised as under:</u> Deploy the required manpower to manage the operations within the agreed timeframe	NO CHANGE PLEASE
70.	Vol III Definitions and Interpretation 2.Term Page 59	Vol III Definitions and Interpretation 2.Term Page 59	<u>T Bidder suggests this provision be revised as under:</u> his Agreement will remain concurrent with the MSA and obligations herein shall survive for a period of 2 years from its expiration or termination	NO CHANGE PLEASE
71.	Vol III Terms of Payment and Penalties 10 (iii) Page 68	Vol III Terms of Payment and Penalties 10 (iii) Page 68	<u>Bidder suggests that following additional provision be included:</u> In no event the total penalties payable by the <<'Application Developer'>>in a given month shall exceed 5 percent of the fee payable in the month in which such penalties become applicable.	NO CHANGE PLEASE
72.	Vol III Terms of Payment and Penalties 10 (iv) Page 68	Vol III Terms of Payment and Penalties 10 (iv) Page 68	<u>Bidder suggests that following additional provision be included:</u> The <<'Application Developer'>>shall not be responsible for failure of any Service Levels in accordance with this Agreement if such failure is caused due to reasons attributable to or failure of the DDA or the other service providers to perform its or their obligations or for force majeure event.	NO CHANGE PLEASE
73.	Vol III 13.Scope of Services Page 69	Vol III 13.Scope of Services Page 69	<u>Bidder suggests that following additional provision be included:</u> Time lost due to following reasons shall be counted in Uptime while calculating Uptime requirement: (1) the scheduled outages planned in advance for the ITD and the link failures within SLA limits agreed with network service providers, (2) time lost due to power or environment failures, (3) time taken to recover the system because of power or	NO CHANGE PLEASE

			environment failures, (4) time lost due to damage or malfunction of the equipment or any of the unites thereof due to causes attributable to the ITD, such as attachment of additional devices, making alteration to the system, participate in maintenance of the system, etc., without the SP's consent, (5) Time taken for booting the systems, (6) Time taken for the ITD to approve the work around or fix, (7) Time taken by the third party vendors and service providers for fixing a product related fault/ defect, replacement of part(s), or responding to clarifications.	
74.	Vol III ANNEXURE A Agreement Page 76	Vol III ANNEXURE A Agreement Page 76	<u>Bidder suggests this provision be revised as under:</u> means this Service Level agreement together with all Articles, Annexure, Schedules and the contents and specifications of the Master Services Agreement.	NO CHANGE PLEASE
75.	Vol III ANNEXURE B 4 Page 80 onwards	Vol III ANNEXURE B 4 Page 80 onwards	<u>Bidder suggests this provision be revised as under:</u> Service Level Agreements (SLAs) [Note: Penalties are too high and needs to be revised at the time of contract negotiation.]	NO CHANGE PLEASE
76.	Annexure 6: Covering Letter for Proposal Page 19	Annexure 6: Covering Letter for Proposal Page 19	<u>Bidder suggests this provision be revised as under:</u> We agree to abide by all the terms and conditions of the RFP document read with our suggestions and comments in our proposal. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.	NO CHANGE PLEASE

77.	Annexure 7: Undertaking on Total Responsibility Page 20	Annexure 7: Undertaking on Total Responsibility Page 20	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>This is to certify that we undertake total responsibility for the defect free operation of the proposed Project solution, as per the requirements of the RFP for IT enablement of DDA. However, we shall no liability or obligation for defects resulting from: (i) use of the Project solution on any environment (hardware or software) other than the environment recommended or approved by us, (ii) the combination, operation, or use of some or all of the Project solution with information, software, specifications, instructions, data, or materials not approved by us; (iii) the Project solution having been tampered with, altered or modified by DDA without our written permission, or (iv) use of the Project solution otherwise than in terms of the relevant documentation.</p>	NO CHANGE PLEASE
78.	Annexure 10: Declaration that the bidder has not been blacklisted Page 23	Annexure 10: Declaration that the bidder has not been blacklisted Page 23	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>We confirm that to the best of our knowledge our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice</p>	NO CHANGE PLEASE

79.	Annexure 15-Source Code Declaration Page 28	Annexure 15-Source Declaration Page 28	Code <u>Bidder suggests this provision be revised as under:</u> We understand that all the material related to software products, including, but not limited to, software, programs, source code and object code, comments to the source or object code, specifications, documents, abstracts and summaries thereof (collectively, the “Products”) developed by System Implementer (SI) specifically for DDA in connection with this agreement, shall be the sole property of DDA. Implementer (SI) shall handover and transfer all the rights, assets, technical knowhow, documentation, source code, records, data, licenses, securities and all such relevant items that may be necessary for the smooth transition process. Subject to provisions of the agreement in relation to third party rights and pre-existing work, we understand DDA reserves the right to retain the full and exclusive ownership rights of the Customising Application Software to the extent specifically developed for DDA and any other proprietary rights related to such Customise Software. All the source code and its related documents in such software shall be property of DDA. Subject to provisions of the agreement in relation to third party rights and pre-existing work, the ownership of source code of all applications developed specifically for DDA for IT systems shall be transferred to Director IT, DDA. Subject to provisions of the agreement in relation to third party rights and pre-	NO CHANGE PLEASE
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			existing work, DDA shall have all rights on Software, Source Code and related documentation contained in the deliverable developed specifically for DDA for its unlimited, unrestricted use within DDA at unlimited number of locations, machines, computers, gadgets etc. However, DDA shall not allow its use to any other agencies for commercial or noncommercial purposes. .	
80.	Annexure 22: Declaration on Source Code and Intellectual Property Rights Page 45	Annexure 22: Declaration on Source Code and Intellectual Property Rights Page 45	<u>Bidder suggests this provision be revised as under:</u> I, authorized representative of , hereby solemnly affirm to the IPR and Source Code rights as defined in Volume III of this RFP document read with our suggestions and comments in our proposal. In the event of any deviation from the factual information/ declaration, DDA reserves the right to terminate the Contract without any compensation to the System Integrator	NO CHANGE PLEASE
81.	Annexure 23: Undertaking on Patent Rights Page 46	Annexure 23: Undertaking on Patent Rights Page 46	<u>Bidder suggests this provision be revised as under:</u> I/We as System Integrator (SI) do hereby undertake that to our knowledge none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall	NO CHANGE PLEASE

			<p>indemnify and defend DDA against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. SI shall not have not obligation under this undertaking if infringement or unauthorized use results from: a) Indemnified Party's misuse or modification of materials provided by SI; (b) DDA's failure to use corrections or enhancements made available by the Indemnifying Party; (c) DDA's use of materials provided by SI in combination with any product or information not owned or developed by SI; (d) DDA's distribution, marketing or use for the benefit of third parties of materials provided by SI; or (e) information, direction, specification or materials provided by DDA or any third party contracted to it; (f) inclusion in the materials provided by SI of any content or other materials provided by DDA and the infringement relates to or arises from such DDA materials or provided material; or (g) use of the materials provided by SI 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 by SI.</p> <p>If it is found that it does infringe on patent rights, I/We absolve DDA of any legal action unless such infringement is result of any of the above exclusions (i.e</p>	
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			(a) through (g) above).	
82.	Annexure 25 : Undertaking on Service Level Compliance Page 48	Annexure 25 : Undertaking on Service Level Compliance Page 48	<u>Bidder suggests this provision be revised as under:</u> I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP read with suggestions and comments in our proposal to provide quality service to DDA. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP read with suggestions and comments in our proposal, then we will augment the same without any additional cost to DDA.	NO CHANGE PLEASE
83.	Annexure 26: Undertaking on Deliverables Page 49	Annexure 26: Undertaking on Deliverables Page 49	<u>Bidder suggests this provision be revised as under:</u> I/We as System Integrator do hereby undertake that processes, deliverables/artifacts submitted to DDA will adhere to the quality and standards specified in this RFP read with suggestions and comments in our proposal. We also recognize and undertake that the deliverables/ artifacts shall be presented and explained to DDA and other key stakeholders (identified by DDA), and also take the responsibility to provide clarifications as reasonably requested by DDA. We agree to abide by the procedures laid down for acceptance and review of deliverables / artifacts by the Department	NO CHANGE PLEASE

			<p>as stated in this RFP read with suggestions and comments in our proposal.</p> <p>We also understand that the acceptance, approval and sign-off of the deliverables by DDA will be done on the advice of Department and any other independent agency appointed by the Department for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by DDA or is otherwise to be considered as accepted in terms of the Agreement.</p>	
84.	Annexure 27: Undertaking on Support to 3 rd Party Solution acceptance and certification Page 50	Annexure 27: Undertaking on Support to 3 rd Party Solution acceptance and certification Page 50	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by an independent 3rd party agency (to be identified by DDA) before the system is commissioned.</p> <p>I/We understand that while the certification expenses will be borne by DDA, the responsibility to ensure successful acceptance and certification lies with the System Integrator.</p> <p>I/We hereby undertake that we shall do all that is reasonable required of the System Integrator to ensure that system will meet all the conditions required for successful acceptance and certification</p>	NO CHANGE PLEASE

85.	Annexure 29 : Undertaking on Exit Management and Transition Page 52	Annexure 29 : Undertaking on Exit Management and Transition Page 52	<p><u>Bidder suggests this provision be revised as under:</u></p> <p>I/We hereby undertake that at the time of completion of our engagement with the Department, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the DDA or to an agency identified by DDA. I/We further undertake to complete the following as part of the Exit management and transition:</p> <p>We undertake to complete the updation of all Project documents and other artefacts and handover the same to DDA before transition.</p> <p>We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train DDA personnel on the same.</p> <p>If Department decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then at DDA's cost we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.</p>	NO CHANGE PLEASE
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			I/We also understand that the Exit management and transition will be considered complete on the basis of approval from DDA.	
86.	Annexure 33 : Financial Bid Templates Page 56	Annexure 33 : Financial Bid Templates Page 56	<u>Bidder suggests this provision be revised as under:</u> We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <Amount in words and figures>. This amount is inclusive of the local taxes. PRICE AND VALIDITY All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of opening of the Bid. We hereby confirm that our prices exclude all taxes except for taxes on our income. We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.	NO CHANGE PLEASE
87.	Functional Requirement Specification for NIT of CMS Section 1.9 Payment Module GEN_295 . Page 20	1. Module shall be capable of transferring payments to multiple banks based upon the service/process for which the payment is being made	Pl clarify: 1. Why payments for different services is to be transferred to different banks 2. Is separate bank and bank accounts being maintained for collecting payments towards different services	1. THE DDA HAS ACCOUNTS IN VARIOUS BANKS AND SPECIFIC MONEY IS DEPOSITED IN SPECIFIC ACCOUNTS. FOR EXAMPLE THE PAYMENT OF CONVERSION CHARGE, COST OF FLATS ARE DEPOSITED IN DIFFERENT ACCOUNTS. 2. YES
88.	Functional Requirement Specification for NIT of	General	Pl clarify: 1. Whether the chart of Accounts	1. THERE IS SOME CHANGES IN THIS REGARD AND VENDORS ARE ADVISED TO STUDY THOROUGHLY.

	CMS Section 15.2 Budgeting – Page 112		followed by DDA is same as is being following by central ministries. i.e. the same list of Major Heads and Minor Heads as is being prescribed for Civil Ministries is being followed?	
89.	Functional Requirement Specification for NIT of CMS Section 15.2 Budgeting FIN_34 Page 113	The system shall support multiple open budget versions	Pl clarify: 1. Does this mean that a transaction can span multiple accounting periods or Budget estimate and Budget released for a particular fiscal year can be carried forward to the further years	1. YES, SOMETIMES IT IS ALSO POSSIBLE
90.	Functional Requirement Specification for NIT of CMS Section 15.2 Budgeting FIN_36 – Page 113	The system shall have the facility to roll over the actual /budget receipts/expenditure to next year	Pl clarify: 1. Whether balance fund has to be rolled over for all the account heads or only pertaining to specific groups viz. Public account heads that constitute the Assets and Liability Heads	1. YES, SOMETIMES IT IS ALSO POSSIBLE
91.	Functional Requirement Specification for NIT of CMS Section 15.14 Post work audit of vouchers – General – Page 125		Pl clarify: 1. Whether post audit checks of vouchers/bills of DDA is done by external auditors of AG/CAG. 2. Whether these entities would be users of the system to online check the vouchers/bills etc.	1. YES, THE TEAM OF AG/ CAG DOES EXTERNAL AUDITS. 2. YES, BUT IT WILL BE ACTIVE DURING AUDIT PERIOD ONLY.
92.	Functional Requirement Specification for NIT of CMS Section 15.15 Conduct Statutory/Internal Audit – General – Page 129		Pl clarify: 1. Whether the pool of auditors would be from among the employees within DDA 2. If the pool of auditors would be outside DDA viz. AG/CGA/CAG etc. would they be part of the system from usage perspective	1. INTERNAL AUDITORS ARE FROM DDA AND EXTERNAL AUDITORS ARE FROM AG/CAG. 2. YES, DURING AUDIT PERIOD ONLY.
93.	Functional Requirement Specification for NIT of CMS – General		Pl clarify: 1. How does DDA get its budgetary allocation (i.e. From State or Center)	1. DDA HAS GOT ITS OWN BUDGET 2. YES, DDA GENERATES ITS OWN FUNDS BY VARIOUS RESOURCES WHICH ARE NOT TAXES 3. GENERALLY DDA DOES NOT TAKE

			<p>OR</p> <p>2. DDA generates its own resources by raising taxes</p> <p>3. Does it receive any specific grant either from the State Government of Central Government</p>	GRANTS.
94.	Functional Requirement Specification for NIT of CMS – General		<p>PI Clarify:</p> <p>1. Whether payments done by DDA to parties/beneficiaries is done through their own Bank accounts. OR</p> <p>2. The RBI is the banker and payment is routed through Agency Banks on behalf of RBI</p>	<p>1. YES</p> <p>2. NO, DDA HAS ITS OWN BANKERS</p>
95.	Annexure to RFP for NIT of CMS - Annexure 2 – Page 9	Existing application landscape of DDA - Annual accounts system	<p>PI clarify:</p> <p>1. Existing application of “annual account system” mentions only different MIS reports getting generated. PI clarify whether there is separate application for capturing and processing the bills</p> <p>2. How is the Bank reconciliation being done</p> <p>3. In how many offices/locations the existing legacy application is implemented</p> <p>4. Whether the version of the deployed application is uniform across all offices/locations</p>	<p>1. PLS STUDY THE APPLICATION THOROUGHLY</p> <p>2. IT IS BEING DONE MANNUALLY AT PRESENT</p> <p>3. IN VIKAS SADAN ONLY</p> <p>4. N/A</p>
96.	Annexure to RFP for NIT of CMS - Annexure 1 – General		<p>PI clarify:</p> <p>1. The no. of offices among those mentioned in list, in which accounting application is to be deployed</p> <p>2. What would be the approximate no. of users who would be using the Accounting application</p>	<p>1. MULTIPLE LOCATIONS (ABOUT 15)</p> <p>2. ABOUT 75 USERS</p>

97.	Training	General	<p>Pl clarify:</p> <ol style="list-style-type: none"> 1. The approximate no. of users that would have to be trained for Accounting application 2. What would be the approximate duration of training 3. How many batches will have to schedule for training 4. How many users will have to be trained in each batch 5. Will the infrastructure for training viz. Conference room, Computers etc. be provided for training 6. Will the training be done at a centralized location of different locations 	<ol style="list-style-type: none"> 1. ABOUT 75 2. ONE WEEK 3. MUTUALLY DECIDED 4. MUTUALLY DECIDED 5. YES 6. DIFFERENT LOCATIONS WITHIN DELHI
98.	Data Migration	General	<p>Pl clarify:</p> <ol style="list-style-type: none"> 1. The approximate quantum of data to be migrated for Accounting application 2. Approximate no. of tables whose data is to be migrated 	<ol style="list-style-type: none"> 1. PLEASE VISIT DDA 2. PLEASE VISIT DDA
99.	External Integration	General	<p>Pl clarify</p> <ol style="list-style-type: none"> 1. The no. of external entities with which the application has to exchange data. Viz. Banks etc. 2. What would be the frequency of data exchange with the external entities 3. What is the expected mode of data exchange with the external entities viz. file based, real time etc. 	<ol style="list-style-type: none"> 1. WITH FEW BANKS FOR ACCOUNTING PURPOSE 2. WITH EVERY TRANSACTION 3. WILL BE MUTUALLY DECIDED
100.	Scope of Work for NIT of CMS - Section 1.1 – Page 4	Bidders shall conduct all application development related activities at DDA Head-Quarters (VikasSadan).	<p>Pl Clarify:</p> <ol style="list-style-type: none"> 1. Is it mandatory to have the development team in DDA premises? It is suggested that SI be allowed to have onsite resources for 	<ol style="list-style-type: none"> 1. YES, IT IS MANDATORY AND DEVELOPMENT HAS TO BE DONE AT DDA PREMISES ONLY. DDA WILL PROVIDE SPACE, POWER AND FURNITURE FOR THIS

			Requirements gathering and subsequent development in their offices	
101.	Scope of Work for NIT of CMS – Section 1.2.1.2.4 – Page 9 – Point no 16	The code providing input and output to the user interface should be designed to provide input and output to as wide a range of interfaces as possible. This should include other applications as well as other types of user interfaces	Pl clarify: 1. The expected interfaces and probable “Other applications” with which seamless interface is expected as the current statement seems too open ended.	1. PLEASE VISIT DDA
102.	Scope of Work for NIT of CMS - Section 1.2.1.2.19 - Other external IT systems / applications of ministries & departments	Application shall support integration with external IT systems of ministries or government departments for obtaining various approvals and inputs	Pl Clarify: 1. The precise no. of departments/ministries with which external integration is expected and also the mode and periodicity of Data Exchange	1. PLEASE VISIT DDA AS DDA INTERACTS WITH VARIOUS DEPARTMENTS TIME TO TIME
103.	Scope of Work for NIT of CMS – Section 2 – Page 18. User Acceptance Testing	General	Pl Clarify: 1. It is suggested that the test cases with desired functional coverage be prepared by End Users / SMEs of DDA	1. ACTION IS TO BE TAKEN BY THE VENDOR IN THIS REGARD AS PER RFP AND DDA WILL EXTEND ALL POSSIBLE HELP.
104.	Scope of Work for NIT of CMS – Section 1.2.1.15 - Capacity building and training – Page 27	The bidder will be responsible for establishing a scoring system and should ensure a rating of at least 75% or above on the overall sessions else additional trainings will required or the DDA reserves the right to invoke penalty	It is suggested that this clause be removed	1. ACTION IS TO BE TAKEN BY THE VENDOR IN THIS REGARD AS PER RFP AND DDA WILL EXTEND ALL POSSIBLE HELP.
105.	Scope of Work for NIT of CMS – Section 1.2.1.15 - Capacity building and training – Page 27	General	Pl clarify: 1. It is assumed that the training for all the 4000-5000 users mentioned in the RFP would be conducted in a centralized location	1. IT IS NOT NECESSARY THAT ALL 4000-5000 PERSONS WILL BE TRAINED. IT WILL BE ROLE BASED TRAINING IN PHASES AND BATCHES AT DIFFERENT LOCATIONS.
106.	Annexure 34-Functional Requirement Specification (FRS), Section 12, Page No : 89	Personnel Department:	1. Please provide the expected total numbers of users for whom the mentioned Human Resource Applications will be used for 2. Kindly provide the total number of users who will be using the Human	1. PLEASE VISIT DDA 2. PLEASE VISIT DDA

			Resources Applications.	
107.	Annexure 34-Functional Requirement Specification (FRS), Section 12, Page No : 89	Personnel Department:	<ol style="list-style-type: none"> Please provide the expected total numbers of users for whom the mentioned Payroll will be used for. Kindly provide the total number of users who will be using the Payroll Services. 	<ol style="list-style-type: none"> PLEASE VISIT DDA PLEASE VISIT DDA
108.	Volume : 1, Section 5.5, Page No : 17	Domain applications, where the logic of the application will reside should be developed in an open platform (e.g. Java, .Net). Source code of the entire application must be given to DDA. The key components here will include: all rules engines, HRMS, FMS, business and support applications	Bidder understands that IP of the developed solution with remain with bidder while source code of any new application developed for DDA can be provided. Please confirm for the same.	PLEASE REFER THE RFP THROUGHLY
109.	Volume : II, Section 1.2.1.2.8, Page No : 10	The proposed solution shall provide database encryption.	Kindly elaborate more on the requirement of database encryption. Whether DDA is expecting Hardware Level encryption and table level encryption. Please specify.	PLEASE VISIT DDA
110.	Volume : II, Section 1.2.1.2.18, Page No : 13	Application shall have the functionality to generate bar codes and read them by using bar code scanners or manual input.	Bidder expects that the Barcode reader will be provided by DDA. Please confirm the same.	YES PLEASE
111.	Volume : II, Section 1.2.1.3, Page No : 13	Application development shall be done at DDA Office. DDA will provide space and power supply to vendor	We propose to follow the Onsite - Offshore Model where Onsite team would be based at DDA offices for interaction with the end-users and the Offshore team would be based at the Bidders offices where the actual development of the solution would be carried out. Please confirm.	NO CHANGE PLEASE
112.	Volume : II, Section 1.2.1.12, Page No : 23	The Application Developer is expected to provide technical and operational support till the new system goes live and during the four year	Please clarify whether Bidder has to provide the maintenance support for the existing applications mentioned within the RFP from the date of signing of contract. Request DDA to continue for	PLEASE REFER RFP THROUGHLY. NO CHANGE PLEASE.

		Operation and maintenance phase.	the existing applications with the respective vendor and should provide the requisite support to the selected Bidder also for the Data Migration and Integration.	
113.	Volume : II, Section 1.2.1.12, Page No : 23	The Application Developer is required to provide minimum resource persons as mentioned in the Annexure 33. An indicative list of activities to be performed by various resources is also specified in the same annexure	Request DDA to allow Bidder to allocated requisite and minimum of associates to be allocated to the Project to execute in a very cost effective manner.	NO CHANGE PLEASE
114.	Volume II (1.2.1.13.3, Page No : 26	Data Migration	Kindly provide the volume of data to be migrated to new solution & Approximate no. of tables whose data is to be migrated. We understand that the GO-LIVE of the Phase will not be dependent on the Migration of Data for the particular applications. Please confirm	NO CHANGE PLEASE
115.	Volume II (Section 1.2.1.2.27, Page No : 17	Requirements change management	All the Change requests initiated by DDA beyond the scope of work would incur additional efforts and commercials to DDA. Please confirm	NO CHANGE PLEASE
116.	Volume II (Section 1.2.1.2.17 Integration with Smart card readers and printers , Page 13)	The application shall have the functionality to allow use of smart card readers and printers. All DDA Sports complexes will issue “Membership Smart Cards” and thereby enable members to use and pay for using facilities through Smart Cards. Interface shall therefore be required with smart card printers as well as readers installed at access control points within Sports Complexes.	Please confirm if the model of the smart card readers and printers with which system should integrate would be uniform across all complexes.	SCOPE OF APPLICATION DEVELOPMENT FOR SPORTS COMPLEXES HAS BEEN REMOVED FROM THE SCOPE OF THIS RFP AND OLY INTEGRATION OF THE APPLICATION BEING SEPARATELY DEVELOPED WILL BE THE PART OF THE SCOPE
117.	Volume II (1.2.1.2.19 Other external IT systems / applications of	Application shall support integration with external IT systems of ministries or government	Please provide some information regarding the type of integration expected with the external systems.	PLEASE VISIT DDA

	ministries & departments , Page 13)	departments for obtaining various approvals and inputs.	Please also provide some information regarding the external systems with whom integration is expected. TCS proposes web service based integration for integration with all external systems.	
118.	Volume II (1.2.1.2.23 Payment and SMS Gateway , Page 13)	Integration of a payment gateway, SMS gateway and any other components required to meet the functional and Quality-of-Service requirements of the RFP is also within the scope of work of the Application Developer.	Please provide some information regarding all the payment gateways with which system is supposed to integrate with. Rather than integrating with gateways of different banks, TCS suggests integration with a common payment gateway integrator to ensure simplified reconciliation mechanism.	PLEASE VISIT DDA
119	Annexures to RFP,Annexure 5,Pg.16	Net worth of the bidder must be positive as per the last audited Balance Sheet.	RFP should allow only Tier 1 players considering this as a significant project. So suggest to modify the clause as "Bidder should have net worth of Rs.200 Crores as on 31st March 2015."	NO CHANGE PLEASE
120	Annexures to RFP,Annexure 5,Pg.17	Bidder, should be minimum CMMi Level 3.	Kindly make CMMi Level 5 mandatory.	NO CHANGE PLEASE
121	Annexures to RFP,Annexure 5,Pg.17	Annual Turnover of the bidder from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 14-15, FY 13- 14 and FY 12-13) as per the last published balance sheets shall be greater than or equal to INR 100Cr	RFP should allow only Tier 1 players considering this as a significant project. So suggest to modify the clause as "Annual Turnover of the bidder from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 14-15, FY 13- 14 and FY 12-13) as per the last published balance sheets shall be greater than or equal to INR 500Cr "	NO CHANGE PLEASE
122	Annexures to RFP, Annexure 11: Chartered Accountant Certificate for Net Worth,pg.24	Annexure 11: Chartered Accountant Certificate for Net Worth	Kindly allow us to submit Chartered Accountant Certificate for networth in our own format.	NO CHANGE PLEASE

123	Annexures to RFP,Annexure 14: Certification for manpower,pg.27	We hereby certify that we have minimum 100 technically qualified resources as on 31st May, 2013 for system integration as per the details below	Kindly change the date from 31st May 2013 as it seems to be very old. Please allow us to show the details on a later date (2015/2016).	AGREED FOR THIS. IF SOME VENDOR SUPPLIES THE LATEST MAN POWER DETAILS THAT WILL ALSO BE CONSIDERED i.e. MANPOWER DETAILS AT ANY TIME DURING 2013 TO 2016
124	Annexures to RFP,Annexure 14: Certification for manpower,pg.27	We hereby certify that we have minimum 100 technically qualified resources as on 31st May, 2013 for system integration as per the details below	Please modify this clause as minimum 10000 technically qualified resources so that small players can be eliminated.	NO CHANGE PLEASE
125	Volume I ,Section 9.6.3, Page No. 27	EMD of Rs. 55 lacs is required as BG .It should be valid for 4 month from the due date of tender.	It is recommended to waive the requirement for submission of EMD as the bidder can't submit the same.	NO CHANGE PLEASE
126	Volume I ,Section 9.7.4, Page No. 28	The bid price shall include all taxes and levies as applicable at the time of bid submission and shall be in Indian Rupees and mentioned separately.	It is recommended that the bidder prices shall be tax exclusive only and taxes shall be payable @ rates prevailing on the date of invoicing.	NO CHANGE PLEASE
127	Volume I ,Section 9.9, Page No. 30	A Performance Bond of 10% of value of the contract would be furnished by the bidder in the form of DD/Bank Guarantee from a Nationalized / Scheduled Bank.	It is recommended to waive the requirement for submission of performance bond as the bidder can't submit the same.OR PBG should be provided on reducing balance basis.	NO CHANGE PLEASE
128	Volume III ,Section 15, Page No. 20	Go-Live is defined as fulfilment of all the following conditions a. Roll out of all services b. Roll out of all relevant services at respective offices c. One month of operation without any SLA being violated.	It is recommended that Go Live needs to be declared module wise and O&M needs to be declared from Go Live of Wave I.	NO CHANGE PLEASE
129	Volume III ,Section 23.1, Page No. 27	Indemnification and limitation of liability	It is recommended to include the clause and liability of the bidder should not exceed 10% of contract value under this clause.	NO CHANGE PLEASE
130	Volume III ,Schedule VI, Page No. 46	Obligation to maintain insurance--for three years following the expiry or termination of the Agreement, valid and enforceable insurance policies	It is recommended to waive the requirement after the expiry or termination.	NO CHANGE PLEASE

		(if relevant).		
131	Volume III ,Schedule VI, Page No. 46	Terms of Payment Schedule	It is recommended to change the payment terms as mentioned below, because RFP terms given are not favorable to the bidder. - 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 - 100% payment for Data Migration upon completion of migration - 100% payment for Site preparation upon completion of sites - Payment for Infra O&M as equated quarterly installment in Advance - Payment for Services O&M as equated monthly installment in Arrears.	NO CHANGE PLEASE
132	Volume III ,Schedule VI, Page No. 46	10% of project cost (this payment will be made against furnishing of a bank guarantee by the vendor of equal amount, in favour of DDA, valid till the end of the contract).	It is recommended to waive the requirement of submission of bank guarantee.	NO CHANGE PLEASE
133	Volume III ,Schedule VI, Page No. 46	Terms of Payment Schedule	It is recommended that payment schedule needs to be defined against each and every scheduled item as defined in the project schedule.	NO CHANGE PLEASE
134	Volume III ,Schedule VI, Page No. 46	Terms of Payment Schedule	It is recommended to pay the invoices raised by the bidder within 30 days of receipt of invoices, failing which interest @ 1.5% per month shall be charged.	PLEASE REFER THE RFP THOROUGHLY. NO CHANGE PLEASE
135	General	General	It is recommended to exclude the requirement for supply of network as the bidder can't sell bandwidth as per TRAI Regulations.	NETWORK IS NOT IN THE SCOPE OF THIS RFP. THE VENDOR WILL HELP IN SIZING THE REQUIREMENTS OF NETWORKING IN DUE COURSE.

136	AnnexurestoRFPforNIT ofCMS, Annexure 4, Pg 15	Format of Performance Bank Guarantee	<p>It is recommended to add below paragraph in the format of Performance Bank Guarantee.</p> <p>"This Bank Guarantee issued by _____ Bank, on behalf of Vendor /Bidder /Service Provider / System Integrator in favor of _____/Customer/Client is in respect of a new Contract / extension of Contract dated_____.</p> <p>As communicated by Vendor /Bidder /Service Provider / System Integrator, on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Vendor /Bidder /Service Provider / System Integrator by _____/Customer/Client , in respect of pervious contracts between Vendor /Bidder /Service Provider / System Integrator and _____/Customer/Client</p> <p>As communicated by Vendor /Bidder /Service Provider / System Integrator on the date of execution of this Bank Guarantee , there are no outstanding disputes related to any pervious contracts / between Vendor /Bidder /Service Provider / System Integrator and _____/Customer/Client."</p>	NO CHANGE PLEASE
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137	Vol I, Section 8, Pg 21	Bidder may be asked by DDA to deploy Solution Architect (Network) and Solution Architect (Infrastructure) on need basis.	Please indicate the approximate duration for which Solution Architect (Network) and Solution Architect (Infrastructure) are to be deployed. Only then bidder can estimate the effort and provide the commercials.	IT SHOULD BE UPTO THE STAGE WHEN APPLICATION BECOMES FULLY OPERATIONAL AND HAND HOLDING IS COMPLETED. BUT IT CAN BE MUTUALLY DECIDED DURING THE EXECUTION OF THE PROJECT
138	Vol I, Section 8, Pg 23	In case of a successful bidder, if the bidder fails to sign the contract/ submit a PBG in accordance with this RFP	EMD forfeiture for this condition shall be removed Bidder will propose the modifications/additions to be made in the agreement format and PBG format. Contract will be signed and PBG will be submitted based on this modifications	NO CHANGE PLEASE
139	Vol I, Section 9.6.2, Pg 26	During the technical clarification, the purchaser will have the right to ask the vendor to upgrade the solution without any change in commercial proposal	This is not possible. Our Commercial proposal will be fully based on the RFP requirements and quantities.	NO CHANGE PLEASE
140	Vol I, Section 9.7.1, Pg 27	Award Criteria	The award criteria should be Quality and Cost Based Selection (QCBS) instead of L1 as for a bid of this nature and importance final quality of deliverables are of prime importance, which is only possible with QCBS bid. Request to consider and add a clause for 80:20 (Technical:Commercial) QCBS accordingly.	NO CHANGE PLEASE
141	Vol I, Section 9.7.6, Pg 28	The estimation for this changed cost shall be purely based on items listed in the BOM / commercial bid and the unit rates mentioned therein. Any other requirement or items (required for changed implementation) that are not mentioned in the BOM / commercial bid will be provided by the purchaser (at own cost) and the contractor shall be bound to integrate the same	Please remove this clause as this is open ended. The BOM/Commercial bid is prepared based on the current RFP scope and requirements. The implementation of the changed scope cannot be made with this BOM. The Contractor will evaluate the overall cost for the changed and might require new items	NO CHANGE PLEASE

142	Vol III, Section 22, Pg 26	Escrow Agreement	Please remove this.	IT MAY OR MAY NOT BE REQUIRED
143	Vol III, Schedule III, Pg 39	TRANSFER OF ASSETS	The ownership of all assets shall be transferred to customer upon delivery	NO CHANGE PLEASE
144	Volume III ,Schedule VI, Page No. 46	Terms of Payment Schedule	Payment for implementation Services shall be made as below: 10% on SRS Submission, 10% on SRS Acceptance, 10% on Design Document Submission, 10% on Design Document Approval, 50% on Testing-Pilot-UAT, 10% on Go Live.	NO CHANGE PLEASE
145	Volume III ,Schedule VI, Page No. 46	Terms of Payment Schedule	Payment Term for CapEx expenditure should be as follows: 80% payment should be on Delivery & Installation, 20% on Testing and Acceptance	NO CHANGE PLEASE
146	ScopeofworkforNITofC MS 1.2.1.5 1.2.1.5 Sizing of IT Infrastructure at DC/DR site and DDA offices.	4. The IT Infrastructure proposed solution should be compatible with cloud based architecture	Kindly clarify if the solution needs to be proposed in cloud	YES, DDA WILL ENGAGE HOSTING SERVICES
147	ScopeofworkforNITofC MS 1.2.1.5 1.2.1.5 Sizing of IT Infrastructure at DC/DR site and DDA offices.	2. The Bidder shall ensure that the servers are sized adequately and redundancy is built into the architecture required to meet the service levels mentioned in the RFP	Kindly clarify if virtualization technology can be used .which helps in reducing the hardware foot prints	HARDWARE SIZING WILL BE DONE IN CONSULTATION WITH SOFTWARE VENDOR THEREFORE THE VENDOR IS FREE TO ADOPT ANY SOLUTIONS CONFORMING TO THE RFP
148	ScopeofworkforNITofC MS 1.2.1.5 1.2.1.5 Sizing of IT Infrastructure at DC/DR site and DDA offices.	Bill of Material	Please share the minimum indicative Bill of Material	THIS HAS TO BE ESTIMATED BY THE VENDOR ITSELF

Vendor-5

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	DDA Reply
1	Annexure 5- Compliance Sheet for Pre-Qualification Proposal Pg. No.16	Annual Turnover of the bidder from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 14-15, FY 13- 14 and FY 12-13) as per the last published balance sheets shall be greater than or equal to INR 100Cr.	We would like to request you to ammend this clause as: Since the project is distributed over a period of 5 years the annual investment for selected bidder comes around Rs. 5 Crores (as per the estimated project value), so a bidder having avarage annual turnover of Rs. 25-35 Crores can also execute the project of this size. Hence request you to change the required average turnover to Rs. 30-35 Crores in last 3 years OR an aggregate turnover of Rs. 100 Crores in last 3 years. Please refer CVC guidelines on Turnover Criteria: (i) No. 12-02-1-CTE-6 Dated 17-12-2002 AND (ii) No. 12-02-1-CTE-6 Dated 07-05-2004	NO CHANGE PLEASE.
2	Annexure 5- Compliance Sheet for Pre-Qualification Proposal Pg. No.16	Bidder should be have been in existence for at least five years (FY 13-14, FY 12-13 and FY 11-12, FY 10-11, FY 09-10)	Please add in FY 14-15 in the list.	YES, AGREED.
3	Annexure 16-Technical Evaluation Checklist Pg. No.29	Application developer sould have undertaken software development projects having a minimum value of INR 2 crore – for software development component only). The project should have some or all of the following components :	Please Confirm: Whether Software Development Component can includes Training, FMS, Digitization and O&M work also in the scope?	THERE SHOULD BE BASICALLY FOR SOTWARE DEVELOPMENT AND IF THE TRAINING, FMS,DIGITIZATIN AND O&M ARE THE PART OF THE SOFTWARE DEVELOPMENT

4	1.1 Geographical scope Pg. 4 (Scope of Work)	Bidders shall conduct all application development related activities at DDA Head-Quarters (Vikas Sadan).	Do we understand the complete end to end application development at Vikas Sadan OR only the change management/configuration; As deployment of required infrastructure and manpower resources outside bidder's development centre would be difficult operationally & technically. Kindly clarify.	YES, COMPLETE DEVELOPMENT WILL BE DONE AT DDA PREMISES
5	1.2.1.2.2 Interoperability Standards Pg. 8	Every care shall be taken to ensure that the code does not build a dependency on any proprietary software. Application Developer must ensure that only Open Source database is used.	Does DDA expects selected bidder to develop the CMS application on open source OR open standards including database. What is the DDA's take on security concerns w.r.t application and database on open source.	THINGS ARE ALREADY CLEAR IN RFP
6	1.2.1.2.3 CMS Application Pg. 8	b. The application to be developed should support customization and configuration of application modules as per service requirements.	Selected bidder can create the web services provided the existing applications running at DDA provide such interface also.	DDA WILL EXTEND ALL HELP BUT ALL TYPES OF DEVELOPMENT BY VENDOR
7	1.2.1.2.15 Integration with GIS / GSDL Pg. 13	DDA will be responsible for procurement of all GIS data, cleaning / mosaicing / vectorisation / geo-referencing of all GIS data. Further, DDA will also procure the applications required by the vendor for managing and integrating the GIS data.	In what format the GIS data would be provided to the selected bidder?	PLEASE VISIT DDA
8	1.2.1.2.20 Enterprise workflow management. Pg. 13	Workflow management module shall enable the workflows for various business processes. This shall include process tasks and routing. Workflow shall allow configuring various internal users into business processes for various kinds of approvals / rejections.	DDA is looking for inbuilt Work Flow system for some third party COTS tools to be integrated with CMS application.	THINGS ARE ALREADY CLEAR IN RFP

9	1.2.1.13.1 Guidelines and instruction for data digitization Pg. 24	6. Application Developer shall ensure complete data cleaning and validation for all data digitised and loaded on to CMS Application.	Who shall provide the required infrastructure like PC & scanner, UPS etc for digitization activity.	DDA WILL PROVIDE THE INFRASTRUCTURE AFTER TESTING PHASE
10	1.3.1 Licensing Requirements Pg. 33	1. All system software, production licenses, such as Operating system, database middleware, EMS & Helpdesk, etc. have to be procured in the name of the DDA	Kindly clarify whether the licenses would be procured by selected bidder in the name of DDA OR bidder just need to propose the same as it is contradictory on some part of the RFP.	THINGS ARE ALREADY CLEAR IN RFP
11	General	Consortium	We would like to request you to allow consortium for greater participation and allowing the mid size companies also having the right fit solution.	NO CHANGE PLEASE

Vendor-6

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	DDA Reply
1	Volume – I of III , Page 24 of 30	9.4.6 Consortium Approach		
		1. There is no consortium allowed as a part of the project. The bidder is responsible for application development and maintenance. 2. The other non-core responsibilities such as handholding, helpdesk, training, data digitization can be sub-contracted by the bidder with approval from DDA.	Since envisaged scope is large considering the functionality / size of organisation therefore DDA should allow vendors to form consortium partners based on their skill sets in order to give comprehensive solution.	NO CHANGE PLEASE
2	Volume – II of III Page 10 of 37	1.2.1.2.6 Enterprise Content management system		
		Enterprise Content management system (ECMS) is required to maintain the content on the web-portal. It should be possible to add content in form of Text, HTML, videos or Images on the DDA Website. Along with the facility to easily publish content on the website, CMS would also have facility to maintain access logs for security and accountability purpose.	Who is going to provide the Content?	DDA WILL PROVIDE THE CONTENTS
3	Volume – II of III Page 13 of 37	1.2.1.2.15 Integration with GIS / GSDL		NO QUERY ASKED
		The vendor will be required to manage the land records data (currently available with DDA in terms of alphanumeric data) including the geo-referenced maps made available to the vendor. DDA will be responsible for procurement of all GIS data, cleaning / mosaicing / vectorisation / geo-referencing of all GIS data. Further, DDA will also procure the	Please elaborate on the GIS application running at DDA and what application DDA intends to procure?	PLEASE VISIT DDA

		applications required by the vendor for managing and integrating the GIS data.		
4	Volume – II of III Page 14 of 37	2. Service desk / Helpdesk Management System	Please clarify whether help desk created will only cater to what has been deployed by SI and not end user of DDA. How many seats of helpdesk has been envisaged by DDA? Who is going to provide the infrastructure for creating the Helpdesk? Is Helpdesk is only operational during office hours 09:00-17:30 Hrs?	HELP DESK WILL BE FOR EVERY USER WITHIN AND OUTSIDE DDA
		ii The Helpdesk agent shall assign the tickets to most appropriate stakeholder based on category suggested by DDA for example the categories can be Application, Network & LAN, Laptop / Desktop & printer, Bandwidth, IT security etc		
5	Volume – II of III Page 17 of 37	1.2.1.3 Testing and Development environment		

		<p>1. Bidder should provide development environment license in the name of the DDA for the various tools used by Bidder during the development phase of respective solutions. These tools would typically include Application Development Framework / Environment for custom built and COTS based products, XML Schema Designer, PDF Designer, etc. 2. Bidders shall provide all the hardware and all associated accessories (Racks, Cables, UPS, etc.) necessary for development testing and staging. DDA shall provide a facility to bidder for staging and conduct UAT for outside DDA offices. DDA shall also provide secured environment to store all staging servers brought by bidder in DDA campus for such activities. 3. The Bidder will be responsible for migration of staging environment to the DDA DC site as when it is ready 4. Application development shall be done at DDA Office. DDA will provide space and power supply to vendor.</p>	<p>It is requested that DDA should allow vendors licence to create development & testing environment. DDA should allow the development to be carried out at vendors premises as IT infrastructure is already available at development centre</p>	<p>UPTO TESTING PHASE EVERY SOFTWARE AND HARDWARE WILL BE PROVIDED BY THE VENDOR. ALL DEVELOPMENTS WILL HAVE TO BE DONE AT DDA PREMISES</p>
6	Volume – II of III Page 18 of 37	<p>2. User acceptance testing</p>		
		<p>e. Bidder shall provide the necessary infrastructure like servers, storage, , database licenses, development and run-time licenses for solutions proposed, etc. for the UAT environment. Bidder shall set up the test environment along with installation of the software and test data creation. Bidder shall be responsible for ensuring appropriate OS, Database versions and patches are installed on the respective servers in</p>	<p>Since proposed IT infrastructure is to be procured by DDA by separate tendering process therefore we request you to consider FAT (Factory Acceptance Test) at vendors premises / development Centre.</p>	<p>NO, ALL TESTING WILL HAVE TO BE DONE AT DDA PREMISES AND ALL SOFTWARE AND HARDWARE WILL BE PROVIDED BY THE VENDOR. THE SOFTWARE DEVELOPMENT VENDOR WILL HOWEVER, BE ASSOCIATED FOR SIZING OF THE HARDWARE AND NETWORKING etc.</p>

		<p>this environment. Any problems encountered during the installation shall be documented by Bidder and the installation manual shall be updated accordingly.</p>		
7	Volume – II of III Page 19 of 37	<p>1.2.1.5 Sizing of IT Infrastructure at DC/DR site and DDA offices.</p>		
		<p>5. The Bidder should provide requisite licenses for all the system software required for servers including, but not limited to industry standard operating system, enterprise class database software, application server software, web server software, OS hardening, and all other required software with sufficient number of licenses.</p>	<p>Please clarify whether all the proposed COTS during sizing excersise will be procured seperately by DDA?</p>	<p>THE ROLE OF DEVELOPMENT VENDOR WILL BE TO DEVELOP AND TEST AND TO INSTALL AND TO IMPART TRAINING AND FMS, HAND HOLDING etc. WHATEVER THE HARDWARE AND SOFTWARE WILL BE REQUIRED UPTO UAT WILL BE PROVIDED BY THE VENDOR AND THEREAFTER ALL SOFTWARE AND HARDWARE WILL BE PROVIDED BY DDA FOR COMMISSIONING AND IMPLEMENTATION</p>
8		<p>1.2.1.14 System Software Licenses</p>		
		<p>1. Subject to Volume – I, Clause 5.5, all the system software licenses shall be proposed and supplied by the Bidder along with Detailed Bill of Material in the Financial proposal & shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses(vendor must consider existing DDA user base and estimated increase during the project duration) and support (updates, patches, bug fixes, etc.) should be in the name of DDA</p>	<p>Since the detailed sizing (No of Servers / architecture) will be conducted after SRS is conducted during project execution and approved by DDA therefore it will be appropriate to procure the system software along with IT infrastructure. Pls clarify?</p>	<p>IT WILL BE DECIDED IN CONSULTATION WITH THE VENDOR ONLY IN THE DUE COURSE</p>

9	Annexures to RFP Page 8 of 65	Annexure 2-Existing application landscape of DDA	Is DDA going to scarp the Oracle/D2K , .Net / Oracle and Oracle / VB applications?	THIS HAS BEEN CLARIFIED IN DETAIL IN THE RFP. SO, STUDY THE RFP THOROUGHLY.
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Vendor -7

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	DDA Reply
1	9.4.6 Consortium Approach Volume – I page no. 24	There is no consortium allowed as a part of the project. The bidder is responsible for application development and maintenance	We request you to please allow consortium bidding with the condition that the overall responsibility for the entire project shall be with Prime/Lead bidder	NO CHANGE PLEASE
2	9.6.2 Technical Evaluation Criteria	Only those proposals which have a minimum score of 75% of total marks will be considered for opening of Commercial Bid and evaluation thereof. Price bids of bidders scoring below 75% will not be opened.	We request you to please allow QCBS Evaluation with 70 % weightage to Technical and 30% to commercial bid	NO CHANGE PLEASE
3	9.6.3 Commercial/Financial Evaluation	Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.	We request you to please allow QCBS Evaluation with 70 % weightage to Technical and 30% to commercial bid	NO CHANGE PLEASE
4	9.7.1 Award Criteria	Bidder quoting the lowest “Total cost of Ownership” will be awarded the contract.	We request you to please ammend the clause as under:- Bidder with maximum score in technical and financial evaluation will be awarded the contract.	NO CHANGE PLEASE
5	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE Vol IIIpage no. 46	Completion of UAT for all modules/Processes- 15 %	Request to please ammend the clause as under :- Completion of UAT for all modules/Processes- 25 %	NO CHANGE PLEASE
6	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE Vol IIIpage no. 46	Go Live for all processes-15% of the project cost	Request to please ammend the clause as under :- Go Live for all processes-25% of the project cost	NO CHANGE PLEASE
7	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE Vol IIIpage no. 46	Support and Maintenance: Charges to be released quarterly-40% of project cost	Request to please ammend the clause as under : Support and Maintenance: Charges to be released quarterly-20% of project cost	NO CHANGE PLEASE

8	Definition of “Go-Live” page no. 48 Vol 3	Go-Live of CMS Project at a Vikas Sadan, Vikas Minar and Zonal Offices of DDAs fulfilment of all the following four conditions 1) Roll out of all services 2) Roll out of all relevant services at respective offices 3) One month of operation without any SLA being violated.	Request you to please provide exhaustive list of all the services under Wave 1, Wave 2, Wave 3, Wave 4 and list of services covered under phase 1 and Phase 2.	NO CHANGE PLEASE
9	Annexure 15-Source Code Declaration (Annexures to RFP, Page No. 28)	We understand that all the material related to software products, including, but not limited to, software, programs, source code and object code, comments to the source or object code, specifications, documents, abstracts and summaries thereof (collectively, the “Products”) developed by System Implementer (SI) in connection with this agreement, shall be the sole property of DDA.	Bidder may want to use an established , patented and copyright product for the purpose of delivering solution under this opportunity for cost effectiveness and reduction of risk of failure. Kindly clarify that IPR of already owned copyright products as Commercially Off The shelf (COTS) product customized as per DDA requirement in this tender will be with the owners of COTS product. However customization done on the top of COTS functionality will be owned by DDA . Source code of only customization portion will be provided to DDA .	THINGS ARE ALREADY CLEAR IN THE RFP
10	9.4.6 Consortium Approach (Page No. 24)	There is no consortium allowed as a part of the project. The bidder is responsible for application development and maintenance.	We request to please allow the constitution of consortium	NO CHANGE PLEASE
11	Annexure 16-Technical Evaluation Checklist (Annexures to RFP, Page No. 29)	Application developer should have undertaken software development projects having a minimum value of INR 2 crore – for software development component only). The project should have some or all of the following components :	If bidder may want to use COTS product then the experience of OEM partner shall also be considered for this clause.	NO CHANGE PLEASE

12	Annexure 16-Technical Evaluation Checklist (Annexures to RFP, Page No. 29)	For all the above, the Completion Certificate of the projects completed in the last 3 years (as on 31.3.2014 need to be provided (issued to the responding firm by the respective customers)	Kindly request to consider the projects completed in last 5 years.	NOW THE DATE 31.03.2014 MAY BE READ AS 31.03.2015. NO CHANGE PLEASE.
13	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE (Volume – III of III, page No. 46)	Terms of Payment	During the software implementation period, normally deployment of application at Client server is one of the phases of implementation. Hence kindly request to consider this milestone for payment before UAT Sign Off.	NO CHANGE PLEASE
14	Bill of Quantity (BoQ) Format	BoQ Format	During checking validation of BoQ, the error message "The BOQ in Sr. No. 3 is tampered" appers. Kindly rectify the same	PLS IGNORE THIS ERROR
15	Annexures-34 Functional Requirement Specifications (Page No. 31)	Architecture Integration with AUTO CAD Auto Cad Revit, GIS, Photoshop, Adobe Acrobat, Adobe Pagemaker, Archi Cad, CorelDraw, 3D Max and Primavera, MS Powerpoint, MS Project(All MS Office) so that users can share drawings in AutoCAD format for Approval	We understand the scope is limited to integration with these application only. The licenses of these apps will be provided by DDA. Kindly confirm the same.	YES

Vendor –8

S. No.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(s)	Points of clarification	DDA Reply
1.	Annexure 19 Pg 40	Team Composition	How many CV we need to propose for each position?	PLEASE SEE THE RFP
2.	7 Schedule of Bid Process Pg.20 EMD	INR 55,00,000 payable in form of bank guarantee as per the format given in Annexure 3 to the RFP	Request you to reduce the EMD amount.	NO CHANGE PLEASE
3.	Annexure 17 Proposed Solution Pg. 38		Please explain	PROPOSED SOLUTION MEANS THE SOLUTIONS WHICH THE VENDOR WILL PROPOSED FOR DDA'S SOFTWARE DEVELOPMENT
4.	Consolidated Financial Bid Pg 58	Total cost (incl.all incident charges and taxes)(INR)	Does inclusive of taxes means including service tax as well	YES
5.	General Query	How many application NCT is expecting from all the departments in one year?.	Although the details are given still we need clarification can one department have more than one application to integrate?	PLEASE VISIT DDA ON THIS ISSUE
6.	General Query	Proposed team to be deployed should be the same at the time of deployment or can we propose team with similar expertise at the time of deployment	Please clarify	IT CAN BE MUTUALLY DECIDED
7.	General Query	Do the Bidder need to bring all the application on a single platform?	Please clarify	YES, THIS IS EXPECTED IF FEASIBLE
8.	General Query	What would be the preferred development technology and database?	Please clarify	IT IS VENDORS CALL PLEASE
9.	General Query	Who would provide the infrastruture such as office infrastruture, ICT infrastruture and deployment infrastruture?	Please clarify	DDA
10.	General Query	What would be frequency of STQC certification?	Please clarify	STQC CERTIFICATION SHOULD BE VALID UPTO THE END OF THE CONTRACT PERIOD
11.	General Query	Where would be the deployment of development team?	Please clarify	DDA PREMISES

12.	General Query	Does the Team need to travel? If yes who will bear the cost of travelling.	Please clarify	VENDOR WILL BEAR ALL THE COST/EXPENSES IF SO REQUIRED
13.	General Query	NCT has around 80 offices and they have 36 applications to be developed/migrated and some need to be integrated.	Please clarify how and where these development teams will be deployed and how they will coordinate.	DEVELOPMENT TEAMS WILL BE DEPLOYED PREFERABLY IN VIKAS SADAN

Vendor – 9

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	DDA Reply
1	Functional Requirement Specification Document(Workflow Component & Pg 8)	This component shall allow the administrator to create workflows. The proposed solution shall be capable of an automated electronic processing of data and documents that allows for the integration of Business Rules.	<p>The requirements from Workflow solution has been specified in a detailed manner in the RFP, However to further ensure a good solution</p> <p>Request you to include the following specification to ensure best of breed solution:</p> <p>The required workflow solution should complies to various open workflow standards such as BPMN, BPEL, WFMC.</p> <p>Please confirm.</p>	SUFFICIENT CLARIFICATIONS HAS GIVEN IN RFP PLEASE
2	Functional Requirement Specification	This component shall allow the administrator to create workflows. The proposed solution shall be capable of an automated electronic processing of data and documents that allows for the integration of Business Rules. It shall be able to deal with exceptions when these occur by changing business rules or even the entire processes in real time to respond to business conditions in a predefined manner. It shall enable the efficient and accurate tracking of the each business process cycle and provide means of generating reports for management as well as for statistical purposes. It shall	<p>Since the requirements and specifications have been extensively covered, We Understand that all the processes for modules such as Legal, VC secretariat, RTI, Meeting Management, vigilance, File Management etc are all required to be built on the Comprehensible workflow(Business Process Management application) and Document Management System, to ensure real time flexibility and configurability in the solution.</p> <p>Please Confirm</p>	SUFFICIENT CLARIFICATIONS HAS GIVEN IN RFP PLEASE

		seamless manage documents related to the workflow and be capable of retrieving and attaching documents and archiving the processed documents with metadata in the specified folder structure		
3	Scope Of Work for NIT Of CMS5678(Data Migration& Pg 25)	Migrating the data from the other systems/manual operations to the new system will include collection and migration of user data, collection and migration of master data, closing or migration of open transactions, collection and migration of documentary information, and migration of data from the legacy systems.	Kindly request you to please provide an approximate indicative volume of data and documents that is to be migrated from Legacy to New system	PLEASE VISIT DDA
4	Scope Of Work for NIT Of CMS5678(Data Digitization& Pg 24)	The following data will be provided by DDA for digitization:	Please specify the number of locations at which this data Digitization will be carried out	THERE WILL BE MULTIPLE LOCATIONS. PLEASE VISIT DDA

5	Scope Of Work for NIT Of CMS5678(Data Digitization& Pg 23)	Application Developer shall formulate the Data Digitisation Strategy which will also include internal quality assurance mechanism.	<p>Since the Data digitization is an important requirement, and the documents to be scanned are central to the operations "We understand there will be requirement of capture solution for scanning paper documents with support for following :</p> <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page <p>Please confirm our understanding."</p>	SUFFICIENT CLARIFICATIONS HAS GIVEN IN RFP PLEASE
6	Scope Of Work for NIT Of CMS5678(Data Digitization& Pg 23)	Application Developer shall formulate the Data Digitisation Strategy which will also include internal quality assurance mechanism.	<p>As digitization is one of the key requirement of the project so our understanding is that the proposed solution for digitization/ scanning should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc so that the quality of digitized data is ensured.</p> <p>Please confirm.</p>	IT IS VENDOR'S CALL

7	Functional Requirement Specification Document(Process Management & Pg 12)	The workflow management system shall allow documents used in processes to come from inbuilt proposed Document Management System	<p>"As per our understanding of the RFP, applicants applying for various services will be submitting various supporting documents along with the application form. These documents would be scanned and stored in electronic format. Also, the applicants submitting the application through Portal will be uploading the electronic version of supporting documents. Therefore, a Document Management System would be required to track, manage and store this huge volume of electronic documents. So based on the current industry standards we recommend to include the following specification to ensure best of breed Document Management Solution: Archival of Documents</p> <ul style="list-style-type: none"> - Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with 	NO CHANGE PLEASE
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			the documents Please confirm."	
8	NIT and Instructions to Bidders	The bidder will be evaluated as per the criteria mentioned in "Annexure 5 Prequalification check list"	As we understand that you require a scalable and standard solution for Workflow , so based on our experience of working with various PSU's and Government department we recommend that following should be included in eligibility criteria : a. Proposed product should have more than 100 installations of which at least 5 should be in Indian Government / PSU's b. Product should have at least one live implementation site in Indian with more than 1 crores document archived in document management repository as well as having user base of more than 250 concurrent users. c. The proposed solution should be platform independent and should support both Linux and Windows platform. d. The proposed DMS and Workflow management system and scanning software should be from same vendor so that applications are seamlessly integrated	NO CHANGE PLEASE
9	Scope Of Work for NIT Of CMS5678(Guidelines and instruction for data digitization& Pg 24)	Once the legacy data is converted to target data, the source and target data needs to be verified to ensure that the target data (in new format)	Kindly confirm that Indexing will be done in English language?	BEST PRACTICES SHALL BE FOLLOWED

		is the same as the source data.		
10	Functional Requirement Specification Document(File Management & Pg 14)	File Management System	<p>As department requires the File Management System as part of the current project scope, so based on our experience of working with various Govt organizations in India, we strongly feel that following features should also be part of the proposed module:</p> <ul style="list-style-type: none"> • System should be based on Manual of office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances) • DAK/File Management with features like DAK/File register etc • Whitehall based file movement (File view with all Documents are shown on one side and NoteSheet on other side) • Supports for Green Note sheet • Secure notes and annotations. • Should be based on Enterprise Content Management & Business Process Management framework. 	NO CHANGE PLEASE
11	Scope Of Work for NIT Of CMS5678(Sign Off deliverables& Pg 21)	Source code of the solution	Kindly request you to modify the same. Request DDA to consider delivery of source code under an Escrow agreement.	NO CHANGE PLEASE

12	Functional Requirement Specification Document(Letter receipt and dispatch monitoring system & Pg 13)	The system shall have attachment facility for documents in various formats such as PDF, images, DOC, etc.	<p>Since the Document Management System will be storing critical documents of various departments & citizens which need to be archived for long term, so is the department looking at archiving documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects in India.</p> <p>Please confirm.</p>	SUFFICIENT CLARIFICATIONS IS GIVEN IN RFP
13	Functional Requirement Specification Document	Record Management	<p>Since the entire solution will be highly crucial to smooth functioning, the system should have the capability of centrally controlled auditing, expiration & retention policies, archival, retention and regulatory compliances.</p> <p>So with this our understanding is that the department requires the integrated Records Management System which has the below mentioned capabilities:</p> <ul style="list-style-type: none"> a. Capability to define retention policy, disposition policy etc b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc. 	SUFFICIENT CLARIFICATIONS IS GIVEN IN RFP

			Please confirm our understanding.	
14	Scope Of Work for NIT Of CMS5678(Application Architecture & Pg 8)	<p>4. The application must be capable of supporting a minimum of 4500 internal users.</p> <p>5. The application must be capable of supporting a minimum of</p> <ul style="list-style-type: none"> a. 1000 concurrent internal users b. 5,000 concurrent external users at any time c. 15,000 concurrent external users for 10 days before “property purchase draw” closure deadline and 7days after declaration of results of each draw 	Request you to kindly provide the breakup of internal users among the different departments.	PLEASE VISIT DDA TO UNDERSTAND

Vendor-10

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Reply by DDA
1	General		Please clarify the SLA required for Hardware support	SLA FOR HARDWARE SUPPORT IF ANY IS NOT IN THE SCOPE OF THIS RFP
2	RFP Document: Volume – I Section: 5.5.1 Key design principles Page 17 of 30	Application will be hosted in a Private Cloud / Collocation Data Center chosen by DDA and all the users will access the application over MPLS VPN/Direct OFC connectivity &	Will SI be responsible for costing of collocation on to the cloud services.	NO, SI WILL SIMPLY HOST THE APPLICATION IN THE DATA CENTRE WHICH SHALL BE PROVIDED BY DDA. VENDOR WILL HELP DDA IN SIZING THE DATA CENTRE/CLOUD REQUIREMENT
3	RFP Document: Volume – I Section: 5.5.1 Key design principles Page 17 of 30	DDA and all the users will access the application over MPLS VPN/Direct OFC connectivity & Internet, initially it may be hosted on DDA's DC-DR site	Once the services are collocated who will be responsible for VPN licenses procurement and the charges of the same.	THIS IS NOT IN THE SCOPE OF THIS RFP. COLLOCATION AND ALL DC&DR ISSUES WILL BE LOOKED AFTER BY DDA. THE SOFTWARE VENDOR WILL SIMPLY HELP IN SIZING AND IN UPLOADING APPLICATION ON THE DATA CENTRE.
4	General		What is the existing authentication mechanism. Do we need to use the existing.	IT IS VENDOR'S CALL PLEASE
5	General	Define physical access controls review (over DC and other critical area)	Can you please clarify where is this critical area where access needs to be controlled. Is physical access in scope of SI	NO
6	RFP Document: Volume – I Section: 5.5.1 Key design principles Page 17 of 30	The database tier shall also consist of two servers clustered to provide a highly scalable and available database solution for the proposed applications.	Can we propose virtual servers for Database servers.	IT WILL BE COLLECTIVELY DECIDED BY DDA AND SOFTWARE VENDOR
7	General		When the application is hosted in the Data center will there be any user who will be accessing the organization network through VPN. Do SI need to provision the license for same.	NO

8	General		Is there any existing alerting or monitoring solution that is being deployed to monitor the existing infrastructure	NO
9	General		Do we need to provision 100% hardware capacity in DR compared to DC	THIS IS NOT IN THE SCOPE OF THIS RFP
10	RFP Document: Volume – II Section: 1.2.1.2.22 Enterprise management system (EMS) Page 14 of 37	The Solution should be able to monitor key performance characteristics of the resource (Application, RDBMS, Memory, Storage, Network etc.)	Enterprise management system (EMS) - This section gives specifications only about Application Monitoring, Kindly update us if you need Storage / Network & Server monitoring tools as well. Also provide the detail Technical specifications for all such tools.	THIS IS NOT IN THE SCOPE OF THIS RFP
11	RFP Document: Volume – I Section: 5.5.1 Key design principles Page 16 of 37	Monitoring of services using monitoring tools like Enterprise Management System/Enterprise Resource Management that are available at the Data centre facility of the state or the department	Requirement of Monitoring tools is not clear. Kindly elaborate if these tools will be made available to SI, as are stated in RFP that they are available at State Data Center facility (If so please provide details of all these tools) OR should SI procure & implement it.	THE SIZING OF THE DATA CENTRE/DR WILL BE DONE WITH THE HELP OF THE SOFTWARE VENDOR. SO, THESE THINGS WILL BE DECIDED AT THE TIME OF SIZING.
12	RFP Document: Volume – II Section: 1.2.1.2.10 Single-Sign On Page 12 of 37	The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session. For employees of the department concerned, the browser based application accessed on the intranet, through single-sign-on mechanism, will provide access to all the services of the departments concerned (based on their roles and responsibilities), Help module, basic and advanced reporting etc. Similarly,	Do you require a Complete COTS Based identity & access management solution(IAM). This will do user identity life cycle management, SSO, granular access control. How many users(internal & external) should be considered for such a solution. How many applications should be facilitated with SSO.	SUFFICIENT CLARIFICATIONS HAS BEEN GIVEN IN THE RFP ON THIS ISSUE

		for external users (citizens, etc.), based on their profile and registration, the system shall enable single-sign on facility to apply for various services, make payments, submit queries /complaints and check status of their applications.		
13	RFP Document: Volume – II Section: 1.2.1.2.8 Security Page 10 of 37	The system shall identify and authenticate the user before providing him/her the access to IT systems. Identification is the process of distinguishing one user from all others. Identification techniques provide a means of gaining entry to DDA resources, such as applications. Mechanisms like use of multi factor authentication, digital certificates, challenge and responses, etc. shall be evaluated.	Does SI should procure Digital certificates.	NO
14	RFP Document: Volume – II Section: 2. Service desk / Helpdesk Management System Page 14 of 37	System Integrator has to set up & manage a single unified helpdesk solution which should have flexibility of logging, viewing, updating and closing incident manually over phone, through intranet portal and also by e-mail. The Helpdesk must be accessible to other stakeholders via web interface.	Do you have any existing Call Center or Help desk solution in place at present, If yes then pls provide details.	NO, PRESENTLY CALL ARE ATTENDED ON PHONE OR THROUGH A REGISTER

15	RFP Document: Volume – II Section: 2. Service desk / Helpdesk Management System Page 14 of 37	Each escalation policy must allow multiple escalation levels and notification to different personnel via window GUI/console.	Please provide escalation process detail.	THIS WILL BE DECIDED AT THE TIME OF SRS
16	RFP Document: Volume – II Section: 2. Service desk / Helpdesk Management System Page 14 of 37	The proposed helpdesk solution must integrate with the Knowledge tools and CMDB and should be accessible from the login window.	Please provide number of third party application to be integrated with help desk solution.	THIS IS VENDOR'S CALL PLEASE
17	RFP Document: Volume – II Section: 4. Patch management Page 15 of 37	Patch management	Do you need patch management solution as well.	THIS IS VENDOR'S CALL PLEASE
18	General	General	Please provide approx number of concurrent users count for Help desk solution access.	PLS VISIT DDA AND ACCESS AT YOUR LEVEL
19	General	General	Please provide approx number of Citizen users count who will use Help desk.	PLS VISIT DDA AND ACCESS AT YOUR LEVEL
20	General	General	Please provide approx number of Internal users or Employee or departmental users count who will use Help desk.	PLS VISIT DDA AND ACCESS AT YOUR LEVEL
21	General	General	Do you want help desk solution to integrate it with IVR system.	YES
22	General	General	Do you want Help desk solution in High Availability and Disaster Recovery.	WE WANT BETTER RELIABILITY

23	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	Proposed database must support active-active architecture to ensure fail over support & high availability	How many databases requires Cluster (High availability) Disaster recovery setup ?	VENDOR WILL DECIDE ABOUT THE REQUIREMENTS OF THIS ISSUE AS PER RFP
24	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	Number of Databases and version of databases for PROD,UAT,DEV etc	THIS IS VENDOR'S CALL
25	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	What is the database size ?	PRESENTLY IT IS ABOUT 1 TB
26	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	What is the amount of transaction expected per day?	PLS STUDY DDA ACTIVITIES TO ASSESS THIS
27	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	What is the expected growth year on year?	PLS STUDY DDA ACTIVITIES TO ASSESS THIS
28	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	What is the number of concurrent session during peak hours?	PLS STUDY DDA ACTIVITIES TO ASSESS THIS
29	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	Is there any pain points in existing databases, Applications?	PLS STUDY DDA ACTIVITIES TO ASSESS THIS
30	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database	1.2.1.2.5 CMS Database	Share database inventory (Refer sheet DB inventory)	SUFFICIENT DETAILS ARE GIVEN IN FRS

	Page 9 of 37			
31	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	What are the number of tickets/incidents and their Priority per database environment	PLS STUDY DDA ACTIVITIES TO ASSESS THIS
32	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	What type of support the client is looking for (onsite or remote)	BOTH
33	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	1.2.1.2.5 CMS Database	Task wise efforts in % (i.e Monitoring 15% , Tuning 20%, Patching 30% Etc)	PLS STUDY DDA ACTIVITIES TO ASSESS THIS
34	RFP Document: Annexures-34 Section: 17.1.1 Land Management Information System (LMIS) Page 141 of 145	Following are the details of different geospatial components including contracts at DDA: <ul style="list-style-type: none"> • Scanned cadastral maps in “.gif” format • Digitized cadastral maps in “Autocad .dwg” format • GSDL’s data layers (through internet) • Understand that effort to digitize layout plans and overlay with the cadastral maps /satellite images are posing challenge. This is possibly due to drafting discrepancies and / or process adopted. 	We understand that DDA will be responsible for procurement of all GIS data, cleaning / mosaicing / vectorisation / geo-referencing of all GIS data, hence please elaborate what is DDA's expectation from the vendor in terms of specified data sets (Scanned cadastral maps, Autocad, data layers, digitize layout plans, etc.)?	<ol style="list-style-type: none"> 1. THE VENDOR WILL HAVE TO INTEGRATE DDA’S SOLUTION WITH THE GIS BASED APPLICATION OF GSDL,GOVT OF DELHI 2. SEARCH ENGINES,CHANGE DETECTION APPLICATION etc WILL HAVE TO BE DESIGNED AND DEVELOPED BY THE VENDOR 3. VIEWING APPLICATION FOR VARIOUS TYPES OF GIS MAPS WILL HAVE TO BE DESIGNED AND DEVELOPED 4. ON THIS ISSUE VENDORS ARE ADVISED TO STUDY RFP THOROUGHLY AND ASSESS THE REQUIREMENTS OF DDA
			Please provide the quantity/volume and scale of all the data/map.	PLS VISIT DDA TO ASSESS THIS

			<p>What do you mean by “Understand that effort to digitize ... discrepancies and / or process adopted.” Does it mean correction/modification of the layout plans with reference of cadastral maps / satellite images? Please clarify.</p> <p>We assume that that this is not included in the vendor's scope of work. Please confirm.</p>	<p>PLS VISIT DDA TO ASSESS THIS. PLS STUDY THE RFP THOROUGHLY ON THIS ISSUE</p>
35	<p>RFP Document: Volume – II Section: 1.2.1.2.15 Integration with GIS/GSDL Page 13 of 37</p> <p>RFP Document: Annexures-34 Section: 17.3 Scope of Work Page 144 of 145</p>	<p>The vendor will be required to manage the land records data (currently available with DDA in terms of alpha-numeric data) including the geo-referenced maps made available to the vendor.</p>	<p>What do you mean by managing land records data including the geo-referenced maps? Kindly elaborate in detail.</p>	<p>THE APPLICATION WILL HAVE TO BE DEVELOPED SO THAT LAND RECORDS DATA AS WELL AS GEO-REFERENCED MAPS CAN BE VIEWED BY THE USERS ALSO. SUCH APPLICATION IS EXISTING BUT RE-WRITING OF THIS APPLICATION MAY HAVE TO BE DONE. FOR MORE DETILS VISIT DDA</p>
			<p>Please clarify whether the activities pertaining to data management will be done at vendors premises or DDA’s office premises?</p>	<p>EVERY ACTIVITIES UNDER THIS RFP WILL BE DONE AT DDA’S PREMISES. ON SOME ISSUES MUTUAL DECISION CAN BE TAKEN TIME TO TIME</p>
36	<p>RFP Document: Volume – II Section: 1.2.1.2.15 Integration with GIS/GSDL Page 13 of 37</p>	<p>DDA will be responsible for procurement of all GIS data, cleaning / mosaicing / vectorisation / geo-referencing of all GIS data. Further, DDA will also procure the applications required by the vendor for managing and integrating the GIS data.</p>	<p>We understand that based on the final data model finalized during the design phase of the project, DDA will undertake all GIS data processing activities such as data validation, cleaning, mosaicking, vectorisation, standardization, geo-referencing, re-projection etc. and the same is not part of vendor’s scope of work.</p>	<p>SUFFICIENT CLARIFICATIIONS HAS BEEN GIVEN IN RFP ON THIS ISSUE</p>
			<p>The data delivered by DDA will be loaded in to the GIS system as it is. Please confirm.</p>	<p>YES</p>

			If there are any GIS data processing activities to be performed by the vendor, please elaborate each task and the map data to be processed in terms of quantity, scale, format, no of layers, number of features, etc.	PLS VISIT DDA TO ASSESS THIS
37	General	General - GIS Data Digitization and processing.	Please elaborate if there is any GIS data digitization, correction, enhancement, processing task expected from the vendor?	SUFFICIENT CLARIFICATIONS HAS BEEN GIVEN IN RFP ON THIS ISSUE
38	RFP Document: Volume – II Section: 1.2.1.1.1 System Study and Design Page 6 of 37	p. Business continuity / Disaster Recovery Plan	What is the expectation of DR Site in terms of Server sizing (2:1) or (1:1)	DC/DR IS NOT IN THE SCOPE OF THIS RFP
39	RFP Document: Volume – II Section: 1.2.1.1.1 System Study and Design Page 7 of 37	Gap infrastructure	Do we need to utilize any existing Infrasrtucture? IF yes please share the existing infrasrtucture details	SUFFICIENT DETAILS ARE GIVEN IN THE RFP
40	RFP Document: Volume – II Section: 1.2.1.2.4 Application Architecture Page 9 of 37	It should support Lightweight Directory Access Portal (LDAP), in order to have integrated interoperability, security & manageability.	Is their any existing Active Directory or LDAP Solution used. If yes, please provide necessary details.	PLS VISIT DDA TO ASSESS THIS
41	RFP Document: Volume – II Section: 1.2.1.5 Sizing of IT Infrastructure at DC/DR site and DDA offices. Page 19 of 37	The IT Infrastructure proposed solution should be compatible with cloud based architecture	Do you want the current solution to be hosted in Cloud? Or this is a future requirement. Or you want all proposed infrastructure to support virtualisation	SOME MODULES CAN BE HOSTED IN PUBLIC CLOUD BUT MOST OF THE SOLUTIONS WILL BE IN THE COLATED DATA CENTRE

42	RFP Document: Volume – II Section: 1.2.1.7 Infrastructure Design Requirements Page 19 of 37	Bidder has to provide sizing of server & storage infrastructure at DC/DR and shall necessarily consist of components like but not limited to: a. Servers b. Data Replication Tool between DC & DR c. SAN Storage Array d. SAN Switch e. Tape Library f. Backup software g. Infrastructure for NOC	Does SI also we need to provide the sizing for the Network equipments also like firewall, switches, load balancers, RSA Secure IDs for 2 factor authentication? Also please confirm the requirement for systems and Software required for NOC along with bandwidth needs to be provided by SI?	YES, THE SIZING WILL BE DONE BY THE VENDOR
43	RFP Document: Volume – II Section: 1.2.1.17 Business Continuity Planning Page 27 of 37	Ensuring that there is no single point of failure and adequate level of redundancy is built in to meet the uptime and other requirements of this RFP. While building redundancies, it should be ensured that failure of a single component of communication link does not result in failure of primary as well as secondary connectivity. Bidder has to coordinate with the Data Center & DR Hosting / Cloud service provider for mock DR drills, Data Replication & Restoration.	As per the requirement it is observed that solution can be cloud based or hosting based. Please guide what is the preferred solution that is expected?	SOME MODULES CAN BE HOSTED IN PUBLIC CLOUD BUT MOST OF THE SOLUTIONS WILL BE IN THE COLATED DATA CENTRE
44	RFP Document: Volume – I Section: 9.8 Project Schedule Page 29 of 30	9.8 Project Schedule	Kindly elaborate more on wave1, wave2, wave3, and wave4	WAVES ARE NOTHING BUT PRIORITY TO BE SET FOR DEVELOPMENT AND IMPLEMENTATION ie CITIZEN CENTRIC APPLICATION WILL BE DEVELOPED AND IMPLEMENTD FIRST SO ON AND SO FORTH....
45	RFP Document: Volume II Section: 1.2.1.2.16 Third Party Software Page 13 of 37	Interface with design applications like AUTOCAD, REVIT or STAAD	Kindly provide details requirments about inteface	PLS VISIT DDA TO ASSESS THIS

46	RFP Document: Volume – II Section: 1.2.1.2.4 Application Architecture Page 8 of 37	4. The application must be capable of supporting a minimum of 4500 internal users.	Please give the break up of the internal users as per the department stated below: 1. Housing Department 2. Architecture 3. Engineering Department: 4. Planning 5. Vigilance 6. Land disposal 7. Land management 8. Horticulture 9. Landscape 10. Commissioner-Cum-Secretary 11. Personnel Department: 12. VC Secretariat Department: 13. Legal 14. Finance 15. Mailing Solution 16. Geographical Information system	PLS VISIT DDA TO ASSESS THIS
47	RFP Document: Volume – II Section: 1.2.1.2.5 CMS Database Page 9 of 37	Proposed database must support active-active architecture to ensure failover support & high availability.	Is the RDBMS cluster to provide dynamic scalability, which means no downtime required to add server/node in the cluster with system availability. Database should support online addition of cluster nodes that requires no data redistribution.	PLS REFER RFP
48	RFP Document: Volume – II Section: 1.2.1.2.8 Security Page 10 of 37	17. The proposed solution shall provide database encryption.	Is the RDBMS required to be have transparent data encryption at column, table and storage levels, and able to encrypt backups and data over the network.	PLS REFER RFP
49	RFP Document: Volume – II Section: 1.2.1.2.8 Security	17. The proposed solution shall provide database encryption.	Is the database encryption required to be transparent to the application and RDBMS required to have data redaction capability, which will be	PLS REFER RFP

	Page 10 of 37		vital to protecting sensitive data.	
50	RFP Document: Volume – II Section: 1.2.1.2.8 Security Page 10 of 37	10. User credentials shall be stored in an encrypted format	Is the RDBMS required to provide strong encryption capabilities within database for stored information in the tables as well as the information transmitted over network.	PLS REFER RFP
51	RFP Document: Volume – II Section: 1.2.1.5 Sizing of IT Infrastructure at DC/DR site and DDA offices. Page 19 of 37	1.2.1.5 Sizing of IT Infrastructure at DC/DR site and DDA offices.	Request to please clarify what would be the % of DC, DR would be	IT IS VENDOR'S CALL
52	RFP Doc: Annexures to RFP Section: Annexure 2- Existing application landscape of DDA. Page 8 of 65	Annexure 2-Existing application landscape of DDA	Request to please clarify following: - Which all applications will remain working even after new CMS going live - Which all applications data need to be migrated & how much is that data - Which all application will be requiring integration with New System i.e. CMS	PLS REFER RFP THROUGHLY
53	RFP Doc: Annexures to RFP Section: Annexure 35 : Indicative List of Citizen Centric Services Page 62 of 65	Annexure 35 : Indicative List of Citizen Centric Services	Request to please clarify users under each category - Citizen - Companies/Associates - Government/Departments - Vendors/Contractors	PLS VISIT DDA TO ASSESS THIS
54	RFP Doc: Annexures to RFP Section: Annexure 35 : Indicative List of Citizen Centric Services Page 62 of 65	Annexure 35 : Indicative List of Citizen Centric Services	Request to please clarify average transactions under each of Service category & under category each process. This is a very important information to do the sizing of	PLS VISIT DDA TO ASSESS THIS

			infrastructure like servers required.	
55	RFP Doc: Annexures to RFP Section: Annexure 36 : Indicative List of Internal Services Page 64 of 65	Annexure 36 : Indicative List of Internal Services	Request to please clarify users under each category - Employees - Departments	PLS VISIT DDA TO ASSESS THIS
56	RFP Doc: Annexures to RFP Section: Annexure 36 : Indicative List of Internal Services Page 64 of 65	Annexure 36 : Indicative List of Internal Services	Request to please clarify concurrent users under each category - Employees - Departments	PLS VISIT DDA TO ASSESS THIS
57	RFP Doc: Annexures to RFP Section: Annexure 36 : Indicative List of Internal Services Page 64 of 65	Annexure 36 : Indicative List of Internal Services	Request to please clarify average transactions under each of Service category & under category each process. This is a very important information to do the sizing of infrastructure like servers required.	PLS VISIT DDA TO ASSESS THIS
58	RFP Document: Annexures-34 Section: 1.2 Identity and access management Page 6 of 145	1.2 Identity and access management	request to please clarify total users of identity & access management specially total internal employees using the SSO functionality	PLS VISIT DDA TO ASSESS THIS
59	RFP Document: Annexures-34 Section: 1.5 Letter receipt and dispatch monitoring system Page 13 of 145	1.5 Letter receipt and dispatch monitoring system	request to please clarify total internal users of Letter receipt and dispatch monitoring system.	PLS VISIT DDA TO ASSESS THIS

60	RFP Document: Volume – II Section: 1.2.1.2.4 Application Architecture Page 8 of 37	4. The application must be capable of supporting a minimum of 4500 internal users.	Please give the break up of the concurrent users as per the department stated below: 1. Housing Department 2. Architecture 3. Engineering Department: 4. Planning 5. Vigilance 6. Land disposal 7. Land management 8. Horticulture 9. Landscape 10. Commissioner-Cum-Secretary 11. Personnel Department: 12. VC Secretariat Department: 13. Legal 14. Finance 15. Mailing Solution 16. Geographical Information system	PLS VISIT DDA TO ASSESS THIS
61	RFP Document: Volume II Section: 1.2.1.13 Data Digitization Page 23 of 37	1.2.1.13 Data Digitization	Kindly provide volume of data for data migration	1 TB DATABASE. 10 TB SCANNED DATA
62	RFP Document: Annexures-34 Section: 3 Architecture Page 30 of 145	Integration with AUTO CAD Auto Cad Revit, GIS, Photoshop, Adobe Acrobat, Adobe Pagemaker, Archi Cad, CorelDraw, 3D Max and Primavera, MS Powerpoint, MS Project(All MS Office) so that users can share drawings in AutoCAD format for Approval	Our understanding is, AUTO CAD Auto Cad Revit, GIS, Photoshop, Adobe Acrobat, Adobe Pagemaker, Archi Cad, CorelDraw, 3D Max and Primavera, MS Powerpoint, MS Project(All MS Office) application is exist with DDA, and SI need to integrate with proposed solution If yes, kindly elaborate more on integration services specific to mentioned application	PLS STUDY RFP THOROUGHLY AND VISIT DDA TO UNDERSTAND THE REQUIREMENTS IN DETAIL

63	RFP Document: Annexures-34 Section: 3 Architecture Page 30 of 145	Integration with AUTO CAD Auto Cad Revit, GIS, Photoshop, Adobe Acrobat, Adobe Pagemaker, Archi Cad, CorelDraw, 3D Max and Primavera, MS Powerpoint, MS Project(All MS Office) so that users can share drawings in AutoCAD format for Approval	Kindly provide more details on workflow to be execute	PLS VISIT DDA TO ASSESS THIS
64	RFP Document: Annexures-34 Section: 3 Architecture Page 30 of 145	Integration with AUTO CAD Auto Cad Revit, GIS, Photoshop, Adobe Acrobat, Adobe Pagemaker, Archi Cad, CorelDraw, 3D Max and Primavera, MS Powerpoint, MS Project(All MS Office) so that users can share drawings in AutoCAD format for Approval	Our understanding is, providing edition of autocad drawing through proposed portal is not in scope Is our understanding correct?	PLS STUDY THE RFP THOROUGHLY
65	RFP Document: Annexures-34 Section: 1.5 Letter receipt and dispatch monitoring system Page 15 of 145	The system will have an internal messaging service to communicate with each other directly	Is chat messaging services in scope?, if yes, kindly provide below detail for chat messaging services 1) online or desktop version 2) can it be open source? 3) no. of users accessing messaging services 4) complete functional requirments	PLS STUDY THE RFP THOROUGHLY
66	RFP Document: Annexures-34 Section: 1.1 Intranet and internet Web Portals Page 6 of 145	Facility to attach image related to news	Web content author will upload videos as well? What is approximate volume of data? Web content publishing should go through business process as well (any workflow requirements)	TOTAL WEB CONTAINS DATA IS ABOUT 50 GB
67	RFP Document: Annexures-34 Section: 1.4 Workflow Component Page 9 of 145	GEN_72: The workflow management system shall support Inbuilt Graphical route designer for modelling complex Business Processes using drag and drop facilities. GEN_73: The interface shall be easy to use so that Process owners can change	End users will be able to define business process/rules using workflow designer tools. Technological contrait would be there to change the running workflows on the fly. Need to define the scope.	PLS STUDY THE RFP THOROUGHLY

		the business process as and when required without any programming knowledge.		
68	RFP Document: Annexures-34 Section: 1.4 Workflow Component Page 10 of 145	GEN_80: The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow. GEN_83: The system shall provide facility to define zones at forms and images, so that relevant part of the image is highlighted for Image assisted data entry.	Technical evaluation needed for this requirements where end users will be able to change the complicated forms.	THESE ISSUES WILL BE DISCUSSED DURING SRS
69	RFP Document: Annexures-34 Section: 15 Finance Page 10 of 145	15 Finance	Any existing Finance application available? How much feasible to integrate with existing Finance application? Finance requirement covers most of the financial internal operations. Need to consider as a separate application?	PLS STUDY THE RFP THOROUGHLY
70	RFP Document: Annexures-34 Section: 15 Finance Page 110 of 145	FIN_3: The individual units shall be able to maintain their accounts on the system	Request you to please provide the clarity about the no of users or concurrent users accessing the accounts on the system.	PLS VISIT DDA TO ASSESS THIS
71	RFP Document: Annexures-34 Section: 15 Finance Page 110 of 145	FIN_7: The system should have graphic reporting capability	Do you have any existing hardware/Software for graphical reporting.	YES
72	General	Data Volumes	What is the current data volume for the current finance system.	PLS VISIT DDA TO ASSESS THIS
73	General	Number of transactions	What is the total number of transactions (per day) expected to be made by the system. Also, provide y-o-	PLS VISIT DDA TO ASSESS THIS

			y growth rate for the transactions and users of the system	
74	RFP Document: Annexures-34 Section: 15 Finance Page 111 of 145	FIN9: The system shall have the provision to maintain chart of Accounts i.e Nazul 1, Nazul 2 and General Development account	Do all the locations/sites have the same chart of accounts?	PLS VISIT DDA TO ASSESS THIS
75	General	Budgets	How are budgets defined in the the current Finance Accounting system - Top-to-Bottom or Bottom-to'-Top?	BOTOM TO TOP
76	General	Finance Accounting	In the current Finance Accounting system do you maintain the Customer master and Invoicing details?	YES
77	General	Finance Accounting	In the current Finance Accounting system do you maintain the Vendor master and payment details?	YES
78	RFP Document: Annexures-34 Section: 12 Personnel Department: Page 89 of 145	PERS_1: System should be able to define multiple departments at each location	How many total departments are to be configured in HR module.?	PLS VISIT DDA TO ASSESS THIS
79	RFP Document: Annexures-34 Section: 12 Personnel Department: Page 90 of 145	PERS_16: System should be able to make following master files: 1. Employee Master 2. Payroll Master	Please specify the number of Active Employees,currently on Employee Master and for those Payroll is processed.	ABOUT 12,000 EMPLOYEES
80	RFP Document: Annexures-34 Section: 12 Personnel Department: Page 91 of 145	PERS_28: System should be able to store the proof documents of employee in the database	Would the Existing paper Records be scanned and fed in to system if yes , how many years?	WILL BE DECIDED AT IMPLEMENTATION STAGE
81	General	Claims	Typically how many employee claims or other bills are processed on daily and monthly basis. Please specify the approximate count.	PL VISIT DDA TO ASSESS THIS

82	General	Pensioners	Kindly confirm approximate number of pensioners in the existing application.	PL VISIT DDA TO ASESS THIS
83	RFP Document: Annexures-34 Section: 12 Personnel Department: Page 99 of 145	PERS_221: System should have ability to import data from the external biometric device into the software	The Biometric Devices / Setup is already available or to be procured as a part of bid.	NOT IN THE SCOPE OF THIS RFP
84	General	Historical Data	Would like to know how many years of Historical Data is to be migrated? Also specify the size of the data to be migrated.	YEAR IS NOT RELEVANT HERE. VARIETY OF DATA MATTERS. DATA WILL OF VARIOUS TYPES SUCH AS ORACLE DATA, SCANNED DATA, TEXT FILES, DIGITIZED MAPS, etc.
85	RFP Document: Volume – I Section: 5.5.1 Key design principles Page 17 of 30	7. Cloud enabled: Application will be hosted in a Private Cloud / Collocation Data Center chosen by DDA and all the users will access the application over MPLS VPN/Direct OFC connectivity & Internet. Technologies that support deployment on a virtualized platform. The solution should support: a. The ability to deploy and run the application within a private cloud platform to take advantage of next generation cloud features. b. running services in virtualized environments c. metering of CPU, network and storage utilization d. throttling of CPU, network and storage utilization	Request to please clarify if Cloud enabled using Private Cloud/Collocating will be in government or private data center. Also please confirm method of metering CPU etc department wise load, as per the transaction volume by each department.	IT IS NOT IN THE SCOPE OF THIS RFP
86	RFP Document: Volume – I Section: 5.5.1 Key design principles Page 17 of 30	10. Roadmap of products: All the products (hardware and software) offered as part of the solution must have clear roadmap for next 5 years. Bidder shall attach support documents in this regard from the respective	As OEM we publish lifetime support policy document & roadmap is always subject to change. So request to please change clause to lifetime support policy instead of clear roadmap for	IT IS VENDOR'S CALL

		OEMs (wherever applicable).	next 5 years.	
87	RFP Document: Volume – I Section: 9.8 Project Schedule Page 30 of 30	Completion of Application Development	Completion of application development timeline is stringent, can it be extend to 65weeks	NO CHANGE PLEASE
88	RFP Document: Annexures-34 Section: 1.6 Document Upload and Management Component Page 16 of 145	1.6 Document Upload and Management Component	Request to please clarify average number of document upload per year Also clarity what all type of documents like video, documents, audio, drawing etc.	PLS VISIT DDA TO ASSESS THIS
89	RFP Document: Annexures-34 Section: Annexures-34 Page: 7 of 142	Functional Requirement Specifications	Kindly provide flowchart and workflow for each module	THIS WILL BE DECIDED AT SRS LEVEL
90	RFP Document: Annexures-34 Section: 17 Geographical Information system Page: 145	17.1.1 Land Management Information System (LMIS)	Our understanding is, dept. will provide map and geo-spatial data kindly elaborate more on your expectations	YES, DEPARTMENT WILL PROVIDE THESE ITEMS. THE SOFTWARE REQUIRED FOR MANAGE AND PROCESS, MAPS AND LAND RECORD DATA WILL HAVE TO BE DEVELOPED/CUSTOMISED BY THE VENDOR
91	RFP Document: Annexures-34 Section: 17 Geographical Information system Page: 145	Proposed 'GIS' interventions	Our understanding is, SI need to provide intergration layer to intervene with existing dept's GIS application kindly elaborate more on your expectations	PLS VISIT DDA TO UNDERSTAND IN DETAIL
92	RFP Document: Annexures-34 Section: 1.1 Intranet and internet Web Portals Page: 7	1.1 Intranet and internet Web Portals	Kindly elaborate more on internal and external user functionality for web portals	PLS VISIT DDA TO UNDERSTAND THE REQUIREMENT IN DETAIL

93	RFP Document: Annexures-34 Section: 15.18.3 Indicative MIS Requirement Page: 131	15.18.3 Indicative MIS Requirement	Kindly elaborate more on this	MIS DETAILS WILL BE FREEZED AT THE TIME OF SRS. HOWEVER, SUFFICIENT DETAILS HAVE BEEN GIVEN IN RFP.
94	RFP Document: Annexures-34 Section: 17.1.1 Land Management Information System (LMIS) Page 141 of 145	integrated with the spatial map data	Please specify Desktop Application, Server Application with version nos. which is currently being used to store, edit & publish Geospatial data.	PLS VISIT DDA TO ASSESS
95	General	Integration touchpoints with GIS Application	Could you please highlight the nos. of integration touchpoints that GIS Application will have with other enterprise system with name and version nos. of enterprise system?	PLS VISIT DDA TO ASSESS
96	General	Data for the proposed GIS application	We assume that all the GIS data which is going to be used in the proposed application will be provided by DDA. No data creation or conversion is part of the proposed application	YES, BUT VENDOR WILL HAVE TO FACILITATE FOR ALL THIS
97	General	Data for the proposed GIS application	Are we going to use the same maps or data of the pre existing application or the updated data will be used for the proposed application	IT IS TIME BASED ISSUE. IT WILL VARY TIME TO TIME
98	General	What will be the technology for the proposed GIS application	Kindly let us know about the platform and technology for the proposed GIS application. Please specify the technology to be used for the proposed application	PLS VISIT DDA TO ASSESS

99	General	GSDL data layers	What are the various GSDL data layers. How these are getting consumed in the existing application. How they are getting exposed to be consumed in the proposed application. Will it be exposed through Map services or through any other OGC services	PLS VISIT DDA TO ASSESS
100	RFP Document: Annexures-34 Section: 17.1.1 Land Management Information System (LMIS) Page 141 of 145	Understand that effort to digitize layout plans and overlay with the cadastral maps / satellite images are posing challenge. This is possibly due to drafting discrepancies and / or process adopted.	What is the meaning of the sentence" Understand that effort to digitize layout plans and overlay with cadastral maps/satellite images are posing challenge. This possibly due to drafting discrepancies and / or process adopted"	VARIOUS MAPS AVAILABE IN DDA ARE NOT DIFFERENT SCALES AND ARE DESIGNED THROUGH VARIOUS PROCESSES THEREFORE UTILIZING THEM PRACTICALLY WILL BE CHALLENGE AND SUFFICIENTLY QUALIFIED AND EXPERIENCED MANPOWER WILL BE REQUIRED FOR THIS
101	RFP Document: Annexures-34 Section: 17.1.1 Land Management Information System (LMIS) Page 141 of 145	Land Management	We assume that temporal data for temporal studies will be provided by DDA	YES
102	RFP Document: Annexures-34 Section: 15 Finance Page 110 of 145	Finance	We understand that Thematic maps will be created using various financial attributes under the given module	THIS IS VENDOR'S CALL PLEASE
103	RFP Document: Annexures-34 Section: 2 Housing Department: Page 25 of 145	Housing	We assume that the property tax module will be integrated with GIS module under the housing module of the proposed application	PLS STUDY THE RFP THOROUGHLY
104	RFP Document: Annexures-34 Section: 7.1 Property management Page 47 of 145	LND_11: Manage available spaces	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN

105	RFP Document: Annexures-34 Section: 7.1 Property management Page 47 of 145	LND_12: Pricing conditions can be flexibly configured with one price or segregated with land and superstructure. Other revenue lines can also be included in the contract like parking, club, common areas etc.	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
106	RFP Document: Annexures-34 Section: 8.1 Land acquisition Page 55 of 145	LNM_13: The system should allow categorizing of physical survey information as per requirements	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
107	RFP Document: Annexures-34 Section: 8.1 Land acquisition Page 57 of 145	LNM_53: The system should be able to provide a layout wise and if required khasra wise regularization status with color codes	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
108	RFP Document: Annexures-34 Section: 8.2 Protection of acquired land Page 57 of 145	LNM_58: The system shall allow users to detect encroachment through GIS/ GPS / Geo-spatial technology	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
109	RFP Document: Annexures-34 Section: 8.3 Land record management Page 58 of 145	LNM_73: The system shall enable storing Geo-referenced 'Sajra' and other maps	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
110	RFP Document: Annexures-34 Section: 9 Horticulture Page 59 of 145	HOR_5: The system should allow display location wise status of Green areas within Delhi and facilitate comparisons	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
111	RFP Document: Annexures-34 Section: 9 Horticulture Page 60 of 145	HOR_35: The system should allow access to Finance for scrutiny of the comparatives of tenders	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
112	RFP Document: Annexures-34 Section: 10 Landscape Page 68 of 145	LSP_14: Integration of AUTOCAD with workflow to facilitate easy reference to maps / plans	Our understanding is, integration services with Autocad will be provide by dept. through existing Autocad application	NO.ALL INTEGRATION ISSUES WILL BE TAKEN CARE OF BY THE VENDOR

			Is our understanding correct?	
113	RFP Document: Annexures-34 Section: 11.2 Staff Quarter Cell Page 74 of 145	SQT_59: System should have provision to calculate the license fee automatically	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
114	RFP Document: Annexures-34 Section: 11.2 Staff Quarter Cell Page 74 of 145	SQT_60: System should have provision to update the retention order list for website for depositing the IF to the head cashier DDA	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
115	RFP Document: Annexures-34 Section: 1.5 Letter receipt and dispatch monitoring system Page 16 of 145	GEN_223: The system shall have a feature of creating meetings	Our understanding is, meeting creation would be done through MS-Exchange client Is our understanding correct?	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
116	RFP Document: Annexures-34 Section: 14 Legal Page 107 of 145	LEG_29: System should allow user to prepare BTF (Brief Transmission Flow) on system itself	Kindly elaborate more on this	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
117	RFP Document: Annexures-34 Section: 16 Mailing Solution Page 140 of 145	16 Mailing Solution	Kindly provide below details 1) Approx. mailing quota for each user 2) No. of users accessing mailing solution	1. 5 GB PER USER 2. 1000 USERS
118	General	General	Kindly provide detail DDA Asynchronous Data Replication functional requirements	THESE ISSUES WILL BE CONSIDERED AT THE TIME OF SRS DESIGN
119	RFP Document: Annexures-34 Section: 11.14 Sport Cell Page 140 of 145	Web and mobile application for the Sport Cell have already been created by DDA in a separate exercise. The CMS system would be required to integrate with this system	Is native mobile application in scope?, if yes, is it only require for sport cell module Kindly provide clarify on this	THERE ARE SO MANY MOBILE APPLICATIONS BEING USED BY DDA USERS NOW A DAYS. ALL THESE MOBILE APPLICAIONS AND DEVELOPMENT OF NEW MOBILE APPLICATIONS AND ITEGRATION etc REQUIRED IN THAT REGARD IS IN THE SCOPE OF THIS RFP AND VENDOR WILL HAVE TO

				DO THE SAME
120	RFP Document: Volume – II Section: 1.2.1.15 Capacity building and training Page 25 of 37	1.2.1.15 Capacity building and training	Kindly provide below details 1) Total no. of trainees 2) Training topics 3) Training schedules 4) No. of batches & No. of users in each batches	THESE WILL BE DECIDED AT THE TIME OF IMPLEMENTATION
121	General	General	Can we propose virtualization for optimization of servers	IT IS VENDOR'S CALL
122	General	General	Please confirm network connectivity and components will be supplied by SDC	THIS IS NOT IN THE SCOP OF THIS RFP
123	General	General	For Rack Installation will SDC arrange necessary space in their premises or will be responsible to arrange the space	THIS IS NOT IN THE SCOP OF THIS RFP
124	General	General	Please share the existing network topology	PLEASE VISIT DDA AND ASSESS THE SAME
125	General	General	DO SI need to provide hand and feet support or can the support be managed remotely	IT IS VENDOR'S CALL PLEASE
126	General	General	Who will be responsible to provide connectivity and the maintenance of the connectivity between DC and DR.	DDA
127	General	General	Do we need to replicate the entire setup at DR site for Business continuity or only critical service needs to be made available at DR site.	NOT IN THE SCOPE OF THIS RFP
128	General	General	Do we need to provision VPN connectivity for department users to access the portal .If yes please specify	NOT IN THE SCOPE OF THIS RFP

			the count.	
129	RFP Document: Volume II Section: 1.2.1.2.18 Bar Code Readers Page 13 of 37	1.2.1.2.18 Bar Code Readers Application shall have the functionality to generate bar codes and read them by using bar code scanners or manual input. All DDA office shall be equipped with bar code readers and generators for tracking movement of physical files and paper as detailed in the functional requirement specifications	Kindly provide details requirements about integration of Bar code readers	NOT IN THE SCOPE OF THIS RFP

Vendor -11

S. No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	DDA Reply
1	Functional Requirement Specification Document(Workflow Component & Pg 8)	This component shall allow the administrator to create workflows. The proposed solution shall be capable of an automated electronic processing of data and documents that allows for the integration of Business Rules.	<p>The requirements from Workflow solution has been specified in a detailed manner in the RFP, However to further ensure a good solution Request you to include the following specification to ensure best of breed solution:</p> <p>The required workflow solution should complies to various open workflow standards such as BPMN, BPEL, WFMC.</p> <p>Please confirm.</p>	NO CHANGE PLEASE
2	Functional Requirement Specification	This component shall allow the administrator to create workflows. The proposed solution shall be capable of an automated electronic processing of data and documents that allows for the integration of Business Rules. It shall be able to deal with exceptions when these occur by changing business rules or even the entire processes in real time to respond to business conditions in a predefined manner. It shall enable the efficient and accurate tracking of the each business process cycle and provide means of generating reports for management as well as for statistical purposes. It shall seamless manage documents related	<p>Since the requirements and specifications have been extensively covered, We Understand that all the processes for modules such as Legal, VC secretariat, RTI, Meeting Management, vigilance, File Management etc are all required to be built on the Comprehensible workflow(Business Process Management application) and Document Management System, to ensure real time flexibility and configurability in the solution. Please Confirm</p>	NO CHANGE PLEASE

		to the workflow and be capable of retrieving and attaching documents and archiving the processed documents with metadata in the specified folder structure		
3	Scope Of Work for NIT Of CMS5678(Data Migration& Pg 25)	Migrating the data from the other systems/manual operations to the new system will include collection and migration of user data, collection and migration of master data, closing or migration of open transactions, collection and migration of documentary information, and migration of data from the legacy systems.	Kindly request you to please provide an approximate indicative volume of data and documents that is to be migrated from Legacy to New system	APROX 1 TB DATA BASE AND 10 TB SCANNED IMAGES ALSO VISIT DDA FOR MORE CLARIFICATION
4	Scope Of Work for NIT Of CMS5678(Data Digitization& Pg 24)	The following data will be provided by DDA for digitization:	Please specify the number of locations at which this data Digitization will be carried out	MULTIPLE LOCATIONS ALSO VISIT DDA FOR MORE CLARIFICATION
5	Scope Of Work for NIT Of CMS5678(Data Digitization& Pg 23)	Application Developer shall formulate the Data Digitisation Strategy which will also include internal quality assurance mechanism.	Since the Data digitization is an important requirement, and the documents to be scanned are central to the operations "We understand there will be requirement of capture solution for scanning paper documents with support for following : • Both bulk and web scan capabilities • Automatic extraction of data	NO CHANGE PLEASE

			<p>using OCR</p> <ul style="list-style-type: none"> • Automatic file and document separation using blank page separator, barcode separator and fix page <p>Please confirm our understanding."</p>	
6	Scope Of Work for NIT Of CMS5678(Data Digitization& Pg 23)	Application Developer shall formulate the Data Digitisation Strategy which will also include internal quality assurance mechanism.	<p>As digitization is one of the key requirement of the project so our understanding is that the proposed solution for digitization/ scanning should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc so that the quality of digitized data is ensured.</p> <p>Please confirm.</p>	THIS IS VENDOR'S CALL PLEASE
7	Functional Requirement Specification Document(Process Management & Pg 12)	The workflow management system shall allow documents used in processes to come from inbuilt proposed Document Management System	"As per our understanding of the RFP, applicants applying for various services will be submitting various supporting documents along with the application form. These documents would be scanned and stored in electronic format. Also, the applicants submitting the application through Portal will be uploading the electronic version of supporting documents. Therefore, a Document	THIS IS VENDOR'S CALL PLEASE

			<p>Management System would be required to track, manage and store this huge volume of electronic documents. So based on the current industry standards we recommend to include the following specification to ensure best of breed Document Management Solution: Archival of Documents</p> <ul style="list-style-type: none"> - Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents <p>Please confirm."</p>	
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8	NIT and Instructions to Bidders	The bidder will be evaluated as per the criteria mentioned in “Annexure 5 Prequalification check list”	As we understand that you require a scalable and standard solution for Workflow , so based on our experience of working with various PSU's and Government department we recommend that following should be included in eligibility criteria : a. Proposed product should have more than 100 installations of which at least 5 should be in Indian Government / PSU's b. Product should have at least one live implementation site in Indian with more than 1 crores document archived in document management repository as well as having user base of more than 250 concurrent users. c. The proposed solution should be platform independent and should support both Linux and Windows platform. d. The proposed DMS and Workflow management system and scanning software should be from same vendor so that applications are seamlessly integrated	NO CHANGE PLEASE
9	Scope Of Work for NIT Of CMS5678(Guidelines and instruction for data digitization& Pg 24)	Once the legacy data is converted to target data, the source and target data needs to be verified to ensure that the target data (in new format) is the same as the source data.	Kindly confirm that Indexing will be done in English language?	THE BEST PRACTICES WILL BE FOLLOWED IN THIS CASE

10	Functional Requirement Specification Document(File Management & Pg 14)	File Management System	<p>As department requires the File Management System as part of the current project scope, so based on our experience of working with various Govt organizations in India, we strongly feel that following features should also be part of the proposed module:</p> <ul style="list-style-type: none"> • System should be based on Manual of office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances) • DAK/File Management with features like DAK/File register etc • Whitehall based file movement (File view with all Documents are shown on one side and NoteSheet on other side) • Supports for Green Note sheet • Secure notes and annotations. • Should be based on Enterprise Content Management & Business Process Management framework. 	THIS IS VENDOR'S CALL PLEASE
11	Scope Of Work for NIT Of CMS5678(Sign Off deliverables& Pg 21)	Source code of the solution	Kindly request you to modify the same. Request DDA to consider delivery of source code under an Escrow agreement.	NO CHANGE PLEASE
12	Functional Requirement Specification Document(Letter receipt and dispatch monitoring system & Pg 13)	The system shall have attachment facility for documents in various formats such as PDF, images, DOC, etc.	Since the Document Management System will be storing critical documents of various departments & citizens which need to be archived for long term, so is the department looking at archiving documents in PDF/A format which is an	THIS IS VENDOR'S CALL PLEASE. RFP HAS SUFFICIENTS CLARIFICATIONS ON THIS ISSUE

			<p>open ISO standard for long term archival and is now becoming de-facto standard in most government projects in India.</p> <p>Please confirm.</p>	
13	Functional Requirement Specification Document	Record Management	<p>Since the entire solution will be highly crucial to smooth functioning, the system should have the capability of centrally controlled auditing, expiration & retention policies, archival, retention and regulatory compliances.</p> <p>So with this our understanding is that the department requires the integrated Records Management System which has the below mentioned capabilities:</p> <ul style="list-style-type: none"> a. Capability to define retention policy, disposition policy etc b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc. <p>Please confirm our understanding.</p>	SUFFICIENT CLARIFICATIONS IS GIVEN IN RFP

14	Scope Of Work for NIT Of CMS5678(Application Architecture & Pg 8)	<p>4. The application must be capable of supporting a minimum of 4500 internal users.</p> <p>5. The application must be capable of supporting a minimum of</p> <ul style="list-style-type: none"> a. 1000 concurrent internal users b. 5,000 concurrent external users at any time c. 15,000 concurrent external users for 10 days before “property purchase draw” closure deadline and 7days after declaration of results of each draw 	Request you to kindly provide the breakup of internal users among the different departments.	PLEASE VISIT DDA FOR MORE CLARIFICATIONS
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