

Company	Sl. No.	Page No.	Clause No.	Clause	Query / Clarification sought	Suggestion	DES Response
Qualtech Consultants Pvt Ltd	1	30	6.1	"Helpdesk Support" shall mean the centre which shall handle fault reporting, trouble ticketing and related enquiries during the term of this contract and on all days from 8AM to 10PM.	The support timing mentioned here is not matching with helpdesk support timings mentioned in following clause Clause No: 3.3.3 Page No : 25 Clause : Helpdesk shall operate from 9:00 AM till 06:00 PM (IST) What is the difference in these two type of clause? Which support timings should be considered while defining the support model?		Please refer Corrigendum
	2	75	1.4.1.3.14	Project Manager - Should have minimum 2 years of experience of implementing a project in Govt. Depts. / PSUs in India.	In all other places in RFP, we have included the experience in developing and implementing application in Reputed Private Organization as well. Here in this clause, we are asking for minimum two experience of implementing a project in Gov Depts/PSU. Can we provide a good project manager who has implemented such projects in various domestic as well international clients?		Please refer Corrigendum
	3	75	Annexure	<ul style="list-style-type: none"> • Annexure C - Jila Sangyaki Pustika • Annexure D - Jile ke Pramukh Aankade • Annexure E - Janpad ke Pramukh Aankade • Annexure F - Jile ki Vikas Pustika 	Format of these District publication is not provided. Please provide the same.		Annexures already uploaded on website. Please refer the same

	4	44	2.3	The Bidder shall assess and make his own arrangements for infrastructure which includes necessary hardware, system software and transportation of personnel deployed by him, security at the site in addition to the men, machine and material. The bidder should assess the capacity planning and assessment for the solution taking into account the entire period, and shall update/replace the hardware for resources, in order to meet the Service Level Requirements of the solution.	Is this meant for 1 onsite technical person and not for hardware and software required to run the core application software.		Any Hardware to run the application is out of scope of RFP. Referred hardware is meant for any resource required by the bidder for successful implementation of the project.
	5	25	3.2	The solution can be hosted in State Data Center.	Solution can be hosted in State Data Center –can be? or will be? We are assuming it will be and at no additional cost to be borne by Service Provider for the same		The solution will be hosted at the state data center. Any Hardware to run the application is out of scope of RFP.
	6	25	3.2	The Automation solution shall be certified by cert-in empanelled agencies. The bidder will be required to make the changes suggested by such agencies, in the automation solution. The bidder will also be required to get the cert-in certification done on yearly basis, post Go-Live also till the contract in place.	what will be the certification for – what all changes – is it related to information security or anything else		The cost of any certification required by the cert-in empanelled agency to host the application will be borne by the bidder .
	7	25	3.3		Is the helpdesk supposed to be onsite or can be offshore ?		The helpdesk support will be offshore.

	8	29	5.3.3.	Any delay on account of DES side procedures such as issuance of Government orders, logistics arrangement at site offices, personnel deployment, power supply, network connectivity and bandwidth etc. should not be considered for acceptance. In case such a delay occurs, the acceptance should be completed for those services where these procedures are not impacting. The prorated payment for the delayed service may be made in good faith by DES.	What if Go-Live is delayed by DES for any internal reasons – as mentioned in Section 5.3.3 pg No 29 – pls elaborate – the payment to be made by DES on prorated basis in good faith		Please refer RFP.
XtraNET	9	10	1.1 j	Bank Guarantee - 20% of the Bid Amount and valid up to 4 Years from the date of agreement signing.	Bank Gurantee is usually 10% of the Bid Amount.	Relax Bank Gurantee to 10% of the Bid Amount.	No Change
	10	17	3.1 Point 3	Criteria - Bidder must have successfully developed and deployed in last 3 years at least two web based solution for any Government in india / Semi-Govt./ PSU/ Reputed NGOs / Reputed Private Organization with minimum 100 users in each web application who log in the system.	Requesting you to remove the number of users (100) criteria. Usually Web based application supports N number of users.	Bidder must have successfully developed and deployed in last 3 years at least two web based solution for any Government in india / Semi-Govt./ PSU/ Reputed NGOs / Reputed Private Organization.	No Change
	11	25	3.2	Solution Hosting & Certification	The solution can be hosted in State Data Center	Is the bidder need to provide Hardware/Software sizing?	Bidder need to provide information in sizing.
	12	25	3.3.2	System Provider shall setup the call centre and shall provide the seating infrastructure, desks, chairs, power supply and connectivity for the helpdesk. The entire IT infrastructure required for the helpdesk services shall be arranged by the System Provider.	It is assumed that HelpDesk will sit in DES premises, kindly clarify. How can separate power supply be provided?	It is requested that basic infrastructure (chair, desk, power supply and internet connectivity) should be made available. Bidder will arrange Desktop/Laptop.	Helpdesk will be offshore at bidders premise.
	13	25	3.3.3	Helpdesk shall operate from 9:00 AM till 06:00 PM (IST)	It is assumed that HelpDesk will operate on all working days except for holidays. Please clarify.		Please refer corrigendum
	14	26	3.4	Manpower Resources	The dedicated manpower is required for installation of the system. Installation is one time activity. It is assumed that this service is required only once, kindly clarify.		As and when required during contract period.

	15	26	3.4.1	Project Management Unit - The Project Management Unit, comprising of Project manager and supporting team shall be provided by the bidder.	The project management unit will work at the bidder's premises. Kindly Clarify.		Depending on the requirement in project, the project management unit may work from both the places.
	16	30	6.1	Definitions - "Helpdesk Support" shall mean the centre which shall handle fault reporting, trouble ticketing and related enquiries during the term of this contract and on all days from 8AM to 10PM.	Section 3.3.3. states that HelpDesk shall operate 9:00 AM till 6:00 PM. Please clarify.		Please refer Corrigendum
	17	74	1.4.1.3.5	The minimum recommended connection speed at user end is 256 KBPS.	Please clarify.		The application should run successfully on this minimum speed also.