Response to Queries Related to Request for Proposal (RFP) for State Wide Roll Out of eDistrict Project in Punjab

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	General.	Consortium.	Consortium may please be allowed to make the bid more competitive.	**As per RFP**
2	Volume I Section 5.4.2 RFP Document Fees Sr No. b Page No. 17	Only those prospective bidders, who will submit the RFP document fees as mentioned above, shall be permitted to take part in the deliberations during Pre Bid Meeting to be held as per the Schedule of Bid process	Central PSU may be allowed to take part in Pre-bid meeting without the purchase of RFP document and also permit to enclose the RFP Document fees along with the Bid submission	**As per RFP**
3	Volume I Section 5.4.2 RFP Document Fees Sr No. b Page No. 17	Only those prospective bidders, who will submit the RFP document fees as mentioned above, shall be permitted to take part in the deliberations during Pre Bid Meeting to be held as per the Schedule of Bid process	Please confirm whether the queries of those bidders be considered, who have downloaded the tender through website and will be submitting the tender document fee along with the bid	**As per RFP**
4	Volume I Section 6.1 Prequalification Criteria Sr No. 5 Page No. 22	The Net Worth of the responding firm must be positive as per the last three financial year's audited Balance Sheet.	Central PSUs may be exempted from Networth Clause.	**As per RFP**
5	Volume I Section 6.1 Prequalification Criteria Sr No. 7 Page No. 22	The responding firm should be minimum CMMi Level 3.	This clause may be allowed to be met by any member of the consortium.	**As per RFP**

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6	Volume I Section 6.1 Prequalification Criteria Sr No. 8 Page No. 22	Average Annual Sales Turnover generated from services related to System Integration (SI) during the last three (3) financial years (FY 11-12, FY 10-11 and FY 09-10) as per the last published balance sheets of INR 50 Crores or more.	We understand that turnover from IT system integration projects also be considered Or This clause may be changed as: Average Annual Sales Turnover generated from IT System Integration (SI) during the last three (3) financial years (FY 11-12, FY 10-11 and FY 09-10) as per the last published balance sheets of INR 50 Crores or more.	**As per RFP**
7	Volume I Section 6.1 Prequalification Criteria Sr No. 10 Page No. 23	The responding firm must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31st March, 2012 on its roll.	This clause may be allowed to be met by any member of the consortium	**As per RFP**
8	Volume I Section 6.2 Technical Qualification Criteria Page No. 23-37	Technical Qualification Criteria.	For meeting the requirements, the capabilities and resources of consortium may please be allowed.	**As per RFP**
9	Volume I Section 6.2 Technical Qualification Criteria, Page no 24	>INR 16 Crore but less than or equal to >INR 12 Crore but less than or equal to	The row is compressed, so "less than or equal to" amount not visible	**> INR 16 Crore but less than or equal to INR 20 Crore > INR 12 Crore but**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
				less than or equal to INR 16 Crore
10	Volume I Section 6.2 Technical Qualification Criteria : Note/Page No: 28	1. For all the above, the Completion Certificate of the projects completed in the **last 3 years** (as on 30/11/2012) need to be provided (issued to the responding firm by the respective customers)	Clause should be amended as : 1. For all the above, the Completion Certificate of the projects completed in the **last 5 years** (as on **31/03/2013**) need to be provided (issued to the responding firm by the respective customers)	**Refer to Corrigendum**
11	Volume I Section 6.2 Technical Qualification Criteria : Software Solutions /Page No: 24	**Software Solutions :** At least THREE completed (Fully Completed or Made Go-Live but in O&M phase) Software Application Development projects, having a minimum value of INR 1.50 crore each for software development component only). The project should have some or all of the following components : – Portal – Web based Application Server – Electronic Forms	Clause should be amended as : At least THREE completed (Fully Completed or Made Go-Live but in O&M phase) Software Application Development projects. The project should have some or all of the following components : – Portal – Web based Application Server – Electronic Forms Point System : **Average software development component Value of to be used for**	**As per RFP**

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		Point System : **Slabs Poins** More than 6 Projects = 5 Points 5 to 6 Projects = 4 Points 3 to 4 Projects = 3 Points	**the 3 projects**. Following marks would be awarded based on the average value (i.e. Total value of submitted eligible projects/ 3):- > INR 03 Crore = 5 Marks > INR 02 Crore = 4 Marks > INR 01 Crore = 3 Marks	
12	Volume I Section 6.2 Technical Qualification Criteria :g. Data Digitization /Page No: 27	Data Digitization : Experience in Data Digitization with minimum 25 lakhs record in each IT implementation project.	**Clause should be amended as :** Data Digitization : Experience in Data Digitization in each IT implementation project.	**As per RFP**
13	Volume I Section: Form 4B: Compliance Sheet for Technical Proposal / For Technical Evaluation /Page No: 51	Documents Required for **India Specific Capabilities & Industry Specific Capabilities.** Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for on-going projects)	**Clause should be amended as :** Completion Certificates from the client; OR **Work Order + Self Certificate of Completion (Certified by the Auditor);** OR Work Order + Phase Completion Certificate (for on-going projects) from the client Project citation (Form 6)	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		from the client Project citation (Form 6)		
14	General	Consortium parnter	The over all scope defined in the RFP document, require a vast expertise in multiple domains and technologies and consortium is not allowed . You have already allowed subcontract for some scope of works. We strongly believe that legally bound consortium is much better option for successfully execution of the project and in this way purchaser will get more qualitative and specialized solution. In addition to that, shared roles and responsibilities will bring more technically sound and expertise solution/services resulting smooth implementation of each phase of the project. Hence, We request you to kindly allow participation of consortium with maximum number of consortium	**As per RFP**

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			members as two (including Prime bidder) and amend the clause accordingly. However all prequalification criteria should be matched by Prime bidder only.	
15	Volume I Section Form 4B: Compliance Sheet for Technical Proposal / 4. Resource Deployment/Page No: 31	**Project Manager Requirement**	**Requirement should be amended as :** i. Overall experience in Project Management as Head of Project in IT **(Minimum Essential Requirement is 8 years)** **More than 9 : 4** **8 years to 9 : 2** **Any Other : 0**	**As per RFP**
			ii. Relevant Experience in e-Governance or Multi-locational IT Project Management (Minimum Essential Requirement is 5 years) **More than 7 = 2 Points** **More than 5 = 1 Points** **Any Other : 0**	
			Clause should be amended as :	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			iii. Education Qualifications - 1 (MBA/ M.Tech & PMP) : 2 (MBA/ M.Tech Only) : 1 Any Other : 0	
			Clause should be amended as : iv. Education Qualifications - 2 (B.Tech / B.E. /MCA) : 2 Any Other : 0	
16	Volume I Section Form 4B: Compliance Sheet for Technical Proposal / 4. Resource Deployment/Page No: 32	The minimum educational qualification for all the resources mentioned in Section 4 under Technical evaluation criteria i.e. Resource Deployment should be **full time B.E/B.Tech/M.C.A.**	**Clause should be amended as :** The minimum educational qualification for all the resources mentioned in Section 4 under Technical evaluation criteria i.e. Resource Deployment should be **B.E/B.Tech/M.C.A./Diploma**	**As per RFP**
17	Volume I Section Form 4B: Compliance Sheet for Technical Proposal/Points No :10 of table /Page No: 53 of 96	Inclusion of MSMEs in Project Delivery : Letter of evidence and commitment that MSME will be contracted the required value of work	Please elaborate more on this requirement. What exactly needed under this requirement.	**Micro, Small , Medium Enterprises**
18	Volume I Page 7 of 96 ,Basic information point - III	Extend the terms for additional period.	Here, you are asking extend the period with 1 year to 5 years without any additional charges, in this reference we request you to allow atleast 5% to	**As per RFP**

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			7% increase of total cost for succesful execution of the contract.	
19	Volume I Section 8 TERMS OF PAYMENT SCHEDULE Volume I - Page 40	Delivery of Hardware is staggered Service wise	We understand that the delivery of Hardware shall be Service wise based in a staggered delivery model. Please share list of Hardware Service wise to help us calculating cash flows	**As per RFP**
20	Volume I Section 4.3.10. Manpower requirements, Volume -I , Page 68	Manpower Services	We understand that the Manpower services to be provided during the Rollout and Support Phase. Kindly suggest whether SI can provision for outsourced Mankpower services for Rollout and Support Phase considering the SLA for manpower services.	**As per RFP**
21	Volume I Physical Security , Page 87	Physical Security	Kindly explain the scope for Physical Security during the rollout and support phase.	**eDistrict Data Center may need dedicated physical security of the equipment installed under this RFP.**
22	Volume I Section 4.1, Pg 7	The Punjab State e-Governance Society reserves the right to extend the Term for a period of 1 year with a	The renewal / extension should be based on Pricing and Other terms that are mutually agreed through	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		maximum of 5 such extensions on the same terms and conditions, subject to the Punjab State e-Governance Society obligations at law.	negotiation before the expiry of the Contract.	
23	Volume I, Section 6.3, Pg 37 and Volume 1, Annexure II, Pg 77	**Section 6.3** - Commercial Bid Evaluation and **Annexure II** - Commercial / Financial Proposal Template	The total project cost for making payments to the SI as per the payment schedule, shall be calculated considering an O & M period of 3 (three) years only. And, It shall be at the discretion of PSeGS to award the Operation & Maintenance work for 4th & 5th year period. Please Clarify the **"Total Project Cost"** to be considered for Commercial Bid Evaluation. Whether "Total Project Cost" will include O&M work for 4th & 5th year?	**Yes, the Total Project Cost for Commercial bid evaluation shall include O&M work for 4th and 5th year.**
24	Volume I, Section 8, Pg 40 and Volume III, Schedule - VI, Pg 55	**Terms of Payment Schedule:** 1. Go Live Readiness Phase I: 12% 2. "Go-Live" of 10 Services in all the Districts of State of Punjab (Phase I) : 5% 3. Go Live Readiness Phase II: 10%	Request to amend the payment schedule for better Project Management and Cash flows. **Proposed Payment Schedule:** 1. Signing of Contract: 8% 2. Setting up of Data centre	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		4. "Go-Live" of next set of 25 Services in all the Districts of State of Punjab (Phase II): 5% 5. Go Live Readiness Phase III: 8% 6. "Go-Live" of remaining 12 Services in all the Districts of State of Punjab (Phase III): 5% 7. STQC Certification & Go – Live of Modified e-District Application as per Scope of Work: 12% 8. Operations and Maintenance Phase (3 years): 39% To be paid quarterly (3.25 % per quarter) for 36 months (12 Quarters) 9. Successful Exit Management: 4%	infrastructure: 8% 3. Go Live Readiness Phase I: 12% 4. "Go-Live" of 10 Services in all the Districts of State of Punjab (Phase I) : 5% 5. Go Live Readiness Phase II: 10% 6. "Go-Live" of next set of 25 Services in all the Districts of State of Punjab (Phase II): 5% 7. Go Live Readiness Phase III: 8% 8. "Go-Live" of remaining 12 Services in all the Districts of State of Punjab (Phase III): 5% 9. STQC Certification & Go – Live of Modified e-District Application as per Scope of Work: 12% 10. Operations and Maintenance Phase (3 years): 27% To be paid quarterly (2.25 % per quarter) for 36 months (12 Quarters)	
25	Volume I, Section 8, Pg 40 and Volume III, Schedule - VI, Pg 55	**Additional Clause to be included in Payment Terms**	Please include the following clause: A mobilization fees of upto "15%" may be given to the SI against an bank	**Refer to Corrigendum**

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			guarantee which will be adjusted first against the Exit management and balance over the O&M phase.	
26	Volume I, Section 8.2, Pg 41 and Volume III, Schedule - VI, Section 1.6, Pg 55	**Definition of Go-Live** Go-Live of a particular phase shall mean completion of the following: - Completion of Go-Live readiness for the respective set of services under the phase - Completion of Data Digitization & Data Migration for the respective set of services under the phase and - Successful delivery of targeted transactions, as explained below.	**Proposed Definition of Go-Live** Go-Live of a particular phase shall mean completion of the following: - Completion of Go-Live readiness for the respective set of services under the phase - Completion of Data Digitization & Data Migration for the respective set of services under the phase and - Successful delivery of targeted transactions, as explained below.	**As per RFP**
27	Volume I, Section 8.2.1, Pg 41 and Volume III, Schedule - VI, Section 1.6.1, Pg 55 - 56	**Successful Delivery of Targeted Transactions:** a) "Go-live" for a particular service shall be treated as achieved only when the "Targeted transaction" of each service is achieved through rolled out e-district application. b) Here "Targeted transaction" is the average number of monthly	Request to delete this clause.	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		transactions actually happened during last five (5) years for that particular service c) The "Targeted transactions", to be achieved by SI, shall be calculated only at the end of first 45 days after start of delivery of that particular service. In case, SI is unable to achieve the targeted transaction at the end of first 45 days, the transaction shall be monitored on a daily basis, till the targeted transaction is achieved. d) Please refer Annexure VI of this RFP (Volume: I) for the "Targeted transactions".		
28	Volume I pg 17, cl 5.4.3	Earnest Money Deposit (EMD): (e) II. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP or as per LoI issued.	The Bidder submits that the contract should be signed as per the mutually agreed terms and conditions taking into consideration the deviations proposed by the Bidder. This clause is contradictory to the aforementioned understanding and the understanding conveyed through the RFP; therefore	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			request amendment of the clause to incorporate the corect understanding. The EMD can only be forfieted in case of the Bidder failing to sign the contract as per mutually acceptable terms and conditions.	
29	Volume I Pg 39, cl 7.8	7.8 Failure to Agree with the Terms and Conditions of the RFP I. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Punjab State e-Governance Society may call for new proposals from the interested bidders. II. In such a case, the Punjab State e-Governance Society shall invoke the PBG of the most responsive bidder.	The Bidder submits that the contract should be signed as per the mutually agreed terms and conditions taking into consideration the deviations proposed by the Bidder. This clause is contradictory to the aforementioned understanding and the understanding conveyed through the RFP; therefore request amendment of the clause to incorporate the corect understanding. The PBG can only beinvoked in case of the Bidder failing to sign the contract as per mutually acceptable terms and conditions.	**As per RFP**
30	Volume I Section 6.3 Commercial Bid Evaluation; pg 37	**Substantially Responsive Bid** Failure to furnish all information required as mentioned in the RFP	Bidder submits that it should be allowed to submit deviations/ clarifications which may be negotiated	**As per RFP**

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	Cl. 1 (iii) Introduction, pg. 5	documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal. IV. Any conditional bid would be rejected.	upon post selection of Successful Bidder.	
31	Volume I Section 4.4, Pilot e-District Activities and Status	Details of existing application	Require the following: Signed off SRS available or not for existing application, Status of STQC testing, any integration done so far, Status of State Data Centre, any plan for DR site, Current application transaction status, plan for shipment to SDC.	**Signed off SRS of the Pilot application will be available for the Selected bidder. STQC testing: In process. Any integration has been done: No Status of State Data Centre : Inprocess any plan for DR site: As per scope of work of the RFP. Current application transaction status: 70000 transactions**

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				have been completed till date. **Plan for shipment to SDC: As per scope of work of the RFP.**
32	Volume I Section 8 Terms of Payment schedule	Definition of Go-Live	We request a change in this clause. Go-live should be tagged with successful implementation and not number of transaction as it is not in the hand of SI.	**As per RFP**
33	Common	Why SI would suffer for the target no. of transactions?		**As per RFP**
34	Volume I Section 5.4.3 Earnest Money Deposit (EMD); Page 17	e) The EMD may be forfeited: I. If a bidder withdraws its bid during the period of bid validity. II. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP or as per LoI issued.	Bidder suggests that this provision be revised as under: e) The EMD may be forfeited: I. If a bidder withdraws its bid during the period of bid validity. II. In case of a successful bidder, if the bidder fails to sign the mutually agreed contract in accordance with this RFP or as per LoI issued.	**As per RFP**
35	Volume I Section 6.3 Commercial Bid Evaluation, Page 37	III. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.	Bidder suggests that this provision be revised as under: III. The bid price will exclude all taxes	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			and levies and shall be in Indian Rupees.	
36	Volume I Section 7.5 Performance Guarantee, Page 38 - 39	7.5 Performance Guarantee I. The Punjab State e-Governance Society will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of Contract. The Performance Guarantee should be valid for the stipulated period of the project plus 90 days. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In	Bidder suggests that this provision be revised as under: 7.5 Performance Guarantee I. The Punjab State e-Governance Society will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of Contract. The Performance Guarantee should be valid for the stipulated period of the project plus 90 days. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		case the selected bidder fails to submit performance guarantee within the time stipulated, the Punjab State e-Governance Society at its discretion may cancel the order placed on the selected bidder without giving any notice. Punjab State e-Governance Society shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or Punjab State e-Governance Society incurs any loss due to SI's negligence in carrying out the project implementation as per the agreed terms & conditions.	is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Punjab State e-Governance Society at its discretion may cancel the order placed on the selected bidder without giving any notice. Punjab State e-Governance Society shall invoke the performance guarantee in case the selected Vendor for reasons solely and entirely attributable to it fails to discharge their material contractual obligations during the period or Punjab State e-Governance Society incurs any loss due to SI's gross negligence in carrying out the project implementation as per the agreed terms & conditions.	
37	Volume I Section 7.6 Signing of Contract, Page 39	II. Draft MSA document (RFP Volume III) provided as separate document is for the reference of the Bidder only. The agreement with the selected	Bidder suggests that this provision be revised as under: II. Draft MSA document (RFP Volume III) provided as separate document is	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		bidder will be signed after getting the same vetted from competent legal Authority.	for the reference of the Bidder only. The agreement with the selected bidder will be signed after getting the same vetted from competent legal Authority. Punjab State e-Governance Society and the Bidder shall enter into mutually agreed Contract which shall include thesuggestions and comments of the Bidder to the draft MSA document.	
38	Volume I Section 7.7 Sub-Contracting, Page 39	For items such as Site Preparation, Data digitization/migration, Capacity building (Training personnel) and Application roll out the bidder may work with partner. The bidder, strictly, cannot sub-contract the core activities of the implementation such as Hardware & IT infrastructure implementation. The bidder should not subcontract more than 50 % of the value of the contract and shall not allow a sub-contractor to assign or enter into further secondary	Bidder suggests that this provision be revised as under: For items such as Site Preparation, Data digitization/migration, Capacity building (Training personnel) and Application roll out the bidder may work with partner. The bidder, strictly, cannot sub-contract the core activities of the implementation such as Hardware & IT infrastructure implementation without consent of the Punjab State e-Governance Society, which consent shall not be	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		subcontract for any of the work to be carried out by the sub-contractor. However the bidder can subcontract non-core activities as mentioned above to companies fulfilling the following conditions:	unreasonably delayed or withheld. The bidder should not subcontract more than 50 % of the value of the contract and shall not allow a sub-contractor to assign or enter into further secondary subcontract for any of the work to be carried out by the sub-contractor. However the bidder can subcontract non-core activities as mentioned above to companies fulfilling the following conditions:	
39	Volume I Section 7.8 Failure to Agree with the Terms and Conditions of the RFP, Page 39	I. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Punjab State e-Governance Society may call for new proposals from the interested bidders.	Agreement and Terms & Conditions of the RFP read with the suggestions and comments of thesuccessfulbidderas contained in its proposal shall constitute sufficient grounds for the annulment of the award, in which event Punjab State e-Governance Society may call for new proposals from the interested bidders.	**As per RFP**
40	Volume I Section Form 5:Letter of Proposal, Page 54	We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid	Bidder suggests that this provision be revised as under: We agree to abide by all the terms and	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		valid for 180 days as stipulated in the RFP document.	conditions of the RFP document read with the suggestions and comments as contained in our Proposal. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.	
41	Volume I Section Form 15: Undertaking on Patent Rights, Page 67	2. 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's, systems or any part thereof to be supplied by us. We shall indemnify Punjab State e-Governance Society 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	Bidder suggests that this provision be revised as under: 2. 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's, systems or any part thereof to be supplied by us. We shall indemnify and defend Punjab State e-Governance Society 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	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to Punjab State e-Governance Society and persons authorized by Punjab State e-Governance Society, irrespective of the fact of claims of infringement of any or all the rights mentioned above.	property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the other supplies not subject to such infringement or unauthorized use including spares and uninterrupted use of the equipment and/or system or any part thereof to Punjab State e-Governance Society and persons authorized by Punjab State e-Governance Society, irrespective of the fact of claims of infringement of any or all the rights mentioned above.The SI shall have no liability or obligation with respect to any such infringement or unauthorized use to the extent that such infringement or unauthorized use results from: (i) SI's compliance with Punjab State e- Governance Society's specific technical designs, specifications, requirements or	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			instructions; (ii) inclusion or use of any content or other materials provided by Punjab State e- Governance Society and the infringement relates to or arises from such content or materials; (iii) modification of any material provided by the SIif such modification was not made by or on behalf of the SI; (iv) operation or use of the materials provided by the SIwith materials not provided by the SI; or (v) use of the materials provided by the SIfor any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation; or (vi) use of a superseded or altered release of some or all of the material provided by the Supplier furnished under the Agreement including, but not limited to, Punjab State e- Governance Society's failure to use corrections, fixes, or enhancements made available	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			by the SI.	
42	Volume I Section Form18 : Undertaking on Deliverables, Page 71	4. We also understand that the acceptance, approval and sign-off of the deliverables by Punjab State e-Governance Society will be done on the advice of PSeGS and any other agency appointed by the PSeGS 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 Punjab State e-Governance Society.	Bidder suggests that this provision be revised as under: 4. We also understand that the acceptance, approval and sign-off of the deliverables by Punjab State e-Governance Society will be done on the advice of PSeGS and any other independent agency which is not our competitor appointed by the PSeGS 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 Punjab State e-Governance Society unless otherwise specified in the Agreement.	**As per RFP**
43	Volume I Section Form 19: Undertaking on Support to Third Party Solution	1. I/We understand that the System (including the application and the associated IT systems) may be	Bidder suggests that this provision be revised as under: 1. I/We understand that the System	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
	acceptance and certification, Page 72	assessed and certified by a 3rd party agency (to be identified by Punjab State e-Governance Society) before the system is commissioned.	(including the application and the associated IT systems) may be assessed and certified by an independent3rd party agency (to be identified by Punjab State e-Governance Society which is not our competitor) before the system is commissioned.	
44	Volume I Section Form 21: Undertaking on Exit Management and Transition, Page 74	1. I/We hereby undertake that at the time of completion of our engagement with the PSeGS, 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 Punjab State e-Governance Society or to an agency identified by Punjab State e-Governance Society to the satisfaction of the PSeGS. 2. I/We further undertake to complete the following as part of the Exit management and transition:	Bidder suggests that this provision be revised as under: 1. I/We hereby undertake that at the time of completion of our engagement with the PSeGS, 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 Punjab State e-Governance Society or to an agency identified by Punjab State e-Governance Society in accordance with the mutually agreed Exit Management Plan. 2. I/We further undertake at Punjab	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			State e-Governance Society's cost to complete the following as part of the Exit management and transition:	
45	Volume I Section Form 21: Undertaking on Exit Management and Transition, Page 74	3. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from Punjab State e-Governance Society.	Bidder suggests that this provision be revised as under: 3. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from Punjab State e-Governance Society in accordance with the mutually agreed Exit Management Plan.	**As per RFP**
46	Volume I Annexure II: Commercial/Financial Proposal Template, Page 74	1. PRICE AND VALIDITY § We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections	Bidder suggests that this provision be revised as under: 1. PRICE AND VALIDITY § We hereby confirm that our prices exclude all taxes.	**As per RFP**
47	Volume I, Section 6.3 Commercial Bid Evaluation, Page 37	Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and	Request: The benchmark of 30%, if can be revised to 70%	**Refer to Corrigendum**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		dividing the same by number of qualified bidders)		
48	Volume I, Section 6 Criteria for Evaluation, Page 21	General Query	Request: Change it to QCBS	**As per RFP**
49	Volume I Section 6.1 Pre-Qualification Criteria Page no:21	Company experience in implementation of integrated turnkey projects around application development as a System Integrator in India. (Specifically each project should have components of Hardware, Networking, Helpdesk and Application related training necessarily for this project). Number of such Assignments of value which have gone live in the past 5 years (FY 11-12, FY 10-11, FY 09-10, FY 08-09 and FY 07-08)	We request to consider & qualify the projects where as a System Integrator, the development, deployment, integration and support was delivered by us on the client procured hardware, because as a system integrator we are responsible for the overall operations. These should be considered for technical qualification as well as technical evaluation.	**As per RFP**
50	Volume I Section 6.2 Technical Qualification Criteria Page no:23	Hardware Products Installation (value excluding other project components; in case value is not	Please consider OEM or partner expereince for supplying hardware products.	**As per RFP**

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		explicitly mentioned, it would be assumed at 50% of the project value)		
51	Consortium	No Consortium allowed	Please allow Consortium with maximum 2 partners	**As per RFP**
52	Volume II Section 4.3 : Page no. 20	Scope of Services	Please provide detailed clarity on below point: - It is clear that the existing SI who has developed the application will be not helping us once his contract will over with Punjab Govt.. So up to what duration existing Vendor will be helping us. It may not be possible to understand the entire source code and all the data base table used in one go so Is it possible that existing SI will provide one point of contact while roll out the application by other **SI throughout the time of the project**	The Pilot SI shall provide initial KT to the State wide SI while handing over the source code of the application.
53	Volume II Section 4.3 : Page no. 20	Scope of Services	Please provide detailed clarity on below point: The application is ready in pilot phase by existing SI, so is this already	The State Wide SI shall be required to conduct a trial run of the application in the

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			accepted by Punjab Govt. with all defined acceptance Criteria? Or The future state wide SI need to prove and take the required certificate for existing application.	field before making it live for service delivery.
54	Volume II Section 4.3.2.1. Test Plan , Volume II , Page 38	Performance testing of the Application including measurement of all Service Levels as mentioned in this RFP and finally SI shall also carryout Load/ Stress testing.	We understand that the Performance and Load testing shall be carried out by Tools provided by SI. Kindly confirm that SI can propose open source testing tools for various testing methods.	SI needs to meet the requirement of the RFP and for that purpose need to provide appropriate tools.
55	General Query	Pilot Application to be supplied to SI	We understand that the existing Pilot application shall be supplied to Selected SI for rolling out across the state. Kindly confirm that the Pilot application given to SI shall have already undergone the following audits and all related bugs would have been closed, prior to sharing the code with the SI: (a) Performance Testing, (b) Functional Audit (c) Security Audit. Kindly Confirm the same.	Refer clause 4.3.2.3 of RFP volume II, The Pilot application shall be STQC certified.

Response to Queries Related to Request for Proposal (RFP) for State Wide Roll Out of eDistrict Project in Punjab

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
56	Volume II Section 4.3.1.1 (IV)	After submission of the confirmation, the e-District application shall be under the complete responsibility of the State wide SI and **any** changes/ modifications required in the same are to be carried out by State wide Roll out SI only.	Please clarify that "any" does not refer to unlimited change	All the changes mentioned in the RFP, High level & detailed FRS and changes proposed by officials during field level implementation at 20 districts.
57	Volume II Section 4.3.1.1 (VI) & (XII)	The pilot application shall be versioned as Ver 1.0 and all subsequent changes (including software bugs/ Changes in workflow/ additional features/ modifications etc.) made in it shall be versioned by SI through proper versioning scheme.	Please clarify if the SI has to maintain the same technology / application or the SI is free to port / rebuild the application on a different technology / platform	Please refer to RFP Volume II Section 4.3.1.1 (XII), which is self-explanatory.
58	Volume II Section 4.3.2.2	This application will be enhanced for state wide roll out of e-District project	Since the current application might have challenges in scaling up, please clarify if the SI has liberty to change the technology / stack of the application. The same is required as the SI is responsible for SLA and other deliverables and may not be able to do that with the existing technology stack	Please refer to RFP Volume II Section 4.3.1.1 (XII), which is self-explanatory.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		/ platform		
59	Volume II Section 4.3.2.2 (I (A(i))	The e-District portal is already existing, so new SI will be required to make changes in terms of content updation, design aspects and other such changes proposed by PSeGS.	Please confirm that the framework for content creation / updation is required. However, the content will be published by the respective government users	As per RFP.
60	Volume II Section 4.3.2.2 (VII)	Application should have a generic workflow engine. This generic workflow engine will allow easy creation of workflow for new services with minimum technical programming support and thus enable the State government to create new services as and when required by the various Departments without creating a change request. Also enable business process change at any time without affecting the operation of end users. At the	Is this functionality available in the current pilot application? If Yes, then the code base for the same will be provided to the SI?	No the functionality is not available in Pilot.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
61	Volume II Section 4.3.2.2 (VII (J))	Tool for modeling the process, allowing end users to design processes without the need for programming.	Is this functionality available in the current pilot application? If Yes, then the code base for the same will be provided to the SI?	No.
62	Volume II Section VII. E Page 28	Automatic reports i. of compliance to citizen charter on delivery of services ii. Delay reports, etc.	What is the average number of reports generated per day?	The software should be able to generate reports as per requirements.
63	Volume II Section 4.3.2. eDistrict Application Page 26	The application for e-District is the most critical component for e-District project	The central eDistrict application is most critical component of this project. Looking at the criticality of this application, are you also looking at monitoring the eDistrict Application to ensure optimum application performance and citizen experience. Although the RFP is asking about Application response time SLA, however, detailed specifications of Application Performance Monitoring have not been provided. Kindly provide these specifications, if this is required.	Sufficient details have been provided in the RFP volume II section 4.3.6.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
64	Volume II Section 4.3.2.8. Security" Page 35	The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens of the state.	Securing critical application is one of the key requirements which in turn require industry standard web access management solution to protect application from internal\external threats and vulnerabilities. Application security model is not as strong or tested against all vulnerabilities e.g sql injection\cross site scripting attacks etc. and hence is vulnerable .There is a strong need for application security management tool that acts as safe guard and protects application by authenticating user and then passing control of user to application rather than user accessing application directly .Such tools are already tested against lot of vulnerabilities and block them from tampering application. Please confirm if there is requirement of such solution to protect eDistrict Application?	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
65	Volume II Section 4.3.2.8. Security" Page 35 -	Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.	Most of the security risks today are associated with excess privileges i.e. people have more powers than what is required to perform their job. The solution to this problem is Privilege User Identity Management, which makes sure people only have enough rights that are required to perform their job adequately. Moreover, Privilege User Identity Management also takes care of the problem of ghost accounts, which are typically the accounts people retain even after leaving the Organization and likely also the first thing the security auditor will check being a high security concern. Hence, please confirm by well-designed identity management system you mean Identity Management should be considered for both priviledge users and other departmental users.	As per RFP.
66	Volume II Page 71	Two factor authentication for all administrators i.e. system	Are you looking for software based two factor authentication or hardware	There should be user-ID & Password and

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		administrators, network administrators, database administrators.	based tokens to achieve two factor authentication	digital signature based authentication for the key users.
67	Volume II Section 4.3.4.1. (I) , Page 49	SI shall digitise all historical data lying at various District & sub-district level offices	What will be the total number of District & sub district level offices where data digitization has to be done?	Indicative list of locations is provided under section 6.4 of volume II of RFP.
68	Volume II Section 4.3.4.1. (I) , Page 49	SI shall digitize all historical data lying at various District & sub-district level offices	What will be the volume distribution of each type of document at each location as this will help in estimating the manpower & hardware resources to be deployed at each location?	The total volume is already provided for costing purpose as the unit price shall remain same across the state. The exact volume distribution shall be known during field implementation only.
69	Volume II Section 4.3.4.1.1 (III),Page 50	Printout of register of scanned images	Kindly confirm that bidder has to provide the printout of scanned images?	Yes

Response to Queries Related to Request for Proposal (RFP) for State Wide Roll Out of eDistrict Project in Punjab

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
70	Volume II Section 5.1 , Page 88	Phase I: Data Digitization/ Migration of concerned records w.r.t. first set of 10 services	What are the different types of services that needs to be covered under Phase I and What will be the different types of documents that needs to be digitized under phase I?	The services under phase I, II & II are given under section 5.2 and services for which data digitization is required is given under section 6.5.1.
71	Volume II Section 5.1 , Page 89	Phase II: Data Digitization/ Migration of concerned records w.r.t. these 25 services	What are the different types of services that needs to be covered under Phase II and What will be the different types of documents that needs to be digitized under phase II?	
72	Volume II Section 5.1 , Page 89	Phase III: Data Digitization/ Migration of concerned records w.r.t. remaining services	What are the different types of services that needs to be covered under Phase III and What will be the different types of documents that needs to be digitized under phase III?	
73	Volume II Section 5.1 , Page 89	Implementation Timelines	Kindly confirm that bidder can digitize all the documents available at a location in one go?	Bidder is required to meet the timelines given in the RFP and shall plan accordingly.
74	Volume II Section 6.5 , Page 88	Data Digitization	What will be the volume distribution of each type of document at each location?	Shall be known during actual field level implementation.

Response to Queries Related to Request for Proposal (RFP) for State Wide Roll Out of eDistrict Project in Punjab

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
75	Volume II Section 6.5 , Page 106	Data Digitization	Kindly confirm that scanning will be done in B/W format and the final images will be saved in PDF format?	The Scanned image should be clearly readable for verification of data. Rest is as per RFP.
76	Volume II Section 6.5 , Page 106	Data Digitization	Kindly confirm that infrastructure like space, furniture, AC, electricity, genset etc required for Scanning and digitization activity will be provided by Punjab State e-Governance Society?	The department shall provide only a physical space with power. However all other arrangements including power backup is SI's responsibility.
77	Volume II Section 6.5 , Page 106	Data Digitization	Kindly confirm that the documents to be scanned and digitized are in bound or loose form?	The documents are both in bound and loose form depending upon the type of service/ record.
78	Volume II Section 6.5 , Page 106	Data Digitization	If the documents are in bound form, is unbinding and binding of documents allowed?	For this the permission need to be sought from concerned department,

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
				otherwise SI shall be required to devise a workaround.
79	Volume II Section 6.5 , Page 106	Data Digitization- Birth Registration	Total number of Birth records to be digitized is approx 32 Lac. What will be the average number of pages per record that needs to be scanned?	The sample record is part of the RFP. The total number of pages shall be known during the actual digitization process only.
80	Volume II Section 6.5 , Page 106	Data Digitization- Birth Registration	What will be the size of the pages for birth registration documents i.e. A4/Legal/A3/A2/A1 that needs to be scanned? If the pages are of different sizes then what will be volume distribution for each size of pages?	The approx./ indicative size of the register/ documents is as below: I. Birth/ Death register: 29.5 X 18.5 cm approx. (when closed). However there could be some variation from location to location.

Response to Queries Related to Request for Proposal (RFP) for State Wide Roll Out of eDistrict Project in Punjab

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
81	Volume II Section 6.5 , Page 106	Data Digitization- Birth Registration	What will be number of supporting documents that needs to be scanned per Birth Registration record?	The details are provided in the RFP Volume II Section 4.3.4 and The sample record is part of the RFP.
82	Volume II Section 6.5 , Page 106	Data Digitization- Death Registration	Total number of Death records to be digitized is approx 9.5 Lac. What will be the average number of pages per death record that needs to be scanned	The sample record is part of the RFP.
83	Volume II Section 6.5 , Page 106	Data Digitization- Death Registration	What will be the size of the pages for Death registration documents i.e. A4/Legal/A3/A2/A1 that needs to be scanned? If the pages are of different sizes then what will be volume distribution for each size of pages?	The approx./ indicative size of the register/ documents is as below: I. Birth/ Death register: 29.5 X 18.5 cm approx. (when closed). However there could be some variation from location to location

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
84	Volume II Section 6.5 , Page 106	Data Digitization- Death Registration	What will be number of supporting documents that needs to be scanned per Death Registration record?	The sample record is part of the RFP.
85	Volume II Section 6.5 , Page 106	Data Digitization- Death Registration	What will be the different entries that needs to be entered for a death record?	The sample record is part of the RFP.
86	Volume II Section 6.5 , Page 106	Data Digitization- Death Registration	What will be the average number of fields per death record and what will be the average number of characters per fields?	The sample record is part of the RFP.
87	Volume II Section 6.5 , Page 106	Data Digitization- Agriculture License	Total number of Agriculture License records to be digitized is approx 12000. What will be the number of pages per Agriculture License that needs to be scanned?	The sample record is part of the RFP. However there could be some variation from location to location.
88	Volume II Section 6.5 , Page 106	Data Digitization- Agriculture License	On page 111 of vol 2 sample agriculture license form has been given and on page 107 of vol 2, fields against which data has to be capture is given. We are not able to co-relate the two as the fields against which data has to be entered is not there in the sample	SI need to digitize the data as per the sample provide. However if any additional field is required to be added to data entry module,

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			form. Kindly confirm that the sample form share in RFP is correct?	same shall be done by the SI.
89	Volume II Section 6.5 , Page 106	Data Digitization- Agriculture License	Is the bidder required to capture all the hand written data given in the sample agriculture license form?	Yes
90	Volume II Section 6.5 , Page 106	Data Digitization- Agriculture License	What will be the size of the pages for Agriculture License i.e. A4/Legal/A3/A2/A1 that needs to be scanned? If the pages are of different sizes then what will be volume distribution for each size of pages?	The approx./ indicative size of the register/ documents is A4. However there could be some variation from location to location.
91	Volume II Section 6.5 , Page 106	Data Digitization- Agriculture License	What will be number of supporting documents, if any that needs to be scanned per Agriculture License record?	The sample record is part of the RFP
92	Volume II Section 6.5 , Page 106	Data Digitization- Ration Card	Total number of Ration Card records to be digitized is approx 500000. What will be the approx number of pages per	The sample record is part of the RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			Ration Card that needs to be scanned?	
93	Volume II Section 6.5 , Page 106	Data Digitization- Ration Card	What will be the size of the pages for Ration card i.e. A4/Legal/A3/A2/A1 that needs to be scanned?	The approx./ indicative size of the register/ documents is 16 X 24 cm. However there could be some variation from location to location.
94	Volume II Section 6.5 , Page 106	Data Digitization- Ration Card	If the pages are of different sizes then what will be volume distribution for each size of pages?	The sample record is part of the RFP. However there could be some variation from location to location, which shall be known during field level implementation only..
95	Volume II Section 6.5 , Page 106	Data Digitization- Ration Card	What will be number of supporting documents, if any that needs to be scanned per Ration Card?	The sample record is part of the RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
96	Volume II Section 6.5 , Page 106	Data Digitization- Ration Card	What will be the different entries that needs to be entered for a ration card record?	The sample record is part of the RFP.
97	Volume II Section 6.5 , Page 106	Data Digitization- Ration Card	What will be the average number of fields per ration card record and what will be the average number of characters per fields?	The sample record is part of the RFP.
98	Volume II Section 4.3.4. Page 49,	Data Digitisation & Data Migration	Please provide more details in regards to pilot project digitization. Any detailed documentation would be great help.	The data digitization is not in scope of Pilot SI. The activity has been undertaken by department separately.
99	Volume II Section 4.3.4.4. Page 53	under please note section	Is there any OCR (scanning software like Kofax, etc.) used in Pilot project? If yes please provide details.	No.
100	Volume II Migration of Legacy Data page 13	Integration of existing applications being used in the state shall not be possible unless the legacy data in the local language is compliant to Unicode version 6.0 or above. In some cases, this legacy data therefore will need to be converted to Unicode 6.0 (or	1. Please share the amount of legacy Data to be Migrated to Unicode 6.0. 2. Is this Data available in the Pilot Application , If not then in which format or formats is this data available. 3. Please name the services for which	The volume of data required to be migrated is provided under ANNEXURE II. Form 2A.G of volume I of the RFP. This data is not

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		latest version).	this data is available and is this data is available centrally or in distributed locations.	available in pilot application. Also data is not available at one central location.
101	Volume II Section 6.5.2. Page 106	Data Migration	What are the data sources for data migration? Existing Arms license, Marriage, etc data are kept in database like SQL or access or in files like excel or text file?	In most of the cases the data is in databases. However there could be variation in terms of the databases.
102	Volume II Section 6.5.2. Page 106	Data Migration	What is the approximate volume of data to be migrated?	The volume of data required to be migrated is provided under ANNEXURE II. Form 2A.G of volume I of the RFP.
103	Volume II page 52	SI shall ensure complete data cleaning and validation for all data migrated from the legacy systems to the new application.	Request you to let us know the scope for Legacy data migration.	The volume of data required to be migrated is provided under ANNEXURE II. Form 2A.G of volume I of the RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
104	Volume II Section 4.3.2.2. VIII Page 29,	Digital Signature	Are biometric/digital signatures being used in the current pilot project? If yes please provide software details.	At present the only the digital signatures are being used in the pilot districts.
105	Volume I Section FORM 2A SECTION C, PAGE 82	DOCUMENT MANAGEMENT SYSTEM	How many users will be using the DMS (Document Management System)? How many users will do the scanning of the documents?	The user details are provided in the RFP.
106	Volume I Section FORM 2A SECTION H, PAGE 85	Training	No of users mentioned is 8700 for training purpose…is this also the number of users for the DMS/Workflow?	The user details are provided in the RFP.
107	Volume II Section 4.3.6 Point IX, Page 56	For carrying out the sizing of the SDC infrastructure the SI may take into consideration the following factors…	Pls specify total number of DMS/ Worksflow users - GSK = 2112 , Suwidha Center = 115 *6, Departmental = 8000 i.e. total users = 2112 + 690 + 8000 = 10802?	The user details are provided in the RFP.
108	Volume II Section 4.3.6 Point IX, Page 56	There shall be approx. 8000 users, who shall access the eDistrict application through approx. 2250 desktops. However these numbers could vary on either side during field	Does this mean that there will be maximum of 2250 users logging in simultaneously? Kindly also advise that the license need to be provisioned for how many users ?	The user details are provided in the RFP. The SI needs to provision the number of licenses as per the

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		implementation.		RFP requirements.
109	Volume II Section 4.3.3 page 48	The LAN within an office shall not only connect the IT infrastructure to be supplied under this bid but also the present infrastructure (like desktops/ printers/ scanners) with the officials involved in the services under e-District project,	Kindly clarify that the existing desktops available with various departmental officials involved in the services under eDistrict project are not allowed to access the eDistrict application. There is a Major and critical change in the requirements from the earlier RFP to this new RFP - restricting the departmental users to access Web based application only from the 2250 desktops. We would request you to specify the total no. of departmental users without mentioning any restriction on specific desktops to access the web based application. This may not be practical and in best techno-commercial interests of the state.	As per RFP
110	Volume II Section 4.3.6 page 56	There shall be approx. 8000 users, who shall access the eDistrict application through	Kindly confirm if within these approx 8000 users , State would pay any additional CAL (Client Access License) /	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		approx. 2250 desktops. However these numbers could vary on either side during field implementation.	User / Desktop license cost , in case departments decide to access eDistrict application from existing desktops to improve citizen service delivery. There is a major and critical change in the RFP requirements which may restrict the state / departments to access the eDistrict application from any existing department desktop for these approx 8000 users.	
111	Volume II Section 4.3.6 page 56	There shall be approx. 8000 users, who shall access the eDistrict application through approx. 2250 desktops. However these numbers could vary on either side during field implementation.	Kindly clarify if the State would provision additional desktops to improve service delivery over the project duration for these 8000 desktops. Kindly confirm if within these approx 8000 users, State would pay any additional CAL (Client Access License) / User / Desktop license cost , in case state decides to add additional desktops. We would also like to highlight that though this kind of restrictive specification may not be in the best	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			techno-commercial interest of the department but specifically suits the licensing scenarios of a OEM	
112	Volume II Section 4.3.5 page 54	Site Preparation - To ensure adequate number of LAN ports so as to ensure flexibility of operations by the officials.	Kindly clarify that if as per this flexibility state decides to augment operations by adding more desktops on these LAN Ports , Would State pay any additional CAL (Client Access License) / User / Desktop license cost , in case state decides to add additional desktops(within these approx 8000 users). There is a Major and critical change in the RFP which may restrict the State to allow eDistrict application access from any New Desktops procured by State / Department during the project period for these approx 8000 users.	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
113	Volume II Section 6.6.3 page 115	Networking BOM- 24 Port Switch - 50, 16 Port Switch - 200, 8 Port Switch - 1250 >> Total Approx Switch Ports = 14400	Kindly clarify that if as per this flexibility state decides to augment operations by adding more desktops on these LAN Ports , Would State pay any additional CAL (Client Access License) / User / Desktop license cost , in case state decides to add additional desktops(within these approx 8000 users). There is a Major and critical change in the RFP which may restrict the State to allow eDistrict application access from any New Desktops procured by State / Department during the project period for these approx 8000 users.	As per RFP.
114	Volume II Section 4.3.6 page 57	SI shall be required to give a successful load testing report for at-least 1000 concurrent users. However this number shall not be taken as reference by the System Integrator with regard to maximum number of concurrent users. During actual operation he actual number of concurrent users could be higher than	Kindly clarify if these 1000 or higher no. of concurrent users would come only from these 2250 desktops, or the state is expecting departmental users to access web based application from existing departmental desktops as well as state may provision additional desktops for these approx 8000 users.	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		this.		
115	Volume II Section 4.3.6 page 57	No of BI Tool users - Approximate 50 users accessing the tool through approx. 50 devices.	The earlier RFP did not specify such restriction of only 50 Users and further restricted access through 50 desktops only. The RFP clearly stated the Dashboard view requirements and unlimited real-time KPI dashboard requirements , keeping in view the requirements of Officers at various Departments , across various Services as well as across geographical locations i.e. State , District etc. (10 Departments , 47 Services, 22 Districts etc) . Kindly clarify for which all users & departments, from the Original RFP, the real-time KPI dashboard view/Dashboard services has been withdrawn. Kindly note that even for 10 Departments, 47 Services - The no. of KPI Dashboard/Services Dashboard	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			users may be seen as Atleast 10 users per Department at State HQ (across various Services for that Department) Atleast 2 users per Department at District HQ In addition, there are approx 73 Tehsils , 40 Sub-tehsils and 135 blocks as understood from RFP) This is a Major & critical change in RFP requirements & We would also like to highlight that though this kind of restrictive specification may not be in the best techno-commercial interest of the department but specifically suits the licensing scenarios of a OEM We would request you to allow KPI Dashboard/Services Dasboard to various Officials across Departments/Services across various Geographic locations as per the earlier RFP.	
116	Volume II Section 6.2 page 98	System should provide dashboard view to various officials on different	The earlier RFP did not specify such restriction of only 50 BI Tool Users and	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		aspects like: Ø Number of services Ø Status Ø Fees received Ø Etc.	further restricted access through 50 desktops only. The RFP clearly stated the Dashboard view requirements and unlimited real-time KPI dashboard requirements , keeping in view the BI requirements of Officers at various Departments , across various Services as well as across geographical locations i.e. State , District etc. (10 Departments , 47 Services, 22 Districts etc) . Kindly clarify for which all users & departments, from the Original RFP , the real-time KPI dashboard view/Dashboard/BI services has been withdrawn. We would request you to allow KPI Dashboard/Services Dasboard to various Officials across Departments/Services across various Geographic locations as per the earlier RFP. Kindly note that even for 10 Departments, 47 Services - The no. of	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			BI users may be seen as Atleast 10 users per Department at State HQ (across various Services for that Department) Atleast 2 users per Department at District HQ In addition, there are approx 73 Tehsils , 40 Sub-tehsils and 135 blocks as understood from RFP)	
117	Volume II Section 4.3.2.1 page 24	Department Names & Services names are provided	Kindly clarify if approx 4 Users will share One Desktop as restricted in the RFP. Kindly refer to the no. of Services across various Departments as welll as across multiple geographic locations specified in the RFP. Kindly confirm if such restrictive desktop access and shared desktop access is practically feasible. As understood from the RFP, approx there are 10 Departments and 47 Services across these departments & further these departmental locations spread across state level offices, 22	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			Districts, 73 Tehsils, 40 Sub-tehsils, 135 Blocks . Kindly clarify if across such departmental spread and across such geographic location spread if it is feasible to share desktops amongst various eDistrict officials.	
118	Volume II Section 4.3.6. Supply / Procurement of IT Infrastructure at SDC	No of BI Tool users - Approximate 50 users accessing the tool through approx. 50 devices.	Functional requirements state that the reporting tool should have the ability to define unlimited real-time KPI dashboards and generate various reports. Can we propose an open source /customized BI platform for the Proposed solution.	SI has to provide a solution which meets the requirements of the Project and RFP.
119	Volume II Section 4.3.3. Network Connectivity RFP Volume II	V. The LAN within an office shall not only connect the IT infrastructure to be supplied under this bid but also the present infrastructure (like desktops/ printers/ scanners) with the officials involved in the services under e-District project,	Please provide list of equipment to be connected as there will be limitation on the Network equipment as required in this RFP	The exact number shall be known during field implementation.

Response to Queries Related to Request for Proposal (RFP) for State Wide Roll Out of eDistrict Project in Punjab

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
120	Volume II Section 4.3.6. Supply / Procurement of IT Infrastructure at SDC	No of BI Tool users - Approximate 50 users accessing the tool through approx. 50 devices.	Functional requirements state the the reporting tool should have the ability to define unlimited real-time KPI dashboards and generate various reports. It should be applicable for all the users rather than limiting the reporting users to only 50	The requirements are provided in the RFP.
121	Volume II Section 4.3.6. Supply / Procurement of IT Infrastructure at SDC	Should include out-of-box reports via a built-in reporting engine	Since the functional requirements state about the reporting feature to be available out of box, kindly remove the requirement to supply only 50 users for BI	As per RFP.
122	Volume II Page 14	The implementation in the states is proposed to be carried out in phased manner. During the first phase a set of 10 services, out of total 47 services, shall be selected and implemented across all the districts. Thereafter next set of 25 services shall be implemented across all the districts during the second phase and the remaining services shall be made live during the third phase of the	We understand that the existing Application (STQC Tested) shall be given to the SI to rollout across the State. Kindly confirm that the Non-Functional Requirements shall be applied to EDA Version 2.0 without changing the existing Technology.	Please refer to RFP Volume II Section 4.3.1.1 (XII), which is self-explanatory.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		project. The updated/ modifies version of the eDistrict application shall be rolled out in the fourth phase. (For details please refer to section 5 of this volume).		
123		General Query-DC & DR	DO you need all the servers in DR or only Back-up server required? Please confirm.	Requirements mentioned in section 4.3.11
124	General Query		During normal operations do you want to monitor DR systems over the WAN? Please confirm.	Yes during normal operations also SI need to monitor the IT infrastructure at backup site.
125	General Query		Do you want EMS, NMS, Helpdesk servers to be proposed for DR site as well? Please confirm.	Requirements mentioned in section 4.3.11
126	Volume II Section 4.3.11. Business Data Protection & Continuity Planning, Page 69	SI also needs to ensure consistency of the data being replicated at the backup site. PSeGS may ask testing of the same any time.	Request you to kindly Clarify : 1. Do Bidder need to Provision minimum amount of HW in DR for each server role in DC 2. Do DR should support admin related functionality to work in case of failure	The Requirements w.r.t. backup site is clearly mentioned in section 4.3.11 of volume II of RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			3. Do the HW in DR should enable to test out regular failover drills and sanity of the data to ensure near zero dataloss 4. Do DR should be based on native database based data replication.	
127	Volume II Section 4.3.11 Business Data Protection & Continuity Planning/ Vol 2/ Page 69	SI needs to connect the eDistrict application hosted at DC & backup site infrastructure, in an asynchronous mode and ensure data backup in an incremental manner, which means as soon as a transaction is successfully registered at data centre, the same (including all data and document) shall be replicated to the backup site.	1. The replication between DC and Backup site should be in Synchronous mode to replicate data transactions without any data loss. 2. For synchronous replication Backup site with should be within 20-30 KM from DC and should be connected through optical fiber connectivity. 3. We understand that there is SAN to SAN replication between DC and Backup Site for data availability. Running application from Backup/DR site is not in scope of this RFP. Only backup servers are required to maintain backup. Please confirm our understanding is correct.	1. As per RFP. 3. Yes. However detailed scope if mentioned in volume II of the RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
128	Volume II Section 4.3.3. Network Connectivity Point no IV, Page no. 49, Vol II	VI. System Integrator shall also provide NMS licenses, using which one should be able to monitor, from a central place, the health of all network devices under the eDistrict network. The NMS shall be compatible with the NMS used under PAWAN project. The details of which are provided under this RFP.	NMS licenses are asked as part of this requirement. Also it's been asked that NMS being proposed should be compatible with existing NMS which as per the details provided in RFP is from Computer Associates. Please elaborate the expectations in terms of compatibility that's been asked.	EMS/NMS shall be able to capture the alerts from any other EMS/NMS.
129	General Query		Do you want EMS, NMS, Helpdesk systems to be proposed in High Availability mode or are these required in stand-alone mode? Please confirm.	The proposed system should be able to meet the SLA requirements of the RFP.
130	General Query		Do you want EMS, NMS, Helpdesk servers to be proposed for DR site as well? Please confirm.	The backup site requirement has been clearly laid in the RFP.
131	Volume II Page 49	VI. System Integrator shall also provide NMS licenses, using which one should be able to monitor, from a central place, the health of all	This means that the state has a NMS running under PAWAN set-up, the bidder can either use the same or should provide additional licenses for	If SI wants to use existing NMS, he needs to provide additional licenses (of

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		network devices under the eDistrict network. The NMS shall be compatible with the NMS used under PAWAN project. The details of which are provided under this RFP.	the e-District setup to ensure compatibility. Kindly confirm?	existing PAWAN NMS) otherwise a new NMS as per the requirement of RFP. In both the cases SI is required to carry out the hardware sizing (including server).
132	Volume II Page 49 of	VI. System Integrator shall also provide NMS licenses, using which one should be	We understand that Proposed NMS should integrate with existing NMS at PAWAN and the eDistrict upcoming locations will be connected to "PAWAN" pops for Integrated Network Connectivity.	As per RFP.
133	Volume II Page 49 of	able to monitor, from a central place, the health of all network devices under the eDistrict network. The NMS shall be compatible with the NMS used under PAWAN project. The details of which are provided under this RFP.	Please confirm from integration with existing network fault management perspective are you looking at single console depicting "complete network topology" showcasing clearly the connectivity links between SWAN POPs and eDistrict routers without rediscovering SWAN devices in proposed NMS?	The proposed system should capture all network devices under edistrict project and should be able to capture the alerts from any other EMS/NMS.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
134	Volume II Page 139	6.7. PAWAN NMS details CA eHealth Version -6.2.2 CA Spectrum Version – 8.1 , likely to be upgraded to 9.2 soon.	Punjab State has already invested & deployed NMS / Helpdesk tools in their State Wide Area Network (SWAN). All of the requirements asked for NMS / Helpdesk & relevant SLA monitoring in the Punjab e-District RFP can be met & achieved by utilizing & extending the existing NMS / Helpdesk licenses in SWAN with possibly no additional requirement of Hardware & almost zero implementation cost & pain. Kindly confirm if the state encourages to extend \ integrate the same family of NMS \ Helpdesk tools in the SWAN to monitor Punjab e-District infrastructure & its respective SLAs in order to have unified integrated monitoring system across SWAN & e-District service delivery…	As per RFP.
135	Volume II Page 139	6.7. PAWAN NMS details CA eHealth Version -6.2.2 CA Spectrum Version – 8.1 , likely to be upgraded to 9.2 soon.	We believe there is a Helpdesk tool also running in the PAWAN set-up, Kindly confirm the make & model?	Details aready provided in RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
136	Volume II Page 72 of	The proposed solution should be able to monitor the IP address of the system from where a request is received.	By this do you mean that the solution should monitor the IP address of the end machine used by the end users (citizen, admins, employees, etc) from where the request is received.	The edistrict application should be able to record the IP address of the system from where the request has been received.
137	Volume II Page 8	Glossary of Terms: "Contract / Agreement / Contract Agreement / Master Service Agreement" means the Agreement to be signed between the successful bidder and PSeGS, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.	Bidder submits that since the Contract will be a comprehensive document covering all aspects of the transaction and superseding any prior communications, reference to the RFP in the adjacent provisions should be removed.	As per RFP.
138	Volume II Section 4.5. General Requirements, Page 82	Please note that this is only an indicative list. Any other activity, over and above these, as may be deemed necessary by the selected Bidder to	The Bidder should only be required to perform the activities as mutually agreed by the parties in the SOW document and should not be required	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		meet the service levels and requirements specified in this Contract are also required to be performed by the selected Bidder at no additional cost.	to perform or deliver any additional service or supply any additional products. Request deletion of this clause.	
139	Volume II Section 4.6.2, page 83	Transfer of Assets	Bidder submits that the software as an asset cannot be transferred and therefore an exception to the same needs to be mentioned in the clause.	Please refer section 4.3.8. & 4.3.2.22.
140	Volume II Section 4.6.6, page 85	4.6.6. Transfer of Certain Agreements On request by the Punjab State e-Governance Society or its nominated agency the 'System integrator' shall effect such assignments, transfers, licences and sub-licences as the PSeGS may require in favour of the PSeGS, or its Replacement 'System integrator' in relation to any equipment lease, maintenance or service provision agreement between 'System integrator' and third party lessors, vendors, and which are related to the services and reasonably necessary for	The requirement of transfer of certain agreement should be removed as it may not be possible for the bidder to provide transfer the agreements because the other party has to agree to such transfer therefore the PSeGS should itself negotiate terms and commercials with the third parties.	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		the carrying out of replacement services by the Punjab State e-Governance Society or its nominated agency or its Replacement 'System integrator'.		
141	Volume II Section 4.3.2.14. Compliance with Industry Standards Page 39	V. Scanned documents TIFF (Resolution of 600 X 600 dpi)	The industry standard for document TIFF is at 150 Dpi. 600 Dpi will increase the storage and bandwidth requirements. Request to change the same	As per RFP.
142	Volume II Section 4.3.2.17.1 Page 41	During any stage of the project implementation, PSeGS may ask the SI to station the development team in Chandigarh/ or at a place decided by PSeGS, at its own cost.	Please limit the location of work within the state of Punjab (District HQ)	The location shall be limited to Chandigarh and State of Punjab, with the cost borne by SI.
143	Volume II Section 4.3.1.1. Page 21	Requirements Traceability Matrix	As mentioned in RFP, Source code and supporting artefacts being produced during pilot phase will be handed over to State-wide SI. What would be scope of changes in pilot application being envisaged at the initial stage?	SI shall be required to integrate the changes/ feedback received during the field level implementation and also some initial changes as per

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
				learning from Pilot implementation.
144	Volume II Section 4.1 scope of the project-Introduction	Implementation time line is 10 months	Kindly clarify the following: Whether SI has to complete all the 4 phases in 10 months? Means all the activities like completion of requirement gathering, preparation of SRS, HLDD, LLDD, Designing & Development of 47 services, customization 10 existing services, STQC certification, modification of existing application, migration, digitization in English & Punjabi, data conversion, necessary integration, supply & installation of hardware & NW, site preparation, training, supply of Digital Signature etc. needs to be completed within 10 months and then only O&M period will start? Please confirm it, Effort estimation needs to be done	The scope of work for phase I to IV is to completed in 10 months only,

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			accordingly.	
145	Common	Go-Live will be made in 4 phases, 5 years support period will be calculated from the end of 4th phase?	Request Govt. to please clarify.	As per section 5.1 of volume II of RFP.
146	Volume II page 29, integration of digital Signature with e-District application	Whether server side verification is required or not?	If so, server side form signer component need to be procured.	As per RFP
147	Common	Application & database migration during shifting of DC to SDC, effort calculation required here	Need to check the volume of work and effort calculation require here for 4th Phase go-live	Complete details are provided in the RFP. Bidder need to estimate the effort required.
148	Common	Details of balance 37 services to be rolled out in phase II & III	Whether FRS is prepared for the balance 37 services? Whether received singed off?	The FRS for all 47 services (implemented under pilot phase) has already been developed under pilot phase.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
149	Common	Details of modification require in FRS/SRS and application	Volume needs to be calculated accordingly	As per RFP
150	Common	Hardware specification of existing environment is not mentioned. Required concurrent users in existing environment and pick time resource utilization.	details required	Sufficient details pertaining to pilot application and hardware are provided in the RFP.
151	Common	Time line for the preparation of State Data center is not defined which will affect the overall roll out		The SI shall be required to host the servers at temporary data center located at MGSIPA, Sector 26. When the State data center is operational, the SI shall be required to migrate all eDistrict equipments to SDC.
152	Common	Detailing of GAP Infrastructure equipments is not mentioned		The bill of material is provided in the RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
153	Volume II	Requirement of content manager, not found in BOM.		As per RFP.
154	Volume II Section 4.3.2.23. Intellectual Property Rights (IPR), Page 48	The IPR of the Pilot e-District application as provided to the System Integrator at the beginning of the project, the modification/ updation/ customization done by system integrator in the same and the final solution deployed by the system integrator, in any case, shall rest with PSeGS. The SI shall at no point of time, be in a position to claim right over any information / solution provided as a part of this bid. PSeGS in no case shall be held responsible for any IPR violation done by the System Integrator while executing the scope of work of this RFP.	The IPR of the Pilot e-District application as specifically and exclusively developed by the System Integrator and provided to the System Integrator during the term of the project, the modification/ updation/ customization done by system integrator in the same and the final solution deployed by the system integrator, in any case, shall rest with PSeGS provided all the payments due to the System Integrator for the deliverables rendered (including the final solution) pursuant to the Agreement have already been paid by PSeGS to the SI. The SI shall at no point of time, be in a position to claim right over any information / solution specifically and exclusively developed	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			by the SI and provided as a part of this bid. Third party IPR shall be governed by the terms of the applicable end user license agreement (EULA). All pre-existing IPR of the SI including the modification/ updation/ customization/ improvement or derivative works thereof shall be rest with the SI. PSeGS in no case shall be held responsible for any IPR violation done by the System Integrator while executing the scope of work of this RFP unless such violation results from requirements, instructions or specification of PSeGS.	
155	Volume II Section 4.3.9.2. Training Requirements, Page 61	v. The course material shall be first approved by PSeGS and then only shall be handed over to the trainees.	Bidder suggests that this provision be revised as under: v. The course material shall be first approved by PSeGS and then only shall be handed over to the trainees in soft form. Training material, if any, shall be provided in soft form only.	The training material shall be handed over to the trainees in hard copy shape as well. A copy of the same shall be uploaded on the eDistrict portal for ready reference of

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
				the trainees.
156	Volume II Section 4.5. General Requirements, Page 81	4.5. General Requirements I. Licensing Requirements A. All system software, licenses, etc. have to be procured in the name of the Punjab State e-Governance Society B. The licenses should be perpetual and enterprise wide for the core application and other software unless otherwise stated. The software licenses shall not be restricted based on location and the Punjab State e-Governance Society should have the flexibility to use the software licenses for other requirements, if required	Bidder suggests that this provision be revised as under: 4.5. General Requirements I. Licensing Requirements A. All system software, licenses, etc. have to be procured in the name of the Punjab State e-Governance Society and shall be governed the terms of the applicable end user license agreement (EULA). B. The licenses should be for the duration of the project and enterprise wide for the core application and other software unless otherwise stated. The software licenses shall not be restricted based on location and the Punjab State e-Governance Society should have the flexibility to use the software licenses for other requirements, if required	As per RFP
157	Volume II Section 4.5. General Requirements, Page 82	III. Warranty and Support A. The selected Bidder shall warrant	Bidder suggests that this provision be revised as under:	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		that the IT Infrastructure supplied to the State for this Project shall have no defects arising from design or workmanship or any act or omission of the selected Bidder. The warranty shall remain valid for the Contract period on all the items supplied as per the Contract. B. The selected Bidder shall replace any parts/ components of the IT infrastructure supplied for the Project if the components are defective and during the entire warranty period the selected Bidder shall apply latest upgrades for all the hardware components after appropriate testing. The PSeGS will not pay any additional costs separately for warranty and the overall IT infrastructure cost quoted by the selected Bidder shall include the same.	III. Warranty and Support A. Subject to the warranty exclusions in the Agreement, the selected Bidder shall warrant that the IT Infrastructure supplied to the State for this Project shall have no defects arising from design or workmanship or any act or omission of the selected Bidder. The warranty shall remain valid for the Contract period on all the items supplied as per the Contract. B. The selected Bidder shall replace any parts/ components of the IT infrastructure supplied for the Project if the components are defective and during the entire warranty period the selected Bidder shall apply latest updates for all the hardware components after appropriate testing. The PSeGS will not pay any additional costs separately for warranty and the overall IT infrastructure cost quoted by the selected Bidder shall include the	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			same.	
158	Volume II Section 4.6.2. Transfer of Assets, Page 83	4.6.2. Transfer of Assets I. PSeGS shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub-contractors to provide the PSeGS with a complete and up to date list of the Assets within 30 days of such notice. PSeGS shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to PSeGS or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.	Bidder suggests that this provision be revised as under: 4.6.2. Transfer of Assets I. PSeGS shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub-contractors to provide the PSeGS with a complete and up to date list of the tangible Assets which can be transferred to the PSeGS within 30 days of such notice. PSeGS shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the tangible Assets, if any, to be transferred to PSeGSor its nominated agencies at book value of the SI as determined as of the date of such notice in accordance with the provisions of	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			relevant laws.	
159	Volume II Section 4.6.2. Transfer of Assets, Page 83	E. The outgoing SI will pass on to PSeGS and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favourable to PSeGS/Replacement SI, than that enjoyed by the outgoing SI.	Bidder suggests that this provision be revised as under: E. The outgoing SI will pass on to PSeGS and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favorable to PSeGS/Replacement SI, than that enjoyed by the outgoing SI subject to agreement of the relevant third party.	As per RFP
160	Volume II Section 4.6.3.Cooperation and Provision of Information, Page 84	II. Promptly on reasonable request by the PSeGS, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the	Bidder suggests that this provision be revised as under: II. Promptly on reasonable request by the PSeGS, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		System integrator or sub-contractors appointed by the <<'System integrator'>>). The PSeGS shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The System integrator shall permit the PSeGS or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the PSeGS to understand the methods of delivery of the services employed by the System integrator and to assist appropriate knowledge transfer.	material aspect of the services (whether provided by the System integrator or sub-contractors appointed by the <<'System integrator'>>). The PSeGS shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The System integrator shall permit the PSeGS or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the PSeGS to understand the methods of delivery of the services employed by the System integrator and to assist appropriate knowledge transfer. ThePSeGS shall maintain confidentiality of the information shared by the SI.	
161	Volume II Section 4.6.5. Employees, Page 85	I. Promptly on reasonable request at any time during the exit management period, the 'System integrator' shall, subject to applicable laws, restraints	Bidder suggests that this provision be revised as under:	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		and regulations (including in particular those relating to privacy) provide to the PSeGSor its nominated agency a list of all employees (with job titles) of the 'System integrator' dedicated to providing the services at the commencement of the exit management period. II. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the 'System integrator' to the PSeGSor its nominated agency, or a Replacement 'System integrator' ("Transfer Regulation") applies to any or all of the employees of the 'System integrator', then the Parties shall comply with their respective obligations under such Transfer Regulations. III. To the extent that any Transfer Regulation does not apply to any		

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		employee of the 'System integrator', department, or its Replacement 'System integrator' may make an offer of employment or contract for services to such employee of the 'System integrator' and the 'System integrator' shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the PSeGS or any Replacement <<'System integrator'>>.		
162	Volume II Section 4.6.6. Transfer of Certain Agreements, Page 85	4.6.6. Transfer of Certain Agreements On request by the Punjab State e-Governance Society or its nominated agency the 'System integrator' shall effect such assignments, transfers, licences and sub-licences as the PSeGS may require in favour of the PSeGS, or its Replacement 'System integrator' in relation to any equipment lease, maintenance or service provision agreement between 'System integrator' and third party lessors,	Bidder suggests that this provision be revised as under: 4.6.6. Transfer of Certain Agreements On request by the Punjab State e-Governance Society or its nominated agency the 'System integrator' shall at Punjab State e-Governance Society's cost and subject to consent of the relevant third party effect such assignments, transfers, licences and sub-licences as the PSeGS may require in favour of the PSeGS, or its	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the Punjab State e-Governance Society or its nominated agency or its Replacement 'System integrator'.	Replacement 'System integrator' in relation to any equipment lease, maintenance or service provision agreement between 'System integrator' and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the Punjab State e-Governance Society or its nominated agency or its Replacement 'System integrator'.	
163	Volume II Section 4.6.7. Rights of Access to Premises, Page 86	II. The 'System integrator' shall also give the PSeGS or its nominated agency or its nominated agencies, or any Replacement 'System integrator' right of reasonable access to the Implementation Partner's premises and shall procure the PSeGS or its nominated agency or its nominated agencies and any Replacement 'System integrator' rights of access to relevant third party premises during	Bidder suggests that this provision be revised as under: II. The 'System integrator' shall also give the PSeGS or its nominated agency or its nominated agencies, or any Replacement 'System integrator' right of reasonable access to the Implementation Partner's premises and shall procure the PSeGS or its nominated agency or its nominated agencies and any Replacement 'System	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the PSeGS or its nominated agency, or a Replacement 'System integrator'.	integrator' rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the PSeGS or its nominated agency, or a Replacement 'System integrator'. The PSeGS or its nominated agency, or a Replacement 'System integrator' shall comply with security and confidentiality guidelines of the Systems Integrator and relevant third party.	
164	Volume II Section 4.6.9. Exit Management Plan, Page 87	VI. During the exit management period, the 'System integrator' shall use its best efforts to deliver the services. VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.	Bidder suggests that this provision be revised as under: VI. During the exit management period, the 'System integrator' shall use its reasonable efforts to deliver the services in accordance with the Exit Management plan. VII. Payments during the Exit Management period shall be made in	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			accordance with the Terms of Payment Schedule. Notwithstanding any other provision, the parties shall agree on the commercial relating to exit management period in the Exit Management Plan.	
165	Volume II Section 4.1.1.1. Design Considerations, Page 16	Application will be hosted centralized at MGSIPA, Sector 26, Chandigarh and all the users will access the application over PAWAN (Punjab Wide Area Network – SWAN in Punjab).	Clarification: As it has been mentioned in RFP that all the application will be hosted centralized and all the E-District location will connect to PAWAN PoPs to access these applications, kindly advise if all the 1000 E-District locations/ routers will connect individually to PAWAN PoPs? Or it is planned to aggregate these location and create kind of sub-PoP to PAWAN and then connect to PAWAN. In case aggregation location need to be created, please not for aggregation location asked specification router would not be sufficient both in terms of performance and as well in terms asked interfaces, so kindly advise if you will	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			provide the separate set of specifications for aggregation locations? Remarks It is highly recommended that a tiered Network architecture is proposed for connecting user sites to Pawan. Without any clear indications, a flat network converging on Pawan will contribute to serious issues on scalability and availability of PAWAN. Accordingly we recommended Specifications for Mini-Pop Routers as follows: MIn performance of 300 Kpps, Support of Channelized E1, Support for Redundant Power Supply. The Mini POP should support 2 10/100/1000 for WAN and 8 10/100/1000 for LAN interfaces.	
166	Volume II Section 4.3.3. Network Connectivity, Page 48, Point I.	In Punjab SWAN (PAWAN) is already operational across the State with 4 Mbps vertical connectivity up to District and 2Mbps from District to	Clarification: As it has been mentioned in the RFP that all the E-District locations (1000 Routers) will connect to PAWAN PoPs, please advise who will	This scope of work regarding PAWAN POP, shall be taken care by PAWAN

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		block level. Total 196 PoPs (Point of Presence) are operational across the state. The district & block would be connected to the nearest PAWAN PoPs. The selected Bidder shall ensure the complete local area networking at the field offices.	take care of the interface requirement and connectivity at PAWAN POPs to accommodate E-District locations? Also you are request to provide the details of the routers available at PAWAN PoP so that compatibility can be verified.	operator. However SI shall provide necessary support and will coordinate with PAWAN operator for establishing connectivity.
167	Volume II Section 4.3.3. Network Connectivity, Page 48	Network connectivity - PAWAN Topology	Clarifications: You are request to provide the details of PAWAN WAN current topology. Pls advise what all services currently running on PAWAN Network like voice, video, data, encryption and security services, should also get extended to E-District locations through E-District routers? This would ensure that there is clear synergy and integration being provisioned on E District Network with current PAWAN Network	The required details could be provided to selected bidder. All the eDistrict offices shall become a part of the PAWAN and all services running on PAWAN will get extended to these offices as and when required by the State. The State has all the rights to utilize the network

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
				infrastructure for any other purpose
168	Volume II Section 4.1.1 page 16,	The application would be web based application and accessible over a standard browser.	Request Govt to specify which particular browser or all the popular browser in market. We recommend that the solution should be compatible with all the popular browsers available in market such as IE 6.0 & above, Google Chrome, Firefox Mozila, Safari.	All commonly used browsers including but not limited to IE 6.0 & above, Google Chrome, Firefox Mozila, Safari.
169	Volume II Section 4.3.1.1 page 20	The source code of the Pilot e-District application shall be handed over to the System Integrator at the start of the project along with other relevant documents like Functional	We request Govt. to allow SI to propose its own fitting solution to replace existing solution which is developed by some other company. Modifying existing solution developed	Please refer to RFP Volume II Section 4.3.1.1 (XII), which is self-explanatory.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		Requirement Specification (FRS), System Requirement Specification (SRS) & Application user manual etc. The existing pilot SI (System Integrator) shall provide all necessary Knowledge transfer related to the Pilot eDistrict application, Source code, and implementation methodology to the State wide roll out SI.	by some other company might bring compatibility issues while we have fitting solution which can take care of all the requirements being taken care by existing solution as of now. Keeping existing solution might bring integration issues and may be technological challenges as it is required to be integrated with almost everything being developed from scratch. Existing solution might bring in limitations in choosing technology for new development.	
170	Volume II page 26, Point A-i (eDistrict Application)	The e-District portal is already existing, so new SI will be required to make changes	Require clarification for this requirement	SI shall be required to make changes w.r.t. content, look & feel, performance & feedback provided by other stakeholders.
171	Volume II page 99, Point 22	Should be able to generate at-least 10 standard reports for each service	Request you to let us know what kind of reports are required.	The reports here are MIS reports pertaining to service acceptance & delivery

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
				happening through the eDistrict application.
172	Volume II Section Point 32 page 99	The solution should be completely modular and should allow the organization to add the additional service management modules on a need basis in future	Request you to let us know the scope of additional modules that can be added in system later.	Bidder need to provide unit rates for addition of 10 more services other than 47 under pilot implementation. The SI shall be paid as per actuals on the basis of total number of additional services developed.
173		Request	Bidder should be allowed to implement edistrict application already developed for other states (with STQC) with necessary modifications for Punjab without compromising any stipulated time deadline.	AS per RFP.
174	Volume II Section 5.6.3 Tender Evaluation/Clause II/Page # 20	4.3.2.3. Guidelines for Reusing eDistrict Pilot Applications The pilot e-District application shall be	We understand that STQC certification for pilot e-District application will be done by Existing Implementing agency	The pilot application to be given to State Wide SI at the start of

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		STQC certified and thereafter will be used for State wide roll out.	before/on start of T0 Milestone/date of signing contract.	the project shall be STQC certified and the STQC certification of pilot application is the responsibility of Pilot SI.
175		General query	Network infrastructure for the DC needs to be defined such as core switch, firewalls, load balancers, routers, etc.	SI shall make use of PAWAN core switch for the purpose of connectivity of eDistrict Infrastructure with PAWAN.
176		General query	Integration with PAWAN- Can bidder use existing PAWAN core switch?	
177	Volume II Page 55, Pt III	None of the IT Infrastructure proposed is declared "End-of-Sale" by the respective OEM in next 2 years as on date of submission of Bid.	Given the pace at which technological changes are taking place - we recommend that the state should be looking at the support availability for the next 3 years rather than 'End of Sale'. Kindly change it to "All the IT Infrastructure proposed should be supported by the respective OEM for next 3 years.	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
178	Volume II Section 6.6.1 Page 114,	Bill of Material	Are currently used SQL 2008 and Windows server 2008 covered under software assurance? Please provide the licensing details for OS and database.	No.
179	Volume II Section 1.2 Service Level Agreements (SLAs)/Supply, Installation & Commissioning Phase Page 94	1. Supply, installation and Commissioning of hardware – SDC 2. Supply, installation and Commissioning of hardware – Field Offices	1. There will be no penalty imposed to SI in case of any Delay Including but not limited to existing Application, Site readiness, Any Government Approvals etc. which is not contributed to SI. 2. For any delay contributed by department/Existing agency/ Existing application, project timeline will be extended for delay and compensation will be given to SI for delay.	Penalty shall be imposed on the SI only because of the reasons solely attributable to the SI.
180	Volume II Page 33 Offline Service Capabilities	The Offline capability should be developed and the System shall allow to import and submit the saved e-form that has been filled offline. Hence, the offline capability should be additional feature of application which can be utilized in specific conditions	We understand that the application shall be deployed in Offline mode, This means that Database and application installations shall be performed at end user level (GSK & Suwidha Centers).please confirm the Total number of deployments to be performed for Offline Capability of the applications.	The deployment details are already given in RFP. Total number of deployments will be as per need basis.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
181	Volume II Page 33	Offline Service Capabilities: he Offline capability should be developed and the System shall allow to import and submit the saved e-form that has been filled offline. Hence, the offline capability should be additional feature of application which can be utilized in specific conditions. I. It is required to develop offline server capabilities for e-District application so that at-least one counter at each Suwidha center/ GSK in the district is able to provide services to the citizen during failures like server failure at data center, bandwidth failure etc.	Does this mean that all the data and complete application functionality w.r.t to the specific location will need to be regularly updated In an offline / local server? This will considerable increase the cost of the project as one server along with the requisite licenses will be required for each location. Please clarify if the understanding is correct	The offline module shall be deployed at the individual desktop level with no requirement of local server.
182	Volume II Section 4.3.2.2 Page 33 ,	The Offline capability should be developed and the System shall allow to import and submit the saved e-form that has been filled offline.	Offline Service Capabilities is not applicable for Mobile application?	No.
183		General query	Please change Milestones of delivery district wise and not service wise	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
184	Volume II Page 33- Standards-based programming model from the OSGi	OSGI	This model is specifically applicable for Java. Since the existing platform is developed in .Net framework, Request you to change this specification.	SI shall comply to the OSGI standard, wherever applicable.
185	Volume II Page 15 point V	Operation and Management	Does SI need to deploy resources at the front-end for running CSCs at all the sites?	No
186	Volume II Section 4.3.2.3 Page 34	The System Integrator needs to ensure that the existing application developed during pilot phase need to complete mandated STQC tests and compliance need to be evaluated by the SPMU/ SI for scaling up as well as for improvement in the system usability, design and maintainability	Please confirm that the STQC testing fee will be borne by PSeGS.	The STQC fee shall not be borne by the SI.
187	Volume II Section 4.3.2.17 Page 40	Obtain STQC Certification for updated version of eDistrict Application	Please confirm that the STQC fee will be borne by PSeGS	The STQC fee shall not be borne by the SI.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
188	Common	Responsibility of STQC certification - Only with new SI ? or pilot SI & new SI will take joint responsibility ?		State wide SI shall be responsible for STQC testing of updated/ modified eDistrict application only.
189	Volume I Section FORM 2A SECTION C, PAGE 82	Development of generic workflow engine	How many workflows do we need to automate and optimize with the DMS and workflow system? Please specify the workflow estimated to be automate and optimize with the DMS and workflow engine. This will help us with better project estimation and smooth execution.	The DMS has to be common to all services.
190	General Query	As per RFP there are more than 12000 users.	Request you please clarify nos. concurrent users, as per our understanding it should be 2250	Details are provided under section 4.3.6 of volume II of RFP.
191	Volume II Section 4.3.9.4.5. Specialized Computer Training, Page 65	Suites o Open Office (to be supplied under this bid)	Request you to kindly change this clause to "Productivity (Office) Suite as supplied by bidder under this bid", so as to allow the bidder to provide the training on relevant productivity suite	SI need to provide training on the 'Preloaded office suite' to be provided under this bid.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
192	Volume II Section 6.6.1. Form A: Bill of Material (System Software)	Database – Latest version of Sequel 2012 with all necessary CALs/ licenses as per the hardware proposed by system integrator in line with the minimum specifications provided in the RFP.	Since the modified version for the eDistrict is to be delivered in the Phase iV, we request you to kindly allow the SI to take decision on RDBMS as well rather than binding it on SI to use the mentioned DB	As per RFP.
193	Volume II Section 4.3.2.5- Interoperability Standards	"Particularly, through the use of proprietary 'stored procedures' belonging to a specific database product. The Solution components shall support multiple database platforms i.e. Oracle,DB2, MS-SQL etc.	As required in the RFP, that the Solution components should not be restricted only to a specific database product and should support deployment on multiple database platforms i.e. Oracle, DB2, MS-SQL. We would request you to kindly allow the bidder to propose any of the mentioned database i.e. Oracle,DB2, MS-SQL also for the Punjab eDistrict application. We woulld like to kindly submit that it may be in the best commercial interest of the state to allow the bidder the option to propose any of the leading database i.e. Oracle,DB2, MS-SQL.	As per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
194	Volume II Section 6.6.1 page 114	Database – Latest version of Sequel 2012 with all necessary CALs/ licenses as per the hardware proposed by system integrator in line with the minimum specifications provided in the RFP	We would like to highlight that the RFP requires one Specific Vendor product by name. We would request the state to allow the bidder to propose any of the leading database platform i.e. Oracle, DB2, MS-SQL. In case , if state wants to mandate the database platform to one specific RDBMS product by name, we would request state to kindly procure it outside of this RFP and kindly keep the commercial evaluation of RDBMS procurement absolutely separate and isolated from this RFP techno-commercial evaluation. (While still retaining the fact that The Solution components shall support multiple database platforms i.e. Oracle,DB2, MS-SQL etc. instead of being restricted to a specific database product.) We would like to highlight to state that keeping a particular vendor's product by name in the RFP requirement , may	The requirement is as per pilot implementation hence stays as per RFP.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			be misused by that vendor to impact other solution components of the RFP and may restrict choice of the bidder as well as state to procure best techno-commercial solution.	
195	General Query	The proposed solution should ensure that the user web access shall be through SSL (https) only for all level of communication for providing higher level of security.	We assume that the SSL certificate shall be supplied by Punjab State eGovernance Society.	SI need to provide all required licenses/ certificates as per the requirement of the project.
196	Volume II Section 4.3.2.5 Page 34	The Solution components shall support multiple database platforms i.e. Oracle, DB2, MS-SQL etc.	Since this is for interoperability, please modify the clause to "Solution should interoperate with other system running on multiple platforms"	As per RFP
197	Volume II Section 4.3.8. Licenses, Page 59	4.3.8. Licenses I. The system software licenses mentioned in the Bill of Materials/ proposed by SI as per solution shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug	Bidder suggests that this provision be revised as under: 4.3.8. Licenses I. The system software licenses mentioned in the Bill of Materials/ proposed by SI as per solution shall be genuine, for the duration of the project, full use and should provide patches, fixes, security patches and	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		fixes, etc.) shall be in the name of Punjab State e-Governance Society. II. The SI shall provide PSeGS with a full use database license. All the licenses and support (updates, patches, bug fixes, etc.) shall be in the name of Punjab State e-Governance Society. SI shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by Punjab State e-Governance Society. The warranty should cover all materials, licenses, services, and support for both hardware and software. SI shall administer warranties with serial number and warranty period. SI shall transfer all the warranties to the Punjab State e-Governance Society at no additional charge at the time of termination of the project. All warranty documentation (no expiry) will be delivered to Department.	updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) shall be in the name of Punjab State e-Governance Society and shall be governed the terms of the applicable end user license agreement (EULA). II. The SI shall provide PSeGS with a full use database license. All the licenses and support (updates, patches, bug fixes, etc.) shall be in the name of Punjab State e-Governance Society. SI shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by Punjab State e-Governance Society. The warranty should cover all materials, licenses, services, and support for both hardware and software. SI shall administer warranties with serial number and warranty period. SI shall transfer all the warranties to the	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			Punjab State e-Governance Society at no additional charge at the time of termination of the project subject to agreement of relevant third party on such transfer. All warranty documentation (no expiry) will be delivered to Department.	
198	Volume II Section 4.3.10. Page 69	Manpower requirements	For how much period, the Technical Support Personnel are required at each of the districts? What will happen to Technical Support Personnel hired for roll-out support in each of the districts after SI's contract is over?	Refer section 4.3.2.20. of volume II of RFP.
199	Volume II Section 4.3.2.8. Page 35	Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.	It is part of the security best practice and strongly recommended to have a defense in depth security strategy and have a security layer for privilege user management across OS, databases and applications as per the role of the user (which is on the need to have basis). Therefore, It is recommended to have a complete and integrated solution for all aspects of Privileged	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			User Management i.e. for Operating Systems (Unix/Linux/Windows), databases, applications and network devices from a single console to keep a complete track of privileged activity and entitlements through temper proof auditing and reporting. Specifically the following points should be part of the overarching security requirements which has been asked in the rfp: • Superuser (Administrator/Root) containment • Role-based access control • Fine-grained enforcement • File and directory controls • Trusted program execution • Windows registry protection • Impersonation control • Windows services protection • Application jailing • UNIX/Linux keyboard logger (KBL)	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
200	Volume II Section 4.3.2.21.1. Penalties on Resources/Point No: 3 of table Page No : 45	No substitution of resources will be allowed whose CVs have been provided along with the technical bid for the period T + 120 days (as per RFP Volume 2).	Clause should be amended as : No substitution of resources will be allowed whose CVs have been provided along with the technical bid for the period T + 120 days (as per RFP Volume 2). However, Substitution due to reasons not in control of SI (like resignation of the resource, accident, etc.) would not be counted in the breach of SLA or penalty term.	As per RFP
201	Volume II Section 4.3.2.21.1. Penalties on Resources/Point No: 3 of table Page No : 46	A Penalty of INR 3 Lakhs per substitution of resources of those who's CVs have been provided along with the technical bid will be applicable.	As per given clause said penalty of 3 lakhs per substitution seems very high end. Hence we request you to please give some relaxation in this clause and amend it as below - A Penalty of INR 50,000 per substitution of resources of those who's CVs have been provided along with the technical bid will be applicable.	As per RFP
202	Volume II Section 4.3.2.21.1. Penalties on Resources/Point	Ideally, Resources initially deployed shall not be replaced during the	Ideally, Resources initially deployed shall not be replaced during the tenure	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
	No: 4 of table Page No : 45	tenure of the project. In case resources are replaced after T+120 days (as per RFP Volume 2), following penalties will be applicable.	of the project. In case resources are replaced after T+120 days (as per RFP Volume 2), following penalties will be applicable. However, replacement due to reasons not in control of SI (like resignation of the resource, accident, etc.) would not be counted in the breach of SLA or penalty term.	
203	Volume II Section 4.3.2.21.1. Penalties on Resources/Point No: 4 of table Page No : 46	Penalty for replacement of Project Manager………..	As per given clause said penalty for replacement seems very high end. Hence we request you to please give some relaxation in this clause and amend it as below - 1st Replacement : INR 25,000 2nd Replacement : INR 50,000 3rd or More Replacement : INR 75,000/replacement	As per RFP
204	Volume II Section 4.3.2.21.1. Penalties on Resources/Point No: 4 of table Page No : 47	The following penalty will be applicable for the resources mentioned below: I. Application Lead (System analyst cum Programmer)	As per given clause said penalty for replacement seems very high end. Hence we request you to please give some relaxation in this clause and amend it as below -	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		II. System cum Network Administrator III. Database Administrator IV. Technical Support Lead V. Associate Project Manager……………	1st Replacement : INR 15,000 2nd Replacement : INR 25,000 3rd or More Replacement : INR 50,000/replacement	
205	Volume II Section 4.3.2.20.1. Penalties on Resources	Substitution of resources from those CVs provided during the technical evaluation. No substitution of resources will be allowed whose CVs have been provided along with the technical bid for thoe period T + 120 days (as per RFP Volume 2).	Its mentioned that a Penalty of 3 lacs shall be applied for substitution of resources. The IT Industry is dynamic in nature and there is a possibility of attrition of resources. Considering this fact we request you to please dilute this clause.	As per RFP
206	Volume II Page 45,46 ,47	Penalty	LD and penalties under various provisions of the Contract shall not exceed 10% of contract value	The penalty shall be capped at 10 % of the total contract value.
207	Volume II Section 6.6.4.25. Antivirus, Page 139	Data Protection must have File Attribute, Key words and Pattern based technology in single solution.	Request you to kindly illustrate, are you looking for a complete Data leakage / Loss Protection solution	We are not looking for DLP Solution. Data Protection here is referred as AV Protection capability.
208	Volume II Section 6.6.4.25. Antivirus, Page 139	Data Protection should work in both environment - Workgroup with User/ Group/ Domain based policy creation option.	Request you to kindly illustrate, are you looking for a complete Data leakage / Loss Protection solution	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
209	Volume II Section 6.6.4.28.3. Backup Software, Page 144	Backup Solution should be available on various Operating System platforms like, Linux, Windows and proposed OS Platform Should support clustered configurations of the backup application in a cluster	Request you to kindly change it to " Backup Solution should be available on proposed OS platform. Should support clustered configurations of the backup application in a cluster"	As per RFP
210	Volume II Section 6.6.4.28.3. Backup Software, Page 144	Software should have full command line support on Linux, Windows and proposed OS.	Request you to kindly change it to "Software should have full command line support on proposed OS"	As per RFP
211	Volume II Section 6.6.4.28.3. Backup Software, Page 144	Should have SAN support on above mention operating systems. Capable of doing LAN free backups for all platforms mentioned above	Request you to kindly change it to "Should have SAN support on above mention operating systems."	As Per RFP
212	Volume II Section 6.6.4.28.3. Backup Software, Page 144	Should support "Hot-Online" backup for different type of Databases	Request you to kindly change it to "Should support "Hot-Online" backup for proposed Database"	As Per RFP
213	Volume II Section 6.6.4.28.3. Backup Software, Page 144	Software should have an inbuilt feature for Tape to tape copy feature to make multiple copies of the tapes without affecting the clients for sending tapes offsite as part of disaster recovery strategy	Request you to kindly change it to "Software should have an inbuilt feature for disk to Tape / disk to disk to tape copy feature to make multiple copies of the tapes without affecting the clients for sending tapes offsite as	As Per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			part of disaster recovery strategy"	
214	Volume II Section 6.6.4.4. Blade Chassis, Slots Pg 119	Solution to house at least 14 half height Blade Servers or 7 full height Blade Servers in smallest number of enclosures. Industry standard suitable for housing in Industry Standard Server Racks (Please refer to section 6.6.13 for rack specification).	Solution to house at least 14 half height/Wide Blade Servers or 7 full height/Wide Blade Servers in smallest number of enclosures. Industry standard suitable for housing in Industry Standard Server Racks (Please refer to section 6.6.13 for rack specification).	As Per RFP
215	Volume II Section 6.6.4.4 Blade Chassis	Two hot-plug, redundant 1Gbps Managed Ethernet module, with minimum 4 port copper switch uplink (to the external Ethernet at 10/100/1000 Mbps) and minimum 10 port embedded gigabit down link (which connects each blade server at 1Gbps). Module should be (Internal/external) having Layer 3 functionality - routing, filtering, traffic queuing etc.	It is recommended that the Ethernet Modules asked have 10Gbps Uplink Ports. Also, the Blade Chassis did not had any mention of the Fibre Channel Switches required for connectivity to SAN. Desired Clause Two hot-plug, redundant 10Gbps capable I/O modules, with minimum 4 port of 10Gbps per IO module for switch uplink (to the external Ethernet at 10/100/1000/10000 Mbps) and	We have specified minimum specifications bidders can always quote Better Features / Product as their solution offering.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			minimum 14 port embedded gigabit down link (which connects each blade server at 1Gbps). Module should be (Internal/external) having Layer 3 functionality - routing, filtering, traffic queuing etc. The Blade Chassis should be configured with redundant 24 Ports (16 downlink and 8 uplink) SAN Switches of 8Gbps	
216	Volume II Section 6.6.4.4. Blade Chassis, Page 119	Slots: Solution to house at least 14 half height Blade Servers or 7 full height Blade Servers in smallest number of enclosures. Industry standard suitable for housing in Industry Standard Server Racks (Please refer to section 6.6.13 for rack specification).	Please amend this to: Solution to house minimum 8 half height Blade Servers or 4 full height Blade Servers in smallest number of enclosures. Industry standard suitable for housing in Industry Standard Server Racks (Please refer to section 6.6.13 for rack specification). Remarks Chassis size is specific to vendors and SI should be able to chose from OEM's who may have offerings with different Chassis size to ensure more participation on Compute Blade Servers	As Per RFP
217	Volume II Section 6.6.4.4.	OS Support: Two hot-plug, redundant	Please amend this to: Two hot-plug,	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
	Blade Chassis, Page 119	1Gbps Managed Ethernet module, with minimum 4 port copper switch uplink (to the external Ethernet at 10/100/1000 Mbps) and minimum 10 port embedded gigabit down link (which connects each blade server at 1Gbps). Module should be (Internal/external) having Layer 3 functionality - routing, filtering, traffic queuing etc.	redundant 1Gbps Managed Ethernet module, with minimum 4 port copper switch uplink (to the external Ethernet at 10/100/1000 Mbps) and minimum 2 Gbps of bandwidth should be available per server in HA. Module should be (Internal/external) having Layer 2 / Layer 3 functionality - routing, filtering, traffic queuing etc.Remarks Layer 3 functionality at Blade chassis module is specific to One/ two OEMs only and limit participation from Leading OEM's. Secondly defining number of downlinks again would be specific to particular chassis architecture, request you to please defined the minimum expected bandwidth per server.	
218	Volume II Section 6.6.4.4. Blade Chassis, Page 119	Pre-Failure Alerts on Hard disk drives, processors, memory	Pre-Failure/ Health Check Alerts on Hard disk drives, processors, memory Remarks Different Oems use different terminology for monitoring and health check, so please mention the health check alerts should be provided.	Pre-Failure Alerts for components such as Hard disk drives, processors, memory should be provided.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
219	Volume II Section 6.6.4.4. Blade Chassis, Page 120	Support heterogeneous environment: Xeon/AMD and CPU blades must be in same chassis with scope to run Win2008 Server, Enterprise Linux (having full-fledged support)	Clarification - Please clarify AMD is optional Remarks As you have already provided Xenon/ AMD, so please confirm if AMD is option only and not mandatory as this would restrict competition.	As per RFP
220	Volume II Section 6.6.4.27. & 144	Camera Battery Backup : 120 mins	Please convert the term in to 120 mins /200 shots as the backup time depends on camera usage.	As Per RFP
221	Volume II Section 6.7.6. Page 148	2x Internal 3.5" bays, 2xExternal 5.25" bays & 2xExternal 3.5" bays	Please change - Two (2) 3.5-inch , Two (2) 5.25-inch; One (1) 3.5-inch	As Per RFP
222	Desktop	Power Supply	250 Watt ATX with Energy star 5.0 200 Watt ATX with Energy star 5.0-As per industry standard	As per RFP.
223	Volume II Page 140	Bidder should quote any Standard / open EMS Software for monitoring application, services, & SLA along with Helpdesk tool for E-district Users along with all the necessary Hardware, DB, OS, patches, etc. .	EMS is a set of tools which will cut across the entire e-District infrastructure & capture all the critical & sensitive data related to the citizens of the state. Would the state prefer getting an open EMS technology tool deployed for monitoring & managing this critical	EMS/NMS shall be able to capture the alerts from any other EMS/NMS.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			set-up knowing that an open / non Industry standard EMS is completely non-reliable, easy to tamper with & highly prone to security breaches & external threats. An open EMS tool may also have no reliable OEM support.	
			An open EMS may also not be able to achieve this requirement written at page 140 of the RFP "For integrations with other EMS/NMS tools, various options for integration should be provided - APIs, web services, SDKs." Suggest kindly remove "open" and rephrase clause to "Bidder should quote industry standard EMS Software for monitoring application, services, & SLA along with Helpdesk tool for E-district Users along with all the necessary Hardware, DB, OS, patches, etc."	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
224	Volume II Section 4.4.4 Page 79	Become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management)	What is the average number of service tickets created per month for the current eDistrict applications per month? Please provide the categorization of the tickets - defects, report requests, access requests?	At present there is no help desk tool under pilot project.
225	Volume II Section 6.6.4.26. Service Desk / Helpdesk & SLA Monitoring Tool Sub Heading "Incident/ Problem Management" Page 141	It should be possible for agent to view the 'Health of a selected asset' from within the ticket.	As per the clause it's been asked that agent should be able to view the health of the selected asset from within the ticket. Health monitoring of assets is provided via operational monitoring tools such as server & network monitoring tools. Within RFP there are no specifications provided for operational monitoring tools. Considering this our submission is to rephrase the clause as "It should be possible for agent to view the 'details of associated asset' from within the ticket."	Helpdesk agent should be able to view the 'details of asset' for which ticket has been raised.
226	Volume II Section 6.6.4.26. Service Desk / Helpdesk & SLA Monitoring Tool	It should be possible to architect a decentralized service operations (across OS, database and application	As per the RFP a centralized helpdesk/ service desk has been asked whereas within this clause a decentralized	Centralized Helpdesk has to be provided for decentralized service

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
	Sub Heading "Incident/ Problem Management" Page 141	versions).	architecture is being asked. Since these are conflicting statements our submission is to remove this clause.	operations of e district (including OS, database and application versions)
227	Volume II Page 30 XI. e-Transaction & SLA Monitoring Tools Point no C	Online configurable dashboards, reports, data analysis for decision support system	Please clarify, whether bidder needs to propose the Decision support system or not. If yes, Please elaborate the requirement of DSS, so all bidder can propose the solution accordingly.	The reports, Data Analysis provided to PSeGS should facilitate Decision making. PSeGS is not looking for any OEM product here.
228	Volume II Section 6.6.4.26. Service Desk / Helpdesk & SLA Monitoring Tool Sub Heading "IT Service Management" Page 140	Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units.	It's been asked that tool should support multi-tenancy. This capability is only useful if the same helpdesk is going to be used for multiple organizations whereas as per the scope of this RFP helpdesk is going to be used only for Punjab E-District e-District project. Our submission is to remove this clause as multi-tenancy is not relevant in case of Punjab E-district.	Support for multi tenancy has been asked not because of multiple organizations but for different services and configurations rights like Categories, Priorities, Levels, SLAs etc. With Multi tenancy support in future effective

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
				partitioning of services can strengthen helpdesk operations.
229	Volume II Page 140	The Service Management solution namely Service desk (incident and problem mgmt.), Change, and SLA management should have shared configuration database with a unified architecture.	As per the RFP SLA mgmt. tool is required to provide SLA monitoring not only for Service Desk solution but also for other applications. Hence it needs to be a separate solution with its own database and architecture. Request you to consider Service Desk and SLA mgmt. tool as separate solutions with their separate respective architecture but having integration capabilities.	As per RFP
230	Volume II Page 141	Should support unified change and release tools (planning, risk assessment, scheduling, and execution tools) for complete enterprise across virtual & physical environments, applications, etc.	This is vendor specific and kindly consider to remove this.	We are not looking for any specific / proprietary feature. Bidder can provide equivalent & better feature. ITIL based change management is required which should have a unified view for both virtual &

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
				physical environments, applications, etc
231	Volume II Page 141	The Configuration Management should support Definitive Software and Media Library with content updates on a periodic basis.	This is vendor specific and kindly consider to remove this.	We are not looking for any specific / proprietary feature. Bidder can provide equivalent & better feature. ITIL based Configuration management is required which should support Software and Media Library with updates.
232	Volume II Section 6.6.4.26. Service Desk / Helpdesk & SLA Monitoring Tool Sub Heading "IT Service Management", Page 140	Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units.		As per RFP

Response to Queries Related to Request for Proposal (RFP) for State Wide Roll Out of eDistrict Project in Punjab

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
233	Volume II Section 6.6.4.26. Service Desk / Helpdesk & SLA Monitoring Tool, Sub Heading "Incident/ Problem Management", Page 141	It should be possible to architect a decentralized service operations (across OS, database and application versions).		Centralized Helpdesk has to be provided for decentralized service operations of e district (including OS, database and application versions)
234	Volume II Section 6.6.4.14. HIPS Specifications, Page 128	Solution should be minimum of EAL certified	Request you to kindly remove the EAL Certification	As per RFP
235	Volume II Section 6.6.4.14. HIPS Specifications, Page 128	Solution should be minimum of EAL certified	Request you to kindly remove the EAL Certification	As per RFP
236	Volume II Section 6.6.4.13. Page no. 114	Intrusion Prevention System: The Firewall Appliance should have integrated IPS functionality	It is highly recommended to have a dedicated NIPS appliance instead of coupling the IPS functionality with the Firewall/UTM solutions. This would ensure accurate intrusion prevention, better DDoS protection and safeguard the Infrastructure from various sophisticated attacks/threats. Also the NIPS solution proposed should be from different manufacturer as of Firewall to achieve Defense in Depth	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			approach. The proposed NIPS should be a dedicated appliance i.e. not part of UTM/Firewall and the Firewall & NIPS should be from different makes.	
237	Volume II Section 6.6.4.13. Page no. 114	IPS throughput should be 6 Gbps	The proposed NIPS should be scalable enough in order to meet the future requirements also. This will ensure better Return of investment wrt NIPS. Hence would reuqest to kindly increase the performance parameters. IPS inspection throughput should be 6 Gbps scalable to 12 Gbps without any hardware change(via license upgrade only)	As per RFP
238	Volume II Section 6.6.4.13. Page no. 114	New clause request	When the IPS is deployed in High Availability i.e. Active-Passive/Active-Active, the inspections throughput of the individual IPS device performance should not degrade. Please confirm the same. IPS appliance inspection throughput should not be affected, if deployed in	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			High Availability.	
239	Volume II Section 6.6.4.13. Page no. 114	New clause request	The IPS throughput should be guaranteed even in case of Distributed Denial of Service attack scenario, there should be provision for extra resource allocation to cater the DDoS attacks packets per seconds requirements. IPS performance should not degrade, even in the event of DDoS attack scenario.	As per RFP
240	Volume II Section 6.6.4.13. Page no. 114	New clause request	Please mention the number of ports in order to size the device. Ethernet ports: Minimum 8 x 1GbE RJ45, 4 x 10 GbE XFP, 4 x 1 GbE SFP ports.	As per RFP
241	Volume II Section 6.6.4.13. Page no. 114	New clause request	Third party testing agencies like NSS & Common Criteria evaluation ensures that the proposed NIPS is tested wrt the various Performance parameters and having secure/hardened operating system to ensure the safety of the device itself.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			The proposed IPS should be NSS and minimum EAL 2+ certified.	
242	Volume II Section 6.6.4.13. Internal Firewall with IPS, Page 126	Ports: The proposed appliance should have minimum 12 x 10/100/1000 Gigabit Ethernet interfaces, 8 x GbE SFP slots and 2 x 10GbE SFP+ interfaces. The appliance should have additional 2 x 10/100/1000 GE interfaces for Management."	Please amend this to : The proposed appliance should have minimum 12 x 10/100/1000 Gigabit Ethernet interfaces, 8 x GbE SFP + interfaces (which should be available to use both as SFP or SFP+ transceivers). The appliance should have additional 2 x 10/100/1000 GE interfaces for Management. The appliance should have provision to scale to total 20 SFP+ ports in future. Remarks Clarifications: Please note SFP+ can be used for both 1 GiagEthernet and 10 GigaEthernet connectivity, so to have more flexibility and scalability, please ask the fiber ports as SFP+ only. Also request you to please clearly specify the port scalability.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
243	Volume II Section 6.6.4.13. Internal Firewall with IPS, Page 126	Firewall Throughput (1518 / 512 / 64 byte UDP packets) should be 20 / 20 / 20 Gbps.	Please amend this to : Firewall should provide real world performance of 20 Gbps. Real world profile should include but not limited to HTTP, Bit Torrent, FTP , SMTP and IMAPv4. Performance throughput asked is for real world traffic and not just only on UDP. The Bidder should submit Test Reports ascertaining real world performance as asked forRemarks In large enterprise Internet Edge environments the majority of the traffic patterns seen are more than 95% TCP traffic. Pure UDP based performance nos. would not scale & provide the required throughput in real-world environment of TCP traffic. Hence strongly suggest to not accept UDP based performance nos.	As Per RFP
244	Volume II Section 6.6.4.13. Internal Firewall with IPS, Page 126	Firewall should have 3DES IPSec throughput of 8 Gbps	Please amend this to : Firewall should have 3DES IPSec throughput of minimum 5 Gbps Remarks Please note looking at the total 20 Gbps of firewall	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			throughput, 8Gbps of encryption throughput is extremely high, further for PAWAN network all the site to site encryption would be handled by routing platform so in anycase such a high encryption would not be utilized at firewall end and will unnecessary increase the cost.	
245	Volume II Section 6.6.4.13. Internal Firewall with IPS, Page 126	Firewall Throughput (Packets Per Second) should be 31 Mpps	Please amend this to : Firewall Throughput (Packets Per Second) should be 5 Mpps Remarks Packets/Second has to be in sync with performance, 31 mpps of Packets/Second is extremely high so please reduce the same.	AS per RFP
246	Volume II Section 6.6.4.13. Internal Firewall with IPS, Page 126	Latency : Firewall Latency (64 byte UDP packets) should be 6 µs	Please remove this clause	As per RFP
247	Volume II Section 6.6.4.13. Internal Firewall with IPS, Page 127	Both modes can also be available concurrently using Virtual Contexts.	Please specify the minimum number of security context required from day1 or future scalability? Remarks The Firewall should support minimum 100 Security contexts scalable to 200.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
248	Volume II Section 6.6.4.13. Internal Firewall with IPS, Page 127	Shall be able to operate as a Protocol Independent Multicast (PIM) version 2 router.	Please remove this clause as this is router functionality and will be handled by routers itself.	As per RFP
249	Volume II Section 6.6.4.13. Internal Firewall with IPS, Page 127	Intrusion Prevention System: IPS throughput should be 6 Gbps.	Please amend this to : IPS throughput should be 5 Gbps. Remarks Please note with respect to the 20 Gbps of overall asked firewall throughput, 5 Gbps of IPS through would be sufficient, As IPS would be deployed for certain segment of traffic. So request you to amend this to 5 Gbps in order for leading OEMs to qualify the requirement.	As per RFP
250	Volume II Section 6.6.4.9. page 123	System Memory 2GB Up to 8GB supported, 1333MHz Dual Channel DDR3,2 DIMM slots	Request you to change to - 800 MHz Dual Channel DDR3,2 DIMM slots, since 1333MHz is found in Desktops.	As per RFP
251	Volume II Section 6.6.4.9. page 123	Hard Drive-Primary Storage Options320GB 7200RPM SATA Hard Drive (Parks & protects HDD against system drops)	Primary Storage Options 500GB 7200RPM SATA Hard Drive. Anti shock protection should be changed to Backup and power management which is more suitable in the current scenario where data is of critical importance.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
252	Volume II Section 6.6.4.9. page 124	Office Suite-Preloaded productivity suite such as MS Office	Please specify version of MS office	As per RFP
253	Volume II Section 6.6.4.9. Page 123-124	Primary Storage Options320GB 7200RPM SATA Hard Drive (Parks & protects HDD against system drops)	Please change to HDD 5400 rpm	As per RFP
254	Volume II Section 6.6.4.9. Page 123-125	Display15.0" High Definition Wide LED Anti-Glare Display (1366x 768)	Please change to 14" or higher	As per RFP
255	Volume II Section 6.6.4.9. Page 123-126	Gigabit Ethernet network; WWAN 3G supported(optional)	Please remove WWAN	As per RFP
256	Laptops	System Memory	System Memory 2GB Up to 8GB supported, 1333MHz Dual Channel DDR3,2 DIMM slots It should be 800 MHz Dual Channel DDR3,2 DIMM slots, since 1333MHz is found in Desktops.	As per RFP
257	Laptops	Interfaces /Ports	Media Card Reader - One (1) VGA - One(1) HDMI- One(1) Stereo microphone in -One(1) Stereo headphone/line out -One(1) Power connector -One(1) RJ-45/Ethernet - One(1) USB 2.0- Four(4)LED status	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			indicators- Nine(9) As per Industry standard 3 USB ports should be asked. 4 USB ports will make it monopoly for brands.	
258	Laptops	Hard Drive	Primary Storage Options320GB 7200RPM SATA Hard Drive (Parks & protects HDD against system drops) Primary Storage Options 500GB 7200RPM SATA Hard Drive. Anti shock protection should be changed to Backup and power management which is more suitable in the current scenario where data is of critical importance	As per RFP
259	Volume II Page no. 114	Load Balancer	Please clarify that the Load Balancer refers to Link Load Balancer. If yes, please mention the essential parameters in order to size the device. Throughput: Minimum of 1 Gbps throughput upgradable to 4 Gbps	Load Balancer are Server Load Balancer. We have specified minimum specification bidder can quote better products.
260	Volume II Section 6.6.4.22. Router	Should have support 70 Kpps of performance with ACL+ QoS and NAT enabled for both IPv4 & IPv6	Router should have atleast 120 KPPS performance for providing better throughput with ACL's , NAT, QOS etc. Kindly modify clause as "Should have	We have specified minimum specification bidder can quote higher & better

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			support 120 Kpps of performance with ACL+ QoS and NAT enabled for both IPv4 & IPv6"	specification products.
261	Volume II Section 6.6.4.22. Router page 137	4 x 10/100 Base interface with support for both LAN & WAN protocols	3 x 10/100 Base interface with support for both LAN & WAN protocols On Branch router, its enough is having 3 LAN and WAN interface which can be configure as LAN port or WAN port. Here on port or 2 port can configure in two ISP scenarios and other port can be configure for LAN. Request to change as suggested	The RFP requirement is to have atleast 1 LAN & 1 WAN port with total 4 ports.
262	Volume II Section 6.6.4.22. Router page 137	e) Time based & Dynamic ACLs	Time based ACL and powerful ACLs (Basic and advanced) for both IPv4 and IPv6 "Dynamic ACLs" is specific to OEM. Generally ACL will associate with Source address/destination address/port/application/QoS which need 1st time configuration and than its acts automatically and time base acl is also functionality auto on scheduled	As Per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			time. Request you to delete dynamic ACLs	
263	Router and Switches	ADD Clause	Router and Switches should be from Same OEM Manageability and interoperability will much easier and efficiency will increase	As per RFP
264	Volume II Section 6.6.4.22. Router-Should have support 70 Kpps of performance with ACL+ QoS and NAT enabled for both IPv4 & IPv6 Page 136	Router should have atleast 120 KPPS performance for providing better throughput with ACL's , NAT, QOS etc	Kindly modify clause as "Should have support 120 Kpps of performance with ACL+ QoS and NAT enabled for both IPv4 & IPv6"	We have specified minimum specification bidder can quote higher & better specification products.
265	Volume II Section 6.6.4.22. Router - 4 x 10/100 Base interface with support for both LAN & WAN protocols Page 137/	3 x 10/100 Base interface with support for both LAN & WAN protocols	On Branch router, its enough is having 3 LAN and WAN interface which can be configure as LAN port or WAN port. Here on port or 2 port can configure in two ISP scenarios and other port can be configure for LAN. Request to change as suggested	The RFP requirement is to have atleast 1 LAN & 1 WAN port with total 4 ports.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
266	Volume II Section 6.6.4.22. Router - e) Time based & Dynamic ACLs Page 137	Time based ACL and powerful ACLs (Basic and advanced) for both IPv4 and IPv6	"Dynamic ACLs" is specific to OEM. Generally ACL will associate with Source address/destination address/port/application/QoS which need 1st time configuration and than its acts automatically and time base acl is also functionality auto on scheduled time. Request you to delete dynamic ACLs	As per RFP
267	Router and Switches - ADD Clause	Router and Switches should be from Same OEM	Manageability and interoperability will much easier and efficiency will increase	As per RFP
268	Switches - ADD Clause	Switches OEM should be present in Gartner quadrant for last three years	Gartner is third party recognize body to do assessment on enterprise networking product and release the report based on OEM capability.	As per RFP
269	Volume II Section 6.6.4.22. Router, Architecture, Point d), Page 136	Should have support 70 Kpps of performance with ACL+ QoS and NAT enabled for both IPv4 & IPv6	Please amend this to: 1.) Router should have performance of 180 Kpps or more 2.) Router should be able to sustain performance for 15 Mbps or more bandwidth with enabling the concurrent services like ACL, QoS, NAT	We have specified minimum specification bidder can quote higher & better specification products.

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			etc" Remarks The performance parameters asked for Router in RFP are not as per any industry standard RFC. Following are the details: Not as per Industry Standard Performance Measurements: Please note that routing performance doesn't adhere to any open industry standard. Standard test methodology is based upon the Non Drop Rate (NDR) and RFC-2544 Tests. NDR is widely used method to measure throughput and is well known in the industry. It is based on RFC 2544 which is the "Benchmarking Methodology for Network Interconnect Devices such as routers". This methodology is available in the third party traffic generator tolls as well. • Further RFP is asking the forwarding rate with multiple services, which are not properly defined and quantified, as per the standard testing procedures	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			performance with multiple services should be provided in term of throughput and sustainable bandwidth enabling the concurrent services should be asked. Analogy for why services cannot be measured on PPS figures: Security services are measured at large packet size whereas routing performance is measured for standard packet size as per RFC 2544. Hence if you ask 70 Kpps rating with services , it will imply bandwidth of more than 800 Mbps which would not be required as per the E-District functional requirement drafted for Horizontal locations in RFP. Please refer calculation: 70000 (70Kpps)*1500 (byte size)*8 (Converting in to bit)/ 1000000 (for Mbps) = 840 Mbps. Our recommendation is to ask the routing performance as per the RFC	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			2544 i.e. PPS figures and ask sustainable performance bandwidth with enabling the concurrent services like ACL, QoS, NAT etc.	
270	Volume II Section 6.6.4.22. Router, Interface, Point a), Page 136	4 x 10/100 Base interface with support for both LAN & WAN protocols	Please amend this to : At least 1 free slots for future and should support. This module should support 4 port or higher GigaEthernet ports with POE and NON-POE, Gigabit Ethernet SFP Port, E1 Ports, Serial Port (V.35) and ISDN BRI ports Remarks Please note at maximum the horizontal location routers would have redundant link so in any case more than 2 WAN port wouldn't be required. Rather they may be requirement of multiple LAN port in case LAN to be extended from Routers, so please amend the requirement by asking 2 x WAN and 2x Lan ports. Further Gigabit Ethernet is becoming more and more popular. The accelerating growth of traffic is pushing network administrators to	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			look to higher-speed network technologies to solve the bandwidth crunch. As all the switches asked at Horizontal locations are Gigabit Ethernet only, so to fully utilize the investment and sustain the performance at BHQ, the router port speed should be also at Gigabit Ethernet. Following are some of the other advantages of Gigabit Ethernet port which should be considered : a. Gigabit Ethernet ports will allow easy, straightforward migration to higher performance levels without disruption b. Low cost of ownership—including both purchase cost and support cost c. Capability to support new applications and data types d. Network design flexibility e. Multigigabit fabric (MGF) which enables the Gigabit Ethernet ports allows efficient module-to-module	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			communication, enabling tighter services interactions across modules while reducing the overhead on the route processor.	
271	Volume II Section 6.6.4.22. Router, Performance, Point b), Page 137	At least 1 free slots for future (slot should support both · V.35 (2 Mbps) interface including necessary cables , 10/100/1000 Ethernet Base interfaces.	Please amend this to : At least 1 free slots for future and should support. This module should support 4 port or higher GigaEthernet ports with POE and NON-POE, Gigabit Ethernet SFP Port, E1 Ports, Serial Port (V.35) and ISDN BRI ports Remarks As you are keeping one free slot for future expansion, we would request you to consider much wider type of interfaces so that you should have flexibility of adopting different solution as per the requirement. Interfaces like GIgaEthernet port with POE capability would help you to deploy solution like IP Telephony, Video surveillance or wireless.	As per RFP
272	Volume II Section 6.6.4.22. Router, Performance, Point	Should support 2G/ 3G USB modem for connectivity or support external	Please amend this to : Should support 2G/3G connectivity for both HSPA and	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
	c), Page 137	3G modem	EVDO standards through infernally or externally Remarks With the increasing acceptance of Wireless WAN connectivity, all models of Router quoted should be able to support at minimum one 3G (CDMA or GSM) connection. Based on availability of Technology and Service Provider, Department shall have the choice of deploying CDMA or GSM. So you are requested to include the provision of internal module in router.	
273	Volume II Section 6.6.4.22. Router, QOS Features, Page 137	Quality of Service (QoS) requirements	Addition Request: Should support hierarchical QoS for voice and video Remarks Hierarchical QoS will enable the ability to provide multiple levels of packet scheduling and support for integrated class-based shaping and queuing. And will also provision fair queuing and drop policies on a per-class basis	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
274	Volume II Section 6.6.4.22 Router, Security Features, Page 137	Please add Firewall protection in Security features	Addition Request : The Router should be able to support a Stateful and Zone Based Firewall. Remarks Please ask for statefull and zone based firewall. Zone-Based Policy Firewall changes the OS Stateful Inspection model from `interface-based' model to a more flexible, easier-understood zone-based configuration model. Router interfaces are assigned to security zones, and firewall inspection policy is applied to traffic moving between the zones. Also as first level of defense for local location router should have capability of IPS to detect and prevent any malicious traffic.	As per RFP
275	Volume II Section 6.6.4.5 / Tape Library / No.of Slots	12 slots and expandable up to 24 slots by adding modules or cascading	12 slots library will be a very entry level library consideering the scalability desired on the storage level. It is of advantage that the government asks for a 48 slots apable library. Desired Clause The tape library should be configured with 48 slots.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
276	Volume II Section 6.6.4.11. Page 125	Print resolution, black 1200 x 1200 dpi	Please change to 600 x 600 dpi	As per RFP
277	Volume II Section 6.6.4.11. Page 126	Monthly Duty Cycle 18000	Please change to 8000	As per RFP
278	Volume II Section 6.7.8. Page 148	Print Speed Minimum 23 ppm A4 &letter	Print Speed Minimum 22 ppm A4	As per RFP
279	Volume II Section 6.6.4.6. San Storage Page 121 Section Back End Connectivity	SAN Storage should be configured with at least 4 numbers of 6Gbps SAS back end ports per controller (i.e. a total of at least 8 x 6Gbps SAS back end ports across Dual controllers) for back-end disk-shelf connectivity."	In the Storage Specification, Storage backend disk can be FC or SAS. FC disk required FC port and SAS disk require SAS ports. Pls mention backend bandwidth as a criteria to allow qualification of both type of arrays. Request to modify the clause to "SAN Storage should be configured with at least 24Gbps bandwidth per controller (i.e. a total of at least 48Gbps back end bandwidth across controller) for back-end disk-shelf connectivity." Each Controller should have atleast 2 backend ports for connecting to disk enclosure.	As per RFP
280	Volume II Section 6.6.4.6. San Storage	The SAN Array should be able to support a minimum of 95 disks in the	Storage Industry is moving towards Small Factor Drives to reduce the	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
	Page 121 Section Disk Drives	arraysupplied from Day One and should be expandable to 140 disks in future with datain place upgrade. The SAN Array should support intermixing of SAS / FC & NL-SAS/ FATA/SATA•]II Disks of various capacities and speeds. It should support dualported SAS disks of 146GB /200 GB / 300GB / 400GB or higher with speeds of 10Krpm & 15K rpm	Power and cooling requirement. Not all the SFF Drives are available in 10 and 15K RPM speed. Hence request to remove the 15K RPM clause for all the Drives supported in the Storage and modify it as below. The SAN Array should be able to support a minimum of 95 disks in the arraysupplied from Day One and should be expandable to 140 disks in future with datain place upgrade. The SAN Array should support intermixing of SAS / FC & NL-SAS/ FATA/SATA•]II Disks of various capacities and speeds. It should support dual ported SAS disks of 146GB /200 GB / 300GB / 400GB or higher with speeds of minimum 10K RPM	
281	Volume II Section 6.6.4.6. San Storage Page 122 Section IOPS	I/O performance should be greater than or at least equal to 150,000 IOPS from Cache or 30,000 disk IOPS and should have a sustained sequential throughput of minimum 2000MB/sec	This Envoirment is OLTP and IOPS are applicable to OLTP workload hence request to delete the throughput mentioned in the specs which is mostly applicable to OLAP workload. Request	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			to change the specs to "I/O performance should be greater than or at least equal to 150,000 IOPS from Cache or 30,000 disk IOPS "	
282	SAN Storage	Point Suggested	Storage Should support Sync and Async replication. Storage should be capable of supporting 3 Way DR. The above specification allows flexibility for the project to have Zero Data loss solution.	As per RFP
283	Volume II Section 6.6.4.6. San Storage, Back End Connectivity Page 121	SAN Storage should be configured with at least 4 numbers of 6Gbps SAS back end ports per controller (i.e. a total of at least 8 x 6Gbps SAS back end ports across Dual controllers) for back-end disk-shelf connectivity."	Please allow port / lanes for back end connectivity as each SAS ports has multiple 6 gbps lanes (connectivity). The latest SAS technology offer 4 x 6 gbps lanes (connectivity) per port. So Instead of writing "SAS backend port", Please insert "/ lane " after the port word, to make the specification generic.	As per RFP
284	Volume II Section 6.6.4.6. San Storage, Disk Drives Page 121	The SAN Array should be able to support a minimum of 95 disks in the array supplied from Day One and should be expandable to 140 disks in	Please allow us to have future expandability to 120 disks. Currently for 5 TB of RAID 10 capacity you would need approx 40 disks including	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		future with data in place upgrade. The SAN Array should support intermixing of SAS / FC & NL-SAS / FATA/SATA-II Disks of various capacities and speeds. It should support dual ported SAS disks of 146GB /200 GB / 300GB / 400GB or higher with speeds of 10K rpm & 15K rpm	hotspares. The scalabality should be 2 to 3 times of existing capacity. So 120 disk scalability is ok as per current industry practice.	
285	Volume II Section 6.5.4.6 SAN Storage / Front End Connectivity page 121	SAN Storage should be configured with at least 4 numbers of 4Gbps Fibre channel (FC) front end ports per controller (i.e. a total of at least 8 x 4Gbps FC front end ports across Dual controllers) for front-end host connectivity.	Currently 8Gbps is the latest technology. It is suggested to ask for latest technology while keeping same performance. Desired Clause SAN Storage should be configured with at least 4 numbers of 4Gbps OR 2 numbers of 8Gbps Fibre channel (FC) front end ports per controller (i.e. a total of at least 8 x 4Gbps OR 4 x 8Gbps FC front end ports across Dual controllers) for front-end host connectivity.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
286	Volume II Section 6.6.4.6 /120 / 6.5.4.6 / SAN Storage / Advance functions page 122	The storage should be provided with thin provisioning feature quality of service and SSD caching or tiering software should be provided	The current specs have very generic definition of Thin Provisioning and does not clearly askfor expectations. HP requests Punjab Govt to include these points which are benefitial for the government as they protect you from licensing and performance related issues which might come up at a later point of time. Thin Provisioning and Thin Reclaim expectations around functionality and performance must be included. Expectation and specifications for Tiering and Storage Optimization must be included. Desired Clause Thin Provisioning The storage should be provided with thin provisioning feature. Offered storage array shall be supplied with Thin provisioning and automatic Thin Re-claim to make the volume thin again.Thin Re-claim inside storage shall not cause any overloading of Storage CPU and shall be able to claim the Zero	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			pages even during peak load without any performance impact. Tiering Offered storage shall support dynamic migration of Volume from one Raid set to another set while keeping the application online. For effective data tiering, Storage subsystem shall support automatically Policy based Sub-Lun Data Migration from one Set of drive Tier to another set of drive tier.	
287	Volume II Section 6.6.4.6 / SAN Storage / Volume expansion page 121	The storage system should support dynamic online LUN/volume expansion and shrink through striping/ concatenation Or any equivalent means / feature, which can achieve similar functionality with supporting whitepaper validation documents from third party agencies	Shrinking a volume is not a recommended practice as it may lead to data/file system inconsistency. As there is already a requirement of Thin Provisioning which helps in disk capacity savings and efficient use of storage, there seems to be no need to include this clause.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
288	Volume II Section 6.6.4.7 / SAN Switch page 122	Minimum 8 Active ports (each with minimum port speed 8Gbps)	Please increase the no. of ports of external SAN Switches as Database Servers, Backup Servers, Tape Library, SAN Storage will connect to this. Plus there should be headroom as well. Desired Clause Minimum 16 Active ports (each with minimum port speed 8Gbps)	As per RFP
289	Volume II Section 6.6.4.7. SAN Switch, Page 122	Minimum 16 Active ports (each with minimum port speed 8Gbps)	Please amend this to : Minimum 16 Active ports (each with minimum port speed 8Gbps) expandable to 48 ports Remarks Please ask the expandability to standard 48 port configuration, so the scalability is ensured.	As per RFP
290	Volume II Section 6.6.4.1" Database Server Page 117 Section "6.6.4.2" Other Server Page 118 Section 6.6.4.3. Backup server (For Disaster recovery site) 118	2 No. of Quad Core processor, minimum 2.0 GHz clock speed or equivalent / subsequently better. The CPU should be of latest generation at the time of bidding i.e. Vendor should offer the highest clock speed and cache supported on the offered model with latest supported/ compatible server chipset.	Server may supports various core (4,6,8) CPU along with combination of Cache and Clock Speed. Pls specify the order of Precedence of ,clock speed and cache to consider. For example Highest clock speed CPU might not have Highest Cache or vice versa.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
291	Volume II Section 6.6.4.2 Other Server. Page 118 " Point "Ethernet Adapter"	1000BASE-T Gigabit Ethernet Adapter	Request to change the Specs to Dual Port 1000BASE-T Gigabit Ethernet Adapter.	As per RFP
292	Volume II Section 6.6.4.2 Other Server. Page 118 " Point "SAN Connectivity"	Should have redundant 4/8 Gbps Fibre Channel HBA	For better clarity, pls change the specs to "Should have dual ported 4/8 Gbps Fibre Channel HBA" This will allow port level redundancy for FC connectivity to storage.	As per RFP
293	Volume II Section 6.6.4.2 , Other Server, SAN Connectivity Page 118,	Should have redundant 4/8 Gbps Fibre Channel HBA	Should have redundant 4/8 Gbps Fibre Channel ports Dual ports for SAN connection are sufficient from each server moreover it is a blade form factor so there will be a limited number of slots available, so requesting for changing this clause.	As per RFP
294	Volume II Section 6.6.4.2 Other Server / IO Expansion page 118	I/O expansion slot for up gradation of Ethernet Adapter or Infiniband	We request to kindly mention the scalability on IO in terms of no of ports Desired Clause The Blade Server should have atleast 2 free PCI-e slots for future expansion on Network	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
295	Volume II Section 6.6.4.1. Database Server, Page 117	Network Interface: Dual port 10/100/1000 Mbps Ethernet Adapter, with no single point of failure	Please amend this to : Network Interface: Dual port 10/100/1000 Mbps/ 10 Gbps Ethernet Adapter, with no single point of failure Remarks Looking at functional requirement and expected scalability, please allow and ask the scalability to 10 Gbps Ethernet Adapter	As per RFP
296	Volume II Section 6.6.4.1. Database Server, Page 117	HBA: 2 No. dual ported 8 Gbps Fibre Channel Adapter with external fiber ports for redundant connectivity to external storage.	Please amend this to : HBA/ CNAs: dual ported 8 Gbps Fibre Channel/ Converged Network Adapter with external fiber ports for redundant connectivity to external storage.	As per RFP
297	Volume II Section 6.6.4.2. Other Server, Page 118, 6.6.4.3. Backup server (For Disaster recovery site), Page 119	Ethernet Adapter: 1000BASE-T Gigabit Ethernet Adapter	Please amend this to : Ethernet Adapter: 1000BASE-T / 10 Gigabit Ethernet Adapter Remarks Looking at functional requirement and expected scalability, please allow and ask the scalability to 10 Gbps Ethernet Adapter	As per RFP
298	Volume II Section 6.6.4.2. Other Server, Page 118; 6.6.4.3. Backup server (For Disaster recovery site), Page	SAN Connectivity: Should have redundant 4/8 Gbps Fibre Channel HBA	Should have redundant 4/8 Gbps Fibre Channel HBA / Converged network Adapters Remarks As Fiber channel is IEEE ratified standard and is most	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
	119		adopted today, so please allow SAN connectivity through CNAs also	
299	Volume II Section 6.6.4.2. Other Server, Page 118; 6.6.4.3. Backup server (For Disaster recovery site), Page 119	IO expansion: I/O expansion slot for up gradation of Ethernet Adapter or Infiniband	Clause to be removed if 10Gb is provided right from start Remarks As much higher bandwidth (10Gbps) can be given for Ethernet Adapter, so for bidders who are proposing 10 Gbps Ethernet adapter from Day1, this clause should be removed.	As per RFP
300	Volume II Section 6.6.4.2. Other Server, Page 118; 6.6.4.3. Backup server (For Disaster recovery site), Page 119	OS compatibility: Microsoft Windows Server Enterprise / Standard Edition (32 bit and 64 bit)	Please amend this to - OS compatibility: Microsoft Windows Server Enterprise / Standard Edition (32 bit and 64 bit)	As per RFP
301	Volume II Section 6.6.4.2. Other Server, Page 118; 6.6.4.3. Backup server (For Disaster recovery site), Page 120	Red Hat Enterprise Linux	Red Hat Enterprise Linux Remarks Looking at the functional required, there is no requirement of Solaris. Please remove support for Solaris in order for leading OEMs to comply.	As per RFP
302	Volume II Section 6.6.4.21. 8 Port Switch page 136	The Mini GBIC port shall support fibre modules & SFP slot should support	The Mini GBIC port or SFP port shall support fibre modules & SFP slot	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		100 / 1000 based fibre transceivers.	should support 1000 SX/LX/LH based fibre transceivers. The uplink always be connected with gigabit backbone to esnure better perfromance. Practically there is any 100 MB transceiver needed for SFP slot. Kindly modify the clause as suggested The uplink always be connected with gigabit backbone, Practically there is any 100 MB transceiver needed for SFP slot. Kindly modify the clause as suggested	
303	Volume II Section 6.6.4.20. 16 Port Switch page 135	Shall support 2 Shared SFP slots to load 1000T/ 1000SX/ 1000LX/ 1000LHX/ 1000ZX/ 100FX fibre	Shall support 2 Shared SFP slots to load 1000T/ 1000SX/ 1000LX/ 1000LH fibre 1000 Zx is specific to OEM and there is no std 1000LHX . The uplink always be connected with gigabit backbone to esnure better perfromance , Practically there is any 100 MB transceiver needed for SFP slot Its hould be LX or LH. Kinldy modify as suggested .	Options in Transceivers are already provided. As per RFP

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S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
304	Switches	ADD Clause	Switches OEM should be present in Gartner quadrant for last three years Gartner is third party recognize body to do assessment on enterprise networking product and release the report based on OEM capability	No additions
305	Volume II Section 6.6.4.21. 8 Port Switch - The Mini GBIC port shall support fibre modules & SFP slot should support 100 / 1000 based fibre transceivers. Page 136	The Mini GBIC port or SFP port shall support fibre modules & SFP slot should support 1000 SX/LX/LH based fibre transceivers.	The uplink always be connected with gigabit backbone to ensure better performance. Practically there is any 100 MB transceiver needed for SFP slot. Kindly modify the clause as suggested The uplink always be connected with gigabit backbone, Practically there is any 100 MB transceiver needed for SFP slot. Kindly modify the clause as suggested	We have suggested minimum Specifications. Bidders can always quote better specifications / product.
306	Volume II Section 6.6.4.20. 16 Port Switch - Shall support 2 Shared SFP slots to load 1000T/ 1000SX/ 1000LX/ 1000LHX/ 1000ZX/ 100FX fibre Page 135	Shall support 2 Shared SFP slots to load 1000T/ 1000SX/ 1000LX/ 1000LH fibre	1000 Zx is specific to OEM and there is no std 1000LHX . The uplink always be connected with gigabit backbone to ensure better performance, Practically there is any 100 MB transceiver needed for SFP slot Its should be LX or LH. Kindly modify as suggested.	Options in Transceivers are already provided. As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
307	Volume II Section 6.6.4.21. 8 Port Switch page 136 and	The Mini GBIC port shall support fibre modules & SFP slot should support 100 / 1000 based fibre transceivers.	The Mini GBIC port or SFP port shall support fibre modules & SFP slot should support 1000 SX/LX/LH based fibre transceivers. Change Request The uplink always be connected with gigabit backbone to esnure better perfromance. Practically there is any 100 MB transceiver needed for SFP slot. Kindly modify the clause as suggestedThe uplink always be connected with gigabit backbbone, Practically there is any 100 MB transceiver needed for SFP slot. Kindly modify the clause as suggested .	We have suggested minimum Specifications. Bidders can always quote better specifications / product.
308	Volume II Section 6.6.4.20. 16 Port Switch Page 135	Shall support 2 Shared SFP slots to load 1000T/ 1000SX/ 1000LX/ 1000LHX/ 1000ZX/ 100FX fibre	Shall support 2 Shared SFP slots to load 1000T/ 1000SX/ 1000LX/ 1000LH fibre Change Request 1000 Zx is specific to OEM and there is no std 1000LHX . The uplink always be connected with gigabit backbone to esnure better perfromance , Practically there is any 100 MB transceiver needed for SFP slot Its hould be LX or LH. Kinldy modify as	Options in Transceivers are already provided. As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			suggested .	
309	Router and Switches	ADD Clause	Router and Switches should be from Same OEM Change Request Manageability and interoperability will much easier and efficiency will increase	As per RFP
310	Switches	ADD Clause	Switches OEM should be present in Gartner quadrant for last three years Change Request Gartner is third party recognize body to do assessment on enterprise networking product and release the report based on OEM capability.	As per RFP
311	Volume II Section 6.6.4.22 and Page no. 136	4 x 10/100 Base interface with support for both LAN & WAN protocols	All switches in the tender are gig either 8, 16 or 24 port switch .Kindly modify the clause for 2x gig interface in the router instead of FE to connect with the switch. Desired Clause 2 x 10/100/1000 Base T and 2 x 10/100 Base T interface with support for both LAN & WAN protocols	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
312	Volume II Section 6.6.4.19. 24 port switch, Page 134; 6.6.4.20. 16 Port Switch, Page 135 and 6.6.4.21. 8 Port Switch Page 136	Please add evaluation Certification	Please amend this to : Product should be EAL certified or NDPP complied Remarks In late 2011 the US Scheme, NIAP/CCEVS, established a new policy regarding how evaluations will be conducted to ensure achievable, repeatable, and testable evaluation results. Under this policy, Vendors will no longer be able to draft a custom Security Target (ST) specifying the set of security functions and evaluation assurance level (EAL) of their choosing. All products requiring an evaluation will be required to claim compliance to an approved Protection Profile (PP). To learn more, please see http://www.niap-ccevs.org/	No Additions
313	Volume II Section 6.6.4.19. 24 port switch, Page 134; 6.6.4.20. 16 Port Switch, Page 135 and 6.6.4.21. 8 Port Switch Page 137		A Protection Profile defines the product type and the security functions the product must meet. The PPs will not identify a prescribed assurance level. Instead, the PPs will include the prescribed assurance	No Additions

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			measures and test requirements to support repeatable results.	
314	Volume II Section 6.6.4.19. 24 port switch, Page 134; 6.6.4.20. 16 Port Switch, Page 135 and 6.6.4.21. 8 Port Switch Page 138		So you are request to ask the product should be EAL certified or should be NDPP certified.	No Additions
315	Volume II Section 6.6.4.19. 24 port switch, Page 134; 6.6.4.20. 16 Port Switch, Page 135 and 6.6.4.21. 8 Port Switch Page 136	Security Features	Addition Request: The switch should support per-session CoA requests like url-redirect, url-redirect-acl, Session reauthentication, Session termination with port shutdown and Session termination with port bounce Remarks As you have already asked authentication with support for RADIUS , now for authentication and profiling it is important that should support CoA request and Radius attributes	No Additions
316	Volume II Section 6.6.4.19. 24 port switch, Page 134; 6.6.4.20. 16 Port Switch, Page 135 and 6.6.4.21. 8 Port	Security Features	Addition Request: Switch should Support Ipv6 First hop Security with the following functions: IPv6 snooping, IPv6 FHS binding, neighbor discovery	No Additions

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
	Switch Page 136		protocol (NDP) address gleaning, IPv6 data address gleaning, IPv6 dynamic host configuration protocol (DHCP) address gleaning, IPv6 device tracking, neighbor discovery (ND) Inspection, IPv6 DHCP guard, IPv6 router advertisement (RA) guard Remarks As IPV6 is an integral requirement, so it is important that switch support IPv6 FHS features.	
317	Volume II Section 6.6.4.15 & 130	1. Technology-Rectifier and inverter should be based on IGB	SCR based rectifiers are better from reliability point of view than IGBT based rectifier. Request to kindly allow SCR/IGBT based rectifier & IGBT based Inverter.	As per RFP
		Voltage Range-160 V AC - 300V AC @ 100% Load, 110 VAC - 300 VAC @ 50% Load	Kindly amend to read 160VAC - 280 VAC @ 100% Load as per industry standard.	As per RFP
		Frequency -40 Hz ~ 70 Hz	Kindly amend to read as 45 - 55Hz which is sufficient for all applications as per the Indian conditions.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		Power Factor-≥ 0.95	As per the industry standards, input power factor may kindly be amended to ≥0.9 lag which is sufficient as per Indian electricity rules.	As per RFP
		Frequency -47.5 ~ 52.5Hz	Kindly amend to read 47.5 ~ 52.5Hz (Synchronized with mains supply) 50Hz ±1% on free running mode.	As per RFP
		Protection-Inbuilt protection for surge suppression and AMI/RFI filter provided as well as the unit shall have Surge Current Capacity of min. 10kA with two mode of protection & <0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005.	The best solution for protecting the load from surges / spikes / transients is through an inbuilt transformer. Hence, in lieu of SPD, it is recommended to specify that an inbuilt galvanic isolation transformer may be provided in the UPS System to provide protection from surges & spikes prevalent in input supply especially at non-metro locations.	As per RFP
		SMART RS 232-Supports Windows, Novell, Linux and FreeBSD	Kindly clarify the meaning of FreeBSD & the purpose of this software, if it is used in your application otherwise delete it..	As per RFP
318	Volume II Section , 6.6.4.16 & 131	Technology-Rectifier and inverter should be based on IGBT	SCR based rectifiers are better from reliability point of view than IGBT	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			rectifier. Request to kindly allow SCR/IGBT based rectifier & IGBT based Inverter.	
		Voltage Range-160 V AC - 300V AC @ 100% Load, 110 VAC - 300 VAC @ 50% Load	Kindly amend to read 160VAC - 280 VAC @ 100% Load as per industry standard.	As per RFP
		Frequency -40 Hz ~ 70 Hz	Kindly amend to read as 45 - 55Hz which is sufficient for all applications as per the Indian conditions.	As per RFP
		Power Factor-≥ 0.95	As per the industry standards, input power factor may kindly be amended to ≥0.9 lag which is sufficient as per Indian electricity rules.	As per RFP
		Frequency -47.5 ~ 52.5 Hz	Kindly amend to read 47.5 ~ 52.5Hz (Synchronized with mains supply); 50Hz ±1% on free running mode.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		Protection -Inbuilt protection for surge suppression and AMI/RFI filter provided as well as the unit shall have Surge Current Capacity of min. 10kA with two mode of protection & <0.5 ns Response time. UPS shall be provided with only externally connected SPD as per I	The best solution for protecting the load from surges / spikes / transients is through an inbuilt transformer. Hence, in lieu of SPD, it is recommended to specify that an inbuilt galvanic isolation transformer may be provided in the UPS System to provide protection from surges & spikes prevalent in input supply especially at non-metro locations.	As per RFP
		SMART RS 232-Supports Windows, Novell, Linux and FreeBSD	Kindly clarify the meaning of FreeBSD & the purpose of this software, if it is used in your application otherwise delete it..	As per RFP
319	Volume II Section 6.6.4.17 & 132	Technology-Rectifier and inverter should be based on IGBT	SCR based rectifiers are better from reliability point of view than IGBT rectifier. Request to kindly allow SCR/IGBT based rectifier & IGBT based Inverter.	As per RFP
		Voltage Range-160 V AC - 300V AC @ 100% Load, 110 VAC - 300 VAC @ 50% Load	Kindly amend to read 160VAC - 280 VAC @ 100% Load as per industry standard.	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
		Frequency -40 Hz ~ 70 Hz	Kindly amend to read as 45 - 55Hz which is sufficient for all applications as per the Indian conditions.	As per RFP
		Power Factor-≥ 0.95	As per the industry standards, input power factor may kindly be amended to ≥0.9 lag which is sufficient as per Indian electricity rules.	As per RFP
		Frequency -47.5 ~ 52.5 Hz	Kindly amend to read 47.5 ~ 52.5Hz (Synchronized with mains supply) 50Hz ±1% on free running mode.	As per RFP
		Protection -Inbuilt protection for surge suppression and AMI/RFI filter provided as well as the unit shall have Surge Current Capacity of min. 10kA with two mode of protection & <0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005.	The best solution for protecting the load from surges / spikes / transients is through an inbuilt isolation transformer. Hence, in lieu of SPD, it is recommended to specify that an inbuilt galvanic isolation transformer may be provided in the UPS System to provide protection from surges & spikes prevalent in input supply especially at non-metro location.	As per RFP
		SMART RS 232-Supports Windows, Novell, Linux and FreeBSD	Kindly clarify the meaning of FreeBSD & the purpose of this software, if it is used in your application otherwise	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			delete it..	
320	Volume II Section 6.6.4.18 & 133	Technology :- DSP based PWE using Mosfet / IGB	Kindly also allow technology of Micro Processor based PWM using Mosfet / IGBT for wider participation.	As per corrigendum
		Voltage Range-160 V AC - 300V AC @ 100% Load, 110 VAC - 300 VAC @ 50% Load	Kindly amend to read 160VAC - 280 VAC @ 100% Load as per industry standards.	
		AC Input Frequency :- 50 Hz	Input frequency range of 47.5 to 52.5Hz may be specified for clarity.	
		AC Output Frequency : 50 Hz	Output frequency on battery mode may be specified as 50 HZ ± 1% & synchronised to mains supply in Mains mode.	
		Load Power Factor : 0.8 (lag) or better	Kindly amend to 0.7 lag as per the industry norms.	
		Battery : Sealed Maintenance Free (VRLA) 30 Min. backup on full load	Kindly specify the minimum battery capacity in VAH to give equal platform to all vendors. We suggest min. battery capacity of 620 VAH for 30 min. backup on full load.	

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
321	Volume II Section 6.6.4.15 Page-130,	UPS 5KVA	The requirement for 5KVA UPS has not been mentioned in the Bill of material. In RFP, kindly confirm if 5KVA UPS is required or it is a misprint.	Refer section 6.6.2. of volume II of RFP
322	Volume II Section 6.5.4.1. UPS 600 VA, Page 131	Certifications: CE or Equivalent Certificate. Quality standards ISO 9001;2000;2008/IO 14001	The certification ask in the tender i.e. CE or equivalent are available with very few vendor and which restrict the competition. Hence requested to revise the specification and remove the same.	As per RFP
323	Volume II Section 6.5.4.3. UPS 1 KVA Page 128-130		OEM should have supplied model of tender specs in any of the govt department. OEM turnover should be min Rs. 100Cr for UPS in India.	As per RFP
324	Volume II Section 6.5.4.1. UPS 600 VA Page 131,	existing specs of 600VA UPS is of online UPS though it has been mentioned line interactive	Pls modify specs to offline otherwise it will exhaust your budget.	Please refer to corrigendum

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S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
325	Volume II Section 6.6.4.10. Page no. 124 Server Load Balancer	Throughput: Minimum of 1 Gbps throughput upgradable to 2 Gbps	The proposed Server Load Balancer should be scalable enough in order to meet the future requirements also. This will ensure better Return of investment wrt Server Load Balancer. Hence would reuqest to kindly increase the performance parameters. Throughput: Minimum of 1 Gbps throughput upgradable to 16 Gbps	As per RFP
326	Volume II Section 6.6.4.10. Page no. 124 Server Load Balancer	SSL throughput & connections: Minimum of 1 Gbps SSL throughput. Minimum of 5000 SSL connections scalable to 7500 SSL connections	The proposed Server Load Balancer should be scalable enough in order to meet the future requirements also. This will ensure better Return of investment wrt Server Load Balancer. Hence would reuqest to kindly increase the performance parameters. SSL throughput & connections: Minimum of 3 Gbps SSL throughput. Minimum of 5000 SSL connections scalable to 35000 SSL connections	As per RFP

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S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
327	Volume II Section 6.6.4.10. Page no. 124 Server Load Balancer	Ethernet ports: Minimum 4 10/100/1000 mbps Ethernet ports	The proposed Server Load Balancer should be scalable enough in order to meet the future requirements also. This will ensure better Return of investment wrt Server Load Balancer. Hence would reuqest to kindly increase the number of ports requirement. Ethernet ports: Minimum 8 x 1GbE RJ45, 2 x 10 GbE SFP+, 16 x 1 GbE SFP ports.	As per RFP
328	Volume II Section 6.6.4.10. Page no. 125 Server Load Balancer	Segmentation / Virtualization support along with resource allocation	Virtualization would ensure Independent Management, Independent Routing Table and Independent Resource allocation for the virtual Server Load Balancers instances. Hence we would suggest you to kindly elaborate the virtualization feature in the proposed Server Load Balancer. Should have Virtualization support dedicated resources, dedicated routing domain, and dedicated management	As per RFP

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
			PER VIRTUAL INSTANSE.	
329	Volume II Section 6.6.4.10. Page no. 125 Server Load Balancer	New Clause request	There are specific types of attacks like Cross site scripting, SQL Injection etc. which target the web based portals. Looking at the eDistrict Punjab project SoW & requirement, we would recommend for a Dedicated Web Application Firewall which would safeguard the web based applications from these kind of attacks by mitigating web based security threats and vulnerabilities. Total Qty of Web Application Firewall should be as many number of Server Load Balancers as part of solution. Dedicated Web Application Firewall appliance with minimum throughput: 2 Gbps.	No New additions

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S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
330	Volume II Section 6.6.4.23, Finger Print reader Page 138	OS support : Window XP / Vista / 7 / Linux	Please clarify if Linux support is required for extraction & matching features OR only for image capture	The reader should be capable to work with Linux System.
331	Volume II Section 6.6.4.23, Finger Print reader Page 138	Other Specifications: Should comply to AFIS/DIT standards	kindly provide detailed clarifications for which DIT and AFIS standards are required for compliance.	As per RFP
332	Volume II 6.6.4.12. Page 126	Speed 20 ppm	Speed 25 ppm	As per RFP
333	Volume II 6.6.4.12. Page 127	Duty Cycle Upto 800 pages/ day	Please change to 1000 pages / day	As per RFP

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