

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

Response to Queries:

S. No.	RFP Document (Section & Page Number(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 Net worth 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
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	Request for Change in Clause: 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

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		Crores or more.		
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.	5.4.3 Earnest Money Deposit (EMD) Page 17	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 Lol issued.	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 Lol issued.	As per RFP
10.	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 suggest for revision as: III. The bid price will exclude all taxes and levies and shall be in Indian Rupees.	As per RFP
11.	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	Bidder suggest: 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	As per RFP

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		<p>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 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.</p>	<p>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 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.</p>	

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12.	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 will be signed after getting the same vetted from competent legal Authority.	Bidder suggests that this provision be revised as under: 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 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 the suggestions and comments of the Bidder to the draft MSA document.	As per RFP
13.	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 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:	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 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:	As per RFP

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14.	7.8 Failure to Agree with the Terms and Conditions of the RFP; Page 39	1. 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.	<p>Bidder suggests that this provision be revised as under:</p> <p>1. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP read with the suggestions and comments of the successful bidder as 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.</p>	As per RFP
15.	Form 5:Letter of Proposal; Page 53	We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.	<p>Bidder suggests that this provision be revised as under:</p> <p>We agree to abide by all the terms and 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.</p>	As per RFP
16.	Form 15: Undertaking on Patent Rights; Page 66	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	<p>Bidder suggests that this provision be revised as under:</p> <p>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 property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid</p>	As per RFP

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		<p>unauthorized use of patent or intellectual and industrial 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 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.</p>	<p>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 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 SI if such modification was not made by or on behalf of the SI; (iv) operation or use of the materials provided by the SI with materials not provided by the SI; or (v) use of the materials provided by the SI for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation; 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-</p>	

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			Governance Society's failure to use corrections, fixes, or enhancements made available by the SI.	
17.	Form18: Undertaking on Deliverables; Page 70	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
18.	Form 19: Undertaking on Support to Third Party Solution acceptance and certification; Page 71	1. I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by a 3rd party agency (to be identified by Punjab State e-Governance Society) before the system is commissioned.	1. I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by an independent 3rd party agency (to be identified by Punjab State e-Governance Society which is not our competitor) before the system is commissioned.	As per RFP

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19.	Form 21: Undertaking on Exit Management and Transition; Page 72, 73	<p>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.</p> <p>2. I/We further undertake to complete the following as part of the Exit management and transition:</p> <p>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.</p>	<p>Bidder suggests that this provision be revised as under:</p> <p>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.</p> <p>2. I/We further undertake at Punjab State e-Governance Society's cost to complete the following as part of the Exit management and transition:</p> <p>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.</p>	As per RFP
20.	ANNEXURE II: COMMERCIAL/FINANCIAL PROPOSAL TEMPLATE	We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.	<p>Bidder suggests that this provision be revised as under:</p> <p>1. PRICE AND VALIDITY</p> <p>We hereby confirm that our prices exclude all taxes.</p>	As per RFP
21.	Common	Go-Live will be made in 4 phases, 5 years support period will be calculated from the end of 4th phase?	Kindly Clarify in detail.	O & M phase shall commence from the valid Go-Live of 4th Phase

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22.	Vol-1, 8 Terms of Payment schedule	Definition of Go-Live	Kindly guide, Why go-live is tagged with the monthly transaction?	As per RFP
23.	Vol I, page #40 Clause No. 8	Terms of Payment Schedule	I) We suggest that payment terms should be revised. We expect that 100% CAPEX payment should be payable on or before GO-LIVE. II) Total Fee payment should be recoverable within the contract term with the last quarterly payment. For Exit Management period PBG submitted should be taken into consideration which is valid for a period of around 6 months beyond contract expiry.	As per RFP
24.	Vol I, page #41,42 Clause No. 8.1.1	Successful Delivery of Targeted Transactions:-	We suggest that Go Live should not be based on minimum average transactions as transactions are not controllable by SI.	As per Corrigendum
25.	Vol I, Page 21 Clause 6.1, Prequalification Criteria Point 2 (c)	Should have been operating for the last five years (FY 11-12, FY 10-11, FY 09-10, FY 08-09 & FY 07-08)	Kindly change it to following: "Should have been operating for the last five years."	As per RFP
26.	Vol I, Page 22 Clause 6.1, Prequalification Criteria Point 7	The responding firm should be minimum CMMi Level 3.	Kindly Change it to following: The responding firm should be CMMi Level 5.	As per RFP
27.	Vol I, Page 22 Clause 6.1, Prequalification Criteria Point 8	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	Kindly Change it to following : Average Annual Sales Turnover generated from services related to System Integration (SI) during the last five (5) financial years as per the last published balance sheets of INR 300 Crores or more	As per RFP

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28.	Vol I, Page 22 Clause 6.1, Prequalification Criteria Point 9	Company experience in implementation of integrated turnkey projects around application development as a System Integrator in India.	Kindly change it to following: The Bidder (System Integrator) must have a proven track record of providing a successful „Turnkey Solution“ for at least five (5) IT-projects in the last five years. At least one of the 5 quoted projects should be an integrated turnkey project of a value of INR 100 crores or above.	As per RFP
29.	Vol I, Page 23, Clause 6.1, Prequalification Criteria Point 10	The responding firm must have a minimum number of 100 IT Staff of technically qualified personnel in the domain of systems integration, as on 31st March, 2012 on its roll.	Kindly revise 100 IT staff to Minimum Permanent IT staff of 50000.	As per RFP
30.	Vol I, Page 37, Clause 7, Appointment of System Integrator 7.1 – Award Criteria	Punjab State e-Governance Society will award the Contract to the successful bidder whose Commercial proposal is the lowest among technically qualified bidder and would consider it as substantially responsive as per the process outlined above.	In the interest of the project, we request you to kindly revise the award criteria. Kindly revise it to QCBS method. A Techno commercial evaluation of Bidders will be done with 70% weightage for technical and 30 % on Commercials.	As per RFP

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31.	Section No 8.1.1; Page No 40	<p>b) Here “Targeted transaction” is the average number of monthly transactions actually happened during last five (5) years as on 30/11/2012, for that particular service, across the State. The “Average monthly transactions” will be calculated at the end each month after completion of first three months of Roll out of that particular service.</p> <p>d) If the average monthly transaction achieved (as per above ‘c’) is less than the targeted transaction (as per ‘b’ above), the same calculation shall be made further at each subsequent month end till the figure of targeted transaction is achieved</p>	<p>1. Since "Go-live" is contingent upon knowing targeted transaction per service, please publish the target numbers; without which the go live definition becomes open ended.</p> <p>2. Does the state expect to achieve a higher average monthly transaction through than last 5 year's average via new system in the beginning. This is very unrealistic for a new software rollout.</p> <p>3. The average term adds a minimum of 90 days and max of unknown days to payment realization of an already meager percentage for the SI.</p> <p>4. The term of Go live is far harsher than the one recommended by GoI model RFP. Please change the term to a fixed and reasonable target number for the first month of having been achieved such a number as go live</p>	As per Corrigendum
32.	Clause 4; Page 7	The Punjab State e-Governance Society reserves the right to extend the Term for a period of 1 year with a maximum of 5 such extensions on the same terms and conditions.	We suggest to extend the terms on REVISED TERMS and conditions as per the future conditions	As per RFP

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33.	Clause 8; Page 40	<p>I. "Go-Live" of 10 Services in all the Districts of State of Punjab (Phase I) 10 %</p> <p>II. "Go-Live" of next set of 25 Services in all the Districts of State of Punjab (Phase II) 10 %</p> <p>III. "Go-Live" of remaining 12 Services in all the Districts of State of Punjab (Phase III) 10 %</p> <p>IV. STQC Certification of Modified e-District Application as per Scope of Work 10 %</p> <p>V. Go-Live of Modified e-District as per Scope of work (Phase IV) 10 %</p> <p>VI. Operations and Maintenance Phase (5 years) To be paid quarterly (2.1 % per quarter) for 60 months (20 Quarters) 42 %</p> <p>VII. Successful Exit Management 8 %</p>	<p>Request you to kindly replan the Payment milestone in to the proposed one:</p> <p>I. 12 %</p> <p>II. 12 %</p> <p>III. 12 %</p> <p>IV. 12 %</p> <p>V. 12 %</p> <p>VI. 35 %</p> <p>VII. 5 %</p>	As per RFP
34.	6.1.6 Prequalification Criteria	The responding firm should be ISO 9000:2008 certified.	Kindly change the same to ISO 9001:2008 as ISO 9000 is the name of the family for quality management certificates	As per RFP
35.	General Queries related to Prequalification Criteria		Whether projects with Site Acceptance will be considered?	As per RFP

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36.	6.2 Technical Evaluation Criteria Page 24	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 Marks would be awarded based as below :- Slab More than 6 Projects 5 to 6 Projects 3 to 4 Projects	Kindly change the marks awarded based as below: Slab More than 4 Projects 3 to 4 Projects 2 to 3 Projects	As per RFP
37.	6.2 Technical Evaluation Criteria Page 27	Experience in providing training to minimum 2000 employees under each multi-locational IT implementation project. Marks would be awarded based as below :- Slab More than 4 Projects 3 to 4 Projects 1 to 2 Projects	Modify the same as: Experience in providing training to minimum 500 employees under each multi-locational IT implementation project. Marks would be awarded based as below :- Slab More than 3 Projects 2 to 3 Projects 1 to 2 Projects	As per RFP

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38.	6.2 Technical Evaluation Criteria Page 27	Experience in Data Digitization with minimum 25 lakhs record in each IT implementation project. Marks would be awarded based as below :- Slab More than 4 3 to 4 Projects 1 to 2 Projects	Can this be modified as : Experience in Data Digitization with minimum 25 lakhs record in each IT implementation project. Marks would be awarded based as below :- Slab More than 3 2 to 3 Projects 1 to 2 Projects	As per RFP
39.	6.2 Technical Evaluation Criteria Page 35 Point h	TWO projects in the field of IT Services where Site Preparation has been done in minimum 6 different locations with a minimum Project value of INR 2 Crore each. Average marks would be awarded based on the following marks awarding criteria (i.e. Marks in Project1 + Marks in Project2 / 2):- Marks would be awarded based as below :- Slab More than 18 16 to 18 Locations 11 to 15 Locations 6 to 10 Locations Less Than 6	Please allow one project with greater value and more locations as well Project value of INR 10 Crore each. Marks would be awarded based as below :- Slab More than 30 20 to 30 Locations 15 to 20 Locations 5 to 10 Locations Less Than 5	As per RFP

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40.	6.2 Technical Evaluation Criteria Page 35 Point 4e	Technical Support Lead to be placed in each District 20 CV's to be shared	Can CV for technical support lead be provided once project is awarded	As per RFP
41.	General Queries related to Technical Evaluation Criteria Manpower - Vol I		Please consider overall marking for each CV and clarify whether certificates asked for , have to be provided along with the CV	On demand
42.	Pilot E District Status (Page no 12)	25 more services are under trial run and shall be made live shortly. The rest of the services shall be made live during the month of January, 2013	Request to provide the updated/current status on number of services Go live.	Go-Live -17 services Under Trial run - 29 services
43.	5.6.3 Tender Evaluation(Page no 20)	Existing Implementing Agencies which do not get their eDistrict Application Software for their respective Pilot States/UTs certified by STQC will NOT be eligible to participate in the bidding process for that State / UT under the National Rollout of the Scheme	Request to please confirm on completion of STQC certification of Pilot E district application in State of Punjab.	In progress
44.	6.1 Pre-Qualification Criteria (page No 22)	The responding firm should be minimum CMMi Level 3.	Request to please change this to "The responding firm should be minimum CMMi Level 5 "	As per RFP
45.	7.7 Sub-Contracting(page no. 39)	The subcontractor must be ISO 9001 in IT services. (ISO 27001 and CMMi level 3 or above certification wherever relevant)	Please remove ISO 27001 and CMMi level 3 for subcontracting Firms	As per RFP

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46.	8 TERMS OF PAYMENT SCHEDULE(page no 40)	<p>Payment Milestones</p> <p>1. "Go-Live" of 10 Services in all the Districts of State of Punjab (Phase I)-10 %</p> <p>2. "Go-Live" of next set of 25 Services in all the Districts of State of Punjab (Phase II)-10 %</p> <p>3. "Go-Live" of remaining 12 Services in all the Districts of State of Punjab (Phase III)-10%</p> <p>4. STQC Certification of Modified e-District Application as per Scope of Work-10 %</p> <p>5. Go-Live of Modified e-District as per Scope of work (Phase IV). 10 %</p> <p>6. Operations and Maintenance Phase (5 years)-42 %</p> <p>7. Successful Exit Management-8%</p>	<p>Considering the significant investments envisaged by the bidder, we request to please amend the payment milestones as follows:-</p> <p>Payment Milestones</p> <p>1. Advance against submission of equivalent Bank Gurantee-10 %.</p> <p>2. Completion of Delivery and Installation of Hardware & Commissioning of all activities related to site preparation at Data Centre and district offices.-20 %</p> <p>4. Completion of Trainings/capacity building-5%</p> <p>5. "Go-Live" of 10 Services in all the Districts of State of Punjab (Phase I)-5 %</p> <p>6. "Go-Live" of next set of 25 Services in all the Districts of State of Punjab (Phase II)-10 %</p> <p>7. "Go-Live" of remaining 12 Services in all the Districts of State of Punjab (Phase III)-5%</p> <p>8. STQC Certification of Modified e-District Application as per Scope of Work-5 %</p> <p>9. Go-Live of Modified e-District as per Scope of work (Phase IV). 5 %</p> <p>10. Operations and Maintenance Phase (5 years)-30 %</p> <p>11. Successful Exit Management-5%</p> <p>12. 100 % Payment for Data Digitisation, Data Migration, LAN cabling & Electrical work shall be paid on actuals on Go live of Phase 1.</p>	As per RFP

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47.	Section No 8.1.1; Page No 40	<p>b) Here "Targeted transaction" is the average number of monthly transactions actually happened during last five (5) years as on 30/11/2012, for that particular service, across the State.</p> <p>d) If the average monthly transaction achieved (as per above 'c') is less than the targeted transaction (as per 'b' above), the same calculation shall be made further at each subsequent month end till the figure of targeted transaction is achieved</p> <p>The "Average monthly transactions" will be calculated at the end each month after completion of first three months of Roll out of that particular service.</p>	<p>1. Since "Go-live" is contingent upon knowing targeted transaction per service, please publish the target numbers; without which the go live definition becomes open ended.</p> <p>2. Does the state expect to achieve a higher average monthly transaction through than last 5 year's average via new system in the beginning. This is very unrealistic for a new software rollout.</p> <p>3. The average term adds a minimum of 90 days and max of unknown days to payment realization of an already meager percentage for the SI.</p> <p>4. The term of Go live is far harsher than the one recommended by GoI model RFP. Please change the term to a fixed and reasonable target number for the first month of having been achieved such a number as go live</p>	Refer to corrigendum
48.	6.2 Technical Qualification Criteria, pg 23	Resource Deployment	Can these mandatory resources be sub-contracted?	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 (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
49.	7.7 Sub-Contracting, Pg 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 subcontract for any of the work to be carried out by the sub-contractor.	Considering that the SI shall be responsible for the end to end implementation of the project including management of all sub-contracting. We request that the stated restriction on sub-contracting be relaxed.	As per RFP
50.	8.1.1 Successful Delivery of Targeted Transactions, pg 40	Targeted transaction volume for Go Live	Since the target transaction achievement will be dependent on factors beyond control SI. We would request that the successful testing and acceptance of the application should be considered as 'Go Live'	As per RFP and Corrigendum
51.	Ref Doc: Volume I	Company experience in implementation of integrated turnkey projects around application development as a System Integrator in India.	Request to dilute this clause as follows: Company experience in implementation of integrated turnkey projects around application development as a System Integrator in India/Overseas.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
52.	Section 6.1 Sr.no.9, Page no. 22, 23	(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) <ul style="list-style-type: none"> · One 20 Crores Project OR · Two 10 Crores Projects OR · Three 8 Crores Project 	(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) <ul style="list-style-type: none"> · One 10 Crores Project OR · Two 5 Crores Projects OR · Three 3 Crores Project 	As per RFP
53.		Annexure I: Form 6: For details of Experience of responding firm/ Project Citation supported with Work order and Proof of Go-live/ Project completion certificates from client	Annexure I: Form 6: For details of Experience of responding firm/ Project Citation supported with Work order or Proof of Go-live/ Project completion certificates/Case study from client	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
54.	Section 6.2 Sr.no.1 a, Page no. 24	THREE client references for implementation of an integrated turnkey project around a) network solution and b) software development c) Hardware commissioning and d) O&M phase for maintaining all of the above. Average Project Value to be used for the 3 projects. Following marks would be awarded based on the average value (i.e. Total value of submitted eligible projects/ 3):- > INR 20 Crore – 10 > INR 16 Crore but less than or equal 20 Crore – 8 > INR 12 Crore but less than or equal 16 Crore – 6 > INR 8 Crore but less than or equal 12 Crore – 4 > INR 4 Crore but less than or equal 8 Crore – 2 > Less than or equal to INR 4 Crore – 0	THREE client references for implementation of an integrated turnkey project around a) network solution and b) software development c) Hardware commissioning and d) O&M phase for maintaining all of the above. Average Project Value to be used for the 3 projects. Following marks would be awarded based on the average value (i.e. Total value of submitted eligible projects/ 3):- > INR 10 Crore – 10 > INR 5 Crore but less than or equal 10 Crore – 8 > INR 4 Crore but less than or equal 5 Crore – 6 > INR 2 Crore but less than or equal 4 Crore – 4 > INR 1 Crore but less than or equal 2 Crore – 2 > Less than INR 1 Crore – 0	As per RFP
55.	Section 6.2 Sr.no.1 b, Page no. 24	Whether the Firm has delivered hardware products in three projects in the last 3 years.	Whether the Firm has delivered hardware products in three projects in the last 5 years.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
56.	Section 6.2 Sr.no.1 b, Page no. 24, 25	Average Hardware Installation Value to be used for the 3 projects. Following marks would be awarded based on the average value (i.e. Total value of the submitted eligible projects/ 3):- Greater than or equal to INR 8 Crore – 5 Greater than or equal to INR 6 Crore but less than INR 8 Crore – 4 Greater than or equal to INR 4 Crore but less than INR 6 Crore – 3 Greater than or equal to INR 2 Crore but less than INR 4 Crore – 2 Greater than or equal to INR 1 Crore but less than INR 2 Crore – 1 Less Than 1 Crore - 0	Average Hardware Installation Value to be used for the 3 projects. Following marks would be awarded based on the average value (i.e. Total value of the submitted eligible projects/ 3):- Greater than or equal to INR 2 Crore – 5 Greater than or equal to INR 1.5 Crore but less than INR 2 Crore – 4 Greater than or equal to INR 1 Crore but less than INR 1.5 Crore – 3 Greater than or equal to INR 0.8 Crore but less than INR 1 Crore – 2 Greater than or equal to INR 0.5 Crore but less than INR 0.8 Crore – 1 Less Than 0.5 Crore - 0	As per RFP
57.	Section 6.2 Sr.no.1 c, Page no. 25	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 More than 6 Projects – 5	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 More than 3 Projects – 5 2 to 3 Projects – 4 1 to 2 Projects - 3	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		5 to 6 Projects – 4 3 to 4 Projects - 3		
58.	Section 6.2 Sr.no.1 d, Page no. 25	TWO projects in the field of IT Services where Maintenance Services / Helpdesk Services have been provided in minimum 6 different locations with a minimum Project value of INR 2 Crore each.	ONE projects in the field of IT Services where Maintenance Services / Helpdesk Services have been provided in minimum 6 different locations with a minimum Project value of INR 1 Crore each.	As per RFP
59.	Section 6.2 Sr.no.1 f, Page no. 27	Experience in providing training to minimum 2000 employees under each multi-locational IT implementation project.	Experience in providing training to minimum 500 employees under each multi-locational IT implementation project.	As per RFP
60.	RFP Vol-I/6.2 Technical Qualification Criteria /Page - 28 of 92	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)	In this regard kindly refer Form-6 Project Citation Format in which IT project experience required for 5 Projects in the last Five Years. As such we understand that completion certificate of the projects completed should be in the last Five Year instead of 3 Years. This might be typographic error and should be amended, Please confirm.	Refer to corrigendum
61.	RFP Vol-I/6.2 Technical Qualification Criteria /Page - 28 of 92	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)	In this regard we understand that all projects which Fully Completed or Made Go-Live but in O&M phase will be considered for evaluation, please confirm.	1. For all the above (except serial no. D), 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)

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
62.	RFP Vol-I/8.1.1 Successful Delivery of Targeted Transactions:- /Page No- 40 of 92	b) Here "Targeted transaction" is the average number of monthly transactions actually happened during last five (5) years as on 30/11/2012, for that particular service, across the State.	We request you to please provide details of "targeted transactions" for all the services envisaged under this project. This will help bidder to formulate commercials of the proposal.	Refer to corrigendum
63.	RFP Vol-I/4.3. Scope of Services – Project Implementation Phase /Page No- 20 of 158	V. However PSeGS will give its best efforts to ensure that any further clarification/s required by State wide SI from the pilot SI, regarding the application is provided with. But this shall be possible during the currency of contract of the pilot SI only.	In this regard, kindly provide currency of contract of the pilot SI for the information of State SI for implementation purpose.	Currency of the Pilot SI is 3 years from the date of Go-Live
64.	6.5. Bill of Material	For each hardware mentionedMake and Model	We understand that bidder can quote more than one fully complied make and model as per tender requirement.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
65.	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 have executed several large System Integration projects globally. We are also an empanelled SI in RAPDRP and UIDAI programs. We request you to amend the clause as below: Company experience in implementation of integrated turnkey projects around application development as a System Integrator. (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) OR Allow the participation of System Integrators empanelled with large programs such as RAPDRP, UIDAI etc.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
66.	8.1.1 Successful Delivery of Targeted Transactions; Page No: 40	<p>b) Here "Targeted transaction" is the average number of monthly transactions actually happened during last five (5) years as on 30/11/2012, for that particular service, across the State.</p> <p>d) If the average monthly transaction achieved (as per above 'c') is less than the targeted transaction (as per 'b' above), the same calculation shall be made further at each subsequent month end till the figure of targeted transaction is achieved</p> <p>The "Average monthly transactions" will be calculated at the end each month after completion of first three months of Roll out of that particular service.</p>	<p>The number of transaction is based upon the appropriateness of services for a given point in time. SI does not have any control over the citizen traffic. The same may be modified to a specific number of transactions such as "10 Transactions in at least 10 districts."</p> <ol style="list-style-type: none"> 1. Since "Go-live" is contingent upon knowing targeted transaction per service, please publish the target numbers; without which the go live definition becomes open ended. 2. Does the state expect to achieve a higher average monthly transaction through than last 5 year's average via new system in the beginning. This is very unrealistic for a new software rollout. 3. The average term adds a minimum of 90 days and max of unknown days to payment realization of an already meager percentage for the SI. 4. The term of Go live is far harsher than the one recommended by Gol model RFP. Please change the term to a fixed and reasonable target number for the first month of having been achieved such a number as go live 	Refer to corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
67.	Cl. 1 (iii) Introduction, pg. 5	Substantially Responsive Bid Failure to furnish all information required as mentioned in the RFP 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.	Bidder submits that it should be allowed to submit deviations/ clarifications which may be negotiated upon post selection of Successful Bidder.	As per RFP
68.	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 maximum of 5 such extensions on the same terms and conditions, subject to the Punjab State e-Governance Society obligations at law.	The renewal / extension should be based on Pricing and Other terms that are mutually agreed through negotiation before the expiry of the Contract.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
69.	Volume I, Section 8, Pg 40 and Volume III, Schedule - VI, Pg 55	<p>Terms of Payment Schedule:</p> <ol style="list-style-type: none"> 1. "Go-Live" of 10 Services in all the Districts of State of Punjab (Phase I) : 10% 2. "Go-Live" of next set of 25 Services in all the Districts of State of Punjab (Phase II): 10% 3. "Go-Live" of remaining 12 Services in all the Districts of State of Punjab (Phase III): 10% 4. STQC Certification of Modified e-District Application as per Scope of Work: 10% 5. Go-Live of Modified e-District as per Scope of work (Phase IV): 10% 6. Operations and Maintenance Phase (5 years): 42% To be paid quarterly (2.1 % per quarter) for 60 months (20 Quarters) 7. Successful Exit Management: 8% 	<p>Request to amend the payment schedule for better Project Management and Cash flows.</p> <p>Proposed Payment Schedule:</p> <ol style="list-style-type: none"> 1. Signing of Contract: 10% 2. Setting up of Data centre infrastructure: 10% 3. "Go-Live" of 10 Services in all the Districts of State of Punjab (Phase I) : 10% 4. "Go-Live" of next set of 25 Services in all the Districts of State of Punjab (Phase II): 10% 5. "Go-Live" of remaining 12 Services in all the Districts of State of Punjab (Phase III): 10% 6. STQC Certification of Modified e-District Application as per Scope of Work: 10% 7. Go-Live of Modified e-District as per Scope of work (Phase IV): 10% 8. Operations and Maintenance Phase (5 years): 30% To be paid quarterly (1.5 % per quarter) for 60 months (20 Quarters) 	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
70.	Volume I, Section 8.1, Pg 40	Definition of Go-Live Go-Live of the services includes successful District Readiness for all offices, i.e. Completion of all activities like Placement of all the Associate Project Manager (Division), Technical Support Leads (District), Site preparation, Networking, Commissioning of all Hardware, Training, Data Digitization in all the district and "Successful delivery of targeted transactions" as explained below.	Proposed Definition of Go-Live Go-Live of the services includes successful District Readiness for all offices, i.e. Completion of all activities like Placement of all the Associate Project Manager (Division), Technical Support Leads (District), Site preparation, Networking, Commissioning of all Hardware, Training, Data Digitization in all the district	As Per RFP & Corrigendum
71.	Volume I, Annexure II - Form 2 , Pg 78 - 84 and Volume III, Annexure D, Pg 61 - 63	Form 2: Commercial/Financial Proposal and Annexure – D - Financial Bid Response	Please clarify the Commercial format to be used for Commercial Proposal as Form 2 in Volume I and Annexure D in Volume III are different formats.	BOM of Volume I needs to be used as Vol III is draft Agreement and as the sizing needs to be done by the SI the final BOM will be updated in the Contract
72.	5.4.3 Earnest Money Deposit(EMD)	Bidders shall submit, along with their Bids, EMD of INR 1,00,00,000/- only, in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure I: Form 3) issued by any Scheduled bank in favor of Punjab State e-Governance Society, payable at Chandigarh, and should be valid for 6 months from the due date of the tender / RFP.	Considering general bidding trends in central and various other state govt projects, EMD of Rs. One Crore is very high request to lower this amount to Rs.50 lacs for wide competition participation	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
73.	6.1 Pre- Qualification Criteria	The responding firm should be ISO 9000:2008 certified	Is it mandatory, what to do in case certification is in process	As per RFP
74.	Section 7.7; Page 39	Subcontracting	Request you to allow 1. a consortium of not more than 2 parties in order to have a healthy competition among the bidding parties 2. a local company of Punjab with a minimum net worth of Rs 5 crores to be a part of the consortium who must have implemented at least one e-governance project under State Govt. of Punjab	As per RFP
75.	Section 8 /Page 40 PAYMENT SCHEDULE	For creating competitive bidding and to help bidder to manage Cash flow (considering the volume of hardware to be procured) , we recommend to include at least 10% of Payment against delivery of hardware at SDC & office other location.	We recommend to include at least 10% of Payment against delivery of hardware at SDC & office other location	As per RFP
76.	Form 2A/ Page 81 Commercial/Financial Bid - E Section	As per price bid do we need to give per month man power cost only	Need clarification	Refer to corrigendum
77.	Form 2A/Page 81 Commercial/Financial Bid - D Section	Operations and Maintenance Costs (Quarterly Expenses for 5 years of contract after "Go-Live") Please provide more clarity on how we need to provide costing for this	Need clarification	Refer to corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
78.	Form 2A/Page 84 Commercial/Financial Bid - J Section	O&M cost for Data center services for five years- What all scope it covers?? Is it maintenance of complete data center or specific hardware installed for this project.	What all scope it covers??	As per Scope of work defined in Volume II
79.	7.7 Sub-Contracting, Page no 39, RFP Vol I	Certification for Sub contractor ISO 27001 & CMMi Level 3 or above wherever relevant.	This should be relaxed to ISO 9001	As per RFP
80.	8 Terms of Payment Schedule Page no 40, RFP Vol I	Payment Milestones	Payment milestones should be relaxed.	As per RFP
81.	Volume_II Section 4.5 II		The Asset Management would cover only the Asset Inventory part or we need to link it with Asset procurement, Agreement and purchase order	The asset management module shall cater to all the IT/ non-IT infrastructure used for eDistrict project. However its usages shall entirely be as per the requirement of the department.
82.	Volume_II Page No 29 Section 4.3.2.2. eDistrict Application	Asset Management: As mentioned in Section 4.5 (II), there is a requirement to have an asset management module under e-District project, to monitor the assets used for e-District project at various offices and procured under various Schemes.	We assume that Asset Management is not the part of current eDistrict application and SI need to develop the same and integrate with eDistrict application. Is this understanding correct?	Yes
83.	Volume_II Page 30 4.3.2.2 - IX		Asset Management Does SI needs to develop this Functionality from the scratch?	Yes. However bidder has the flexibility to develop it or to provide a standard off the shelf product,
84.	Volume_II Page 69, 4.3.11.	Business Continuity Planning	I. Kindly confirm the location of the Near DR & DR site. II. Kindly confirm on the do we need to provision for the	I. The Near DR site shall be located in Chandigarh only. The Far DR will be

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			<p>Dr to be exact replica of DC or it can be 50% of the DC.</p> <p>III. Kindly confirm the % of availability required (i.e. how many 9's)</p>	<p>decided at the time of shifting the eDistrict infrastructure to the State Data center.</p> <p>II. Only backup server along-with a SAN is to be placed at near DR site.</p> <p>III. The required availability of backup server shall be same as that of DC infra.</p>
85.	Volume_II Section No 6.4 Page No 104	Volume - Data Digitization & Data Migration	Are these volumes mentioned for entire state or for an average district? Please clarify	The volume mentioned is for 20 districts.
86.	Volume_II Section 6.4 Page 104	Volume - Data Digitization & Data Migration	<p>The volume of various records like birth registration, agriculture license are given However the average size/no of pages per record is not mentioned. Kindly share the average document size.</p> <p>Also share the size and condition of documents to be scanned.</p>	<p>The sample documents are provided in the RFP. The condition of the document will vary from place to place.</p> <p>The approx./ indicative size of the register/ documents is as below:</p> <p>I. Birth/ Death register: 29.5 X 18.5 cm approx. (when closed).</p> <p>II. Agriculture license: A4 size</p> <p>III. Ration card: 16 X 24 cm(when closed)</p>
87.	Volume_II Section 4.3.1.1.4 III, Page no. 23	Data Digitization & Migration	<p>We understand that along with document digitization, SI has to also migrate data from, existing software systems. Please provide information of the</p> <p>I. Existing application/database</p> <p>II. Size of the data to be migrated.</p> <p>III. Technology stacks and</p> <p>IV. no. of tables etc.</p>	<p>I. The existing database which is to be migrated is on SQL 2000 or later.</p> <p>II. The size will vary from district to district.</p>

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
88.	Volume_II Section 4.3.4.1.1, Page no. 50	Printout of register of scanned images	Please confirm if the stationary like papers, Ink, Backup tapes etc. will be provided by PSeGS.	To be provided by SI only.
89.	Volume_II Section 4.3.4.1, Page no. 50	Data Digitization	Please provide the details of existing data digitization mechanism used for 2 Pilot districts.	The data digitization is not in scope of Pilot SI. The activity has been undertaken by department separately.
90.	Volume_II Section 4.3.4.2, Page no. 50	Migrating the data from the other systems/manual operations to the new system will include collection and migration of user data, collection and migration of master data, closing or migration of open transactions, collection and migration of documentary information, and migration of data from the legacy systems.	Please provide the details of existing data migration mechanism used for 2 Pilot districts.	After studying the existing Database, the SI has created the utilities to migrate the data to the target database of eDistrict application.
91.	Volume_II Page No 16 Section4.1.1. State Specific Requirements	The data processing will be carried out at multiple locations, across the state, with a set of servers temporarily hosted at MGSIPA, Sector 26, Chandigarh to support the processing needs.	Request you to provide more clarity on this process. As its central deployment, would like to have more understanding on need of set of temporary servers for data processing. Please confirm if provision of the same is in scope of SI, if yes, please provide quantity details.	The word temporary here refers to the temporary data center located at Sector 26, Chandigarh.
92.	104 Data Digitization 6.4	Data digitization activity has to be done at District & sub district level offices.	What will be the total number of locations where data digitization has to be done?	The data digitization shall require to be carried out at District & Sub-district levels.
93.	104 / 6.4 / Data Digitization	Data Digitization	Kindly confirm that data digitization can be done at District level offices and client would be transferring the record of sub district level offices to District level offices?	The data digitization needs to be carried out at respective offices where the record is lying.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		data digitization	What will be the volume distribution of each type of document at each location?	The total volume is already provided for costing purpose as the unit price shall remain same across the state.
		data digitization	Kindly confirm that scanning will be done at 200 DPI in B/W format and the final images will be saved in PDF format?	The scan resolution shall vary as per the quality of the record. The Scanned image should be clearly readable for verification of data. Rest is as per RFP.
		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.
		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.
		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, otherwise SI shall be required to devise a workaround.
		data digitization	Total number of records to be digitized is approx. 32 Lac. What will be total number of pages 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.
		data digitization	If the pages are of different sizes then what will be volume distribution for each size of pages?	Data shall be digitized on As-is, where-is basis, however the sample records are provided in the RFP.
		data digitization	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
		data digitization	What will be the average number of entries per page for Birth Registers?	The sample fields are part of the RFP.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		data digitization	Total number of records to be digitized is approx.. 9.5 Lac. What will be total number of pages that needs to be scanned?	The sample record is part of the RFP.
		data digitization	What will be the size of the pages for Death registration documents i.e. A4/Legal/A3/A2/A1 that needs to be scanned?	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.
		data digitization	What will be number of supporting documents that needs to be scanned per Death Registration record?	The details are provided in the RFP_Volume II_Section 4.3.4
		data digitization	What will be the average number of enteries per page for Death Registers?	The sample record is part of the RFP.
		data digitization	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.
		data digitization	Total number of records to be digitized is approx. 12000. What will be total number of pages that needs to be scanned? What will be the number of pages per Agriculture License?	The sample record is part of the RFP. However there could be some variation from location to location.
		data digitization	What will be the size of the pages for Agriculture License i.e. A4/Legal/A3/A2/A1 that needs to be scanned?	The approx./ indicative size of the register/ documents is A4. However there could be some variation from location to location.
		data digitization	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.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		data digitization	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.
		data digitization	Total number of records to be digitized is approx. 500000. What will be total number of pages that needs to be scanned? What will be the number of pages per Ration Card that needs to be scanned?	The sample record is part of the RFP. However there could be some variation from location to location.
		data digitization	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.
		data digitization	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.
		data digitization	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.
		data digitization	Is the service provider required to enter all the monthly entries in ration card or only the entry for last month needs to be entered. Kindly Confirm?	No monthly entries are required to be entered. Only the fields as per the sample record provided in the RFP, required to be entered.
94.	Volume_II Page No 13 of 158	VII. Further e-District service will be integrated with a mobile service delivery gateway and Aadhaar numbers of the Unique Identification Authority of India. Localization of the application will be carried out as per the requirement of the state in terms of local language and other needs.	Please confirm if Pilot application caters to these requirements or SI needs to build the same.	Integration with UID application is there in the scope of Pilot SI, however the State wide SI may need to make necessary modifications as per the authentication mechanism being introduced by UIDAI.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		IX. Integration across states shall be enabled, through mandatory adherence to technical specifications, eGovernance and localization standards		
95.	Vol. II, Sec 4.3.2.10 Existing Application Architecture, Page 37	Approximate number of forms, reports etc...	The numbers mentioned are for how many services?	The details provided are for all the pilot eDistrict services.
96.	Vol II, Sec 4.3.1.1, Application Study & Design, Page 20	Existing Pilot SI shall provide all necessary knowledge transfer	What timelines have been envisaged for the knowledge transfer? Who is the Pilot SI?	The same is to be decided mutually by both SIs.
97.	Vol. II, Sec 4.3.2.10 Existing Application Architecture, Page 37	Existing application architecture details	We need to view the existing source code & documentation to understand the scope of work required in application. PI facilitates the same for at least 2 days after pre-bid meeting.	Sufficient existing application details are already provided in the RFP.
98.	Vol II, Sec 4.3.1.1, Application Study & Design, Page 21	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 Requirement Specification (FRS), System Requirement Specification (SRS) & Application user manual etc.	Please provide us a copy of existing FRS document.	The same shall be provided to the selected SI.
99.	Vol II, sec 4.3.2.2 e-district Application, Page 27	The user should be given a choice to interact with the system in local language (Punjabi) in addition to English.	PI let us know whether the existing application is bi-lingual.	Yes.
100.	Common	Hardware specification of existing environment is not mentioned. Required concurrent users in existing	details required	Sufficient details pertaining to pilot application and hardware are provided in the RFP.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		environment and peak time resource utilization.		
101.	RFP VOL 2 Section No 4.3.3.1 Page No 21	<p>VII. The high level FRS has been developed by the SPMU (Consultant) and is available along with this RFP in Section 6. The SI shall carry out a detailed application study formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards provided by the DeitY, GoI and the PSeGS requirements. As a part of the SRS, SI also needs to include the output formats for the services.</p> <p>VIII. The SI shall prepare a detailed document on the implementation of e-District Application with respect to configuration, customization, extension and integration as per the requirement of State. The SI shall also prepare a change/reference document based on changes or deviations from the base version (i.e. ver 1.0) of the e-District Application with appropriate references to all the artifacts /documents provided by DeitY, GoI / PSeGS.</p> <p>XIII. As part of the application Study, the</p>	<p>These clauses have a conflict. Since SI is expected to rollout existing pilot application and conduct suitable changes as required, why is there a need for SRS, Comprehensive application study? A change reference document as asked is sufficient for the purpose of this project. Please clarify.</p>	<p>The SI need to prepare SRS for new functionalities asked for in this RFP as per DeitY guidelines and PSeGS requirements.</p> <p>The SRS shall be required during STQC testing of modified application i.e. ver 2.0.</p>

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		SI shall be responsible for Preparation of a comprehensive application Study document by studying the legislation, business processes and organization design of the Punjab.		
102.	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 sign off ?	The FRS for all 47 services has already been developed under pilot phase.
103.	4.3. Scope of Services – Project Implementation Phase 4.3.1. Solution Design	The high level FRS has been developed by the SPMU (Consultant) and is available along with this RFP in Section 6. The SI shall carry out a detailed application study formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards provided by the DeitY, Gol and the PSeGS requirements. As a part of the SRS, SI also needs to include the output formats for the services.	Is the FRS covers complete eDistrict Services (47) functionality or just enhancements required and implemented by SI?	The high level FRS is for enhancements/ modification/ changes required in the pilot application.
104.	Volume II 4.6.9. Exit Management Plan Page 86	VI. During the exit management period, the 'System integrator' shall use its best efforts to deliver the services.	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.	As per RFP
105.		VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.	VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule. Notwithstanding any other provision, the parties shall agree on the commercial relating to exit management	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			period in the Exit Management Plan.	
106.	Ref Doc: Volume_II	The number of users (External/Internal) will be accessing the departmental portal for various services	Please specify the number of concurrent users accessing portal at peak time & at off peak time.	The details are provided in the RFP
107.	Volume_II 4.3.6. Supply / Procurement of IT Infrastructure at SDC Page: 54	2112 GSKs are to be opened and shall be provided access to the application.	Please specify the number of users per GSK.	Two user per GSK
108.	Section 4.3.6 (Volume 2), 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/ Workflow users - GSK = 2112 , Suwidha Center = 115 *6, Departmental = 10000 i.e. total users = 2112 + 690 + 10000 = 12802?	Please clarify this point.	In the RFP, this indicative data is provided to the SI for calculating approximate user load on the application.
109.	:As per section 6.2.12		How the application integration with UID will be done? How UID no. will be authenticated by E-district application	As per the guidelines issued by UIDAI.
110.	Vol II, sec 4.3.2.22, UAT & Go-Live, Page 47	SI will be responsible for successful completion of UAT	Where will be UAT carried out? Will it be at a centralized location or do we need to travel to different locations & departments?	The UAT shall be carried out centrally at the District level.
111.	Vol 2, Page 54 - 4.3.5. Site Preparation	The SI is expected to prepare the client sites for setting up the necessary client site infrastructure.	Please confirm estimated size and layout of the offices for estimating the LAN setup	The size would vary from office to office so no estimates can be provided at this stage.
112.	Page 67		Assuming, Training and hand holding will be train to trainer concept for a single location of each district.	The training shall be provided to all the departmental officials who are actors in various service deliveries.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
				All trainings to be conducted at District level.
113.	Page 59 Volume II 4.3.9.2. Training Requirements	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 the trainees.
114.	Vol 11, 4.3.9.5. Training Plan page 66-67	Duration of the training courses	We suggest PSeGS to relook at the time duration allocated to the Process Training (need to be minimum 16 hours) and the e-District Application Training time to be increased to minimum 48 hours as these trainings have to match the timelines and cover all the 47 services	Please refer to revised training hours in corrigendum.
115.	Vol II, 4.3.9.2. Training Requirements, page 61	ii) Training shall also be provided for teaching the basic trouble shooting activities (hardware and software related) in case of problems.	Suggestion to include a Troubleshooting training course for few identified resources.	As per RFP & corrigendum.
116.	General	Training numbers per district/ tehsil	Please Share information on number of people that needs to be trained in each of the district and tehsil	The District wise breakup shall be provided to the selected bidder.
117.	Volume II 4.5. General Requirements Page 81	III. Warranty and Support A. 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.	Bidder suggests that this provision be revised as under: 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.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		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.	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 same.	
118.	Common	Detailing of GAP Infrastructure equipments is not mentioned		The overall requirement is provided in the RFP.
119.	Volume II 4.6.5. Employees	I. Promptly on reasonable request at any time during the exit management period, the 'System integrator' shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the PSeGS or 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.	Bidder suggests that this Clause should be removed	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		<p>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.</p> <p>III. To the extent that any Transfer Regulation does not apply to any 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'>>.</p>		
120.	Ref Doc: Volume_II Section	SI has to suggest and provide a	Please confirm if any DMS system has been used for Pilot	There is No existing in Pilot application.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
	4.3.2.17, Page no. 40	Document management system (DMS).	e-District application. If yes, request to provide the details	
121.	Content Management System & Document Management System	Please confirm if you require following industry standards & open standards for content management system - HTML5, CSS3, JavaScript, Widgets, Web 2.0, Ajax, CMIS open standards	CMS/DMS should have this capability to make this more agile technology.	As per RFP
		Content Management System should have teamSpace User Interface for Business Provisioning of Content and Selective Encryption of the Content.	CMS/DMS should have this capability to make this more agile technology.	As per RFP
		Please confirm if CMS should support free Downloadable iOS App from Apple Store.	CMS/DMS should have this capability to make this more agile technology.	As per RFP
		Please confirm if CMS should have Universal Viewer of the Content like viewing and annotating PDF docs	CMS/DMS should have this capability to make this more agile technology.	As per RFP
		Please confirm if CMS should have built in API's for Integration with the Backup and Storage Software.	CMS/DMS should have this capability to make this more agile technology.	As per RFP. However the SI shall provide single complete backup solution covering all aspects of eDistrict solution.
		Please confirm if CMS should have ability to Move content from One Storage device to another using the Pre-Integrated Backup and Storage Software.	CMS/DMS should have this capability to make this more agile technology.	As per RFP
		Please confirm if CMS should have ability to achieve HSM (Hierarchical	CMS/DMS should have this capability to make this more agile technology.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		Storage Management) with the Pre-Integrated Backup and Storage Software from the same Content management system vendor.		
		Please confirm if the CMS solution support an open extensible environment. The solution should be based on industry standards such as J2EE, .NET and XML API for custom application development. 3 Tier Application	CMS/DMS should have this capability to make this more agile technology.	As per RFP
		Please confirm if the CMS/DMS solution support for the communication protocols such as Lightweight Direct Access Protocol (LDAP), Hypertext Transport Protocol (HTTP), SOAP, WSDL, XPDL, BPMN, IIOP, Web2.0, MTOM, CMIS, DITA etc	CMS/DMS should have this capability to make this more agile technology.	As per RFP
		Please confirm if the Content Manager provide deep integration with MS Office which includes viewing the content repository folder structure in MS Office App and also should provide initiate and view linear tasks	CMS/DMS should have this capability to make this more agile technology.	As per RFP
		Please confirm if the CMS Universal Viewer to open and support 200+ File Formats without the native application	CMS/DMS should have this capability to make this more agile technology.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		installed on the machine like PDF		
122.	FORM 2A (Volume 1), SECTION C, PAGE 80	In reference to the workflow engine requirement, Please clarify How many workflows do we need to automate and optimize with the DMS and workflow system?	How many workflows do we need to automate and optimize with the DMS and workflow system?	The DMS has to be common to all services.
123.	FORM 2A (Volume 1) , SECTION C, PAGE 81	In reference to the Industry Standard Content Management System & Document Management System requirement, Please clarify How many users will be using the DMS (Document Management System)? How many users will do the scanning of the documents?	How many users will be using the DMS (Document Management System)? How many users will do the scanning of the documents ?	The user base details are already provided in the RFP.
124.	Page 40, 4.3.2.17	SI has to suggest and provide a Document management system (DMS).	A full fledge document management system is part of the solution. We understand that it will be an essential feature to integrate the Business Intelligence solution with the document management system which will enable sharing of reporting , alerts and analysis from a central location. Can you please confirm our understanding?	The DMS requirements are mentioned in the RFP.
125.	Page 65, 4.3.9.4.5	e-mail application	Kindly confirm in case all departmental users will be provided with the email id I. Do SI need to configure / maintain the Email for the user. II. Do SI need to provision for any Email Software for the purpose III. Confirm the email frontend solution of which the training need to be provided to the user (For e.g.	I. No. II. No III. Existing State mail system However, eDistrict solution will be capable of sending/ receiving e-mails using existing mail management system setup by Govt. of Punjab.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			Microsoft Outlook)	
126.	VOL 2 Section No 6.2, 35 Page No 98	Regarding workflow engine	Since you are looking for a workflow engine, please mention workflow engine as a line item in Bom and price sheets with required number of licenses etc.	As per RFP.
127.	RFP VOL 2 Section No 6.2, 35 Page No 98	Regarding workflow engine	<p>Please mention detailed specifications for a workflow engine including</p> <ul style="list-style-type: none"> • System Architecture Administration • Designer capabilities • Scalability and Data storage capabilities • Security • Document Management Capabilities • BPM Capabilities and standards • Workflow Capabilities and standards • Version management • Meta data management • Search capabilities • Integration capabilities • eForms Capabilities • Real time monitoring capabilities 	As per RFP.
128.	Volume_II 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page No :140	Workflow must be able to perform notification via email, SMS and the have provision to interface with other communication modes. The solution should provision the administrator to create new or modify existing workflow by using actions like set fields, push	Are there any existing process work flows? If yes please provide	As per RFP.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		fields, SQL query etc.		
129.	Vol-II, 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 accordingly.	As per RFP & corrigendum.
130.	Volume 5.1. Implementation timelines, Page # 87	Setting up of Data center infrastructure in 1.5 months	How bidder will achieve this timeline? Even if we give purchase order to all OEMS on T+0, usually they take 6-8 weeks time to deliver material on site and then implementation will take time. Request you to give 4 months' timelines to setup Data Centre Infrastructure.	Refer to corrigendum
131.	Volume 5.1. Implementation timelines, Page # 87	<ol style="list-style-type: none"> 1. "Go-Live" of 10 Services in all the Districts of State of Punjab – Phase - I. 2. "Go-Live" of next set of 25 Services in all the Districts of State of Punjab – Phase – II 3. "Go-Live" of remaining 12 Services in all the Districts of State of Punjab – Phase – III 4. Go-Live of Modified eDistrict 	<p>Before Go-Live of services, SI needs to carry out following activities:</p> <ul style="list-style-type: none"> - Knowledge Transfer from Pilot SI - Application Study/ Gathering of Change requirements -Perform Modifications/bug fixing in existing application -User Acceptance -STQC Certification <p>Most of these activities are dependent upon 3rd parties, Timelines for application design & roll-out are not realist.</p>	Refer to corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		application across all the districts of the State including the two pilot Districts – Phase - IV	We request department to change as; 1. “Go-Live” of 10 Services in all the Districts of State of Punjab – Phase - I. T+8 2. “Go-Live” of next set of 25 Services in all the Districts of State of Punjab – Phase – II. T+12 3. “Go-Live” of remaining 12 Services in all the Districts of State of Punjab – Phase – III. T+15 4. Go-Live of Modified eDistrict application across all the districts of the State including the two pilot Districts – Phase - IV. T+18	
132.	RFP Volume II/page 87	Implementation timelines, IT Infrastructure readiness for all districts w.r.t. first set of 10 services	We request to provide districts hardware details segregating Service wise, presently we have list of all Office hardware that need to be supplied. Please provide Bifurcated List of hardware delivery with respect to Services & location	As per RFP.
133.	Page 55	The IT Infrastructure proposed should be compatible with existing infrastructure at SDC	Do we need to take the pilot e-District infrastructure into account when sizing for the system?	Yes
134.	Volume_II Page No 26 4.3.2.2. eDistrict Application	A. Front end on the State’s portal; if State portal is not operational, front end may be designed with migration strategy to State portal after operationalization of State portal. 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	Is application deployed on a portal? If yes, please name the Software Portal used	The application presently has its own web portal, but later on it shall be integrated with State Portal.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		proposed by PSeGS.		
135.	Page 27 -Vol II	4.3.2.2. - Point VI The user should be given a choice to interact with the system in local language (Punjabi) in addition to English. The application should provision for uniform user experience across the multi lingual functionality covering following aspects:	As we understand that a Portal is already develop by existing SI and that is going to be rolled out across the state, we need to understand that the existing portal is Unicode compliant and having Punjabi language or the New SI has to bring in these functionalities in existing portal. Kindly explain? Also please share the Technology details of existing Portal and Other applications to be hosted on Portal?	As per RFP.
136.	Volume II 4.6.2. Transfer of Assets Page 82	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	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 PSeGS or its nominated agencies at book value of the SI as determined as of the date of such notice in accordance with the provisions of relevant laws.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		relevant laws.		
137.	Volume II 4.6.2. Transfer of Assets	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.	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
138.	Common	Responsibility of STQC certification - Only with new SI ? Or pilot SI & new SI will take joint responsibility?	Kindly Guide	As per RFP
139.	Common	Time line for the preparation of State Data center is not defined which will affect the overall roll out		As per RFP & corrigendum
140.	Common	Why SI would suffer for the target no. of transactions?		As per RFP & Corrigendum
141.	Vol 2 Section 4.4.4 Page 49	Telephonic call on the Toll-free Helpline (to be provided by SI).	Kindly elaborate on Toll free number requirement. Please specify who will bear the basic infrastructure cost and monthly cost of same; as these components are not reflecting in financial sheet.	The complete cost is to be borne by the SI.
142.	4.3.1.1. Application Study and Design (Point 2), pg 20, Vol 2	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 Requirement Specification (FRS), System Requirement Specification (SRS) & Application user	We assume that the source code of the Pilot phase will be tested and successfully running in the pilot districts and in case of any bugs in the same it will be fixed by the SI for the pilot project. Can you confirm the understanding?	As per RFP.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		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.		
143.	4.3.2.6. Interoperability Standards, Pg 34 Vol 2	Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific database product.	We assume that this will applicable only for the custom code written and any code written to customize or extend a product used in the application (say already built during pilot) is exception from this clause. Can you confirm the understanding?	The clause is comprehensive and applicable to complete edistrict solution implemented by the SI.
144.	4.3.6. Supply / Procurement of IT Infrastructure at SDC, Pg 54, Vol 2	The State has made provision at Mahatma Gandhi State institute (MGSIPA), sector 26, Chandigarh for the Data Centre premises for hosting the IT Infrastructure. The pilot e-district SDC infrastructure is also hosted at the same place.	We assume the premises will have basic non IT facilities for hosting IT infrastructure e.g. Acs, power backup etc.	Yes
145.	Volume_II Section 4.2.1, Page no. 18	The design should include integration with existing IT infrastructure created under SDC, SWAN, GSK, State Portal, SSDG and any other MMP that is being implemented in the state and requires integration with eDistrict Project. eDistrict Application should be	Please confirm if deployment of current pilot/existing application has been verified on the existing IT infrastructure. Request you to also confirm if the pilot/existing application has provision to integrate with State Portal and Gateway or SI is expected to build the same.	As per RFP.

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		integrated with State Portal and Gateway.		
146.	Ref Doc: Volume_II Section 4.3.2.3 I, Page no. 34	The pilot e-District application shall be STQC certified and thereafter will be used for State wide roll out.	Request to kindly confirm if existing application is STQC certified or not.	As per RFP.
147.	Ref Doc: Volume_II 4.3.6. Supply / Procurement of IT Infrastructure at SDC Page: 54	Total number of potential users (casual browsers) Initially 10000 per day.	Do potential users include both the internal and external users?	These are external users.
148.	Volume-2, section 4.3.6. Supply / Procurement of IT Infrastructure at SDC, Clause IX and page number 56-57	For carrying out the sizing of the SDC infrastructure the SI may take into consideration the following factors:	<ol style="list-style-type: none"> 1. Please specify concurrency of various type of users mentioned in the table. 2. Segregate internet and intranet users 	As per RFP
149.	Volume-2 4.3.11. Business Continuity Planning, Clause III & V and Page number 69	Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels and following RPO and RTO objectives: A. Peak hours: Zero RPO and Zero RTO B. Non-Peak Hours: Zero RPO and RTO <= 60 minutes	The department is really looking for RPO=0 and RTO=0 in peak hour? To achieve this DC and DR site required to work in active-active mode. Complete Infrastructure to be deployed at DC would also be required at DR site.	Refer to RFP & Corrigendum
150.	Volume-2 Page # 112	6.5.2. Form B: Bill of Material (Infrastructure at SDC)	As existing application to be rolled-out with new services requirements .Please specify minimum quantity of servers to give all bidders a minimum platform. This will also help department to evaluate the solution.	As per RFP.
151.	RFP Volume II/page 45 4.3.2.21.1	Penalties on Resources: Point 3, 4 No substitution of resources will be allowed	Request to delete this penalty clause as Employee cannot be bounded by any bidder to work with them thus , if	As per RFP

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		whose CVs have been provided along with the technical bid for the period T + 120 days (as per RFP Volume 2).	employee leaves the Bidder company, it would be impossible to comply, Same quality resource will be provide in exchange if such scenario comes within specific time	
152.	Volume II page 150	· CISCO- ASA5510-AIP10SP-K9	Request you to pls. specify the open and generic specification for the firewall requirement This is a specific part code from Cisco. To allow a fair participation from all the leading OEM's with firewall solutions, we request you to pls. specify the firewall specifications separately.	This is part name of firewall installed under pilot implementation and mentioned here only for reference purpose.
153.	Page # 92 - Vol-II	Hardware architecture must support existing Storage Area Network (SAN) & backup solution (at SDC)	What is the existing infrastructure? How old is it? What is the existing SAN & backup solution	Refer section no 6.6 of RFP Volume II
154.	Ref Doc: Volume_II Section 4.3.2.20, Page no. 44 first para.	The SI is expected to provide technical and operational support for the project implementation.	Please confirm if secured connectivity to QA and PROD servers can be provided to SI's delivery center in India. In this case SI can provide technical support from its own delivery center, so that department need not invest in required infrastructure needed for deputed engineers.	The access shall be provided with prior approval of PSeGS on case to case basis.
155.	VOL 2 Section No 4.3.1.1.3. Page No 23	As part of the preparation of SRS the selected SI shall be responsible for preparing and submitting detailed requirement specification documents as per IEEE or equivalent standards which meets all the Business, Functional and Technical (including localization) requirements of the departments	In a project involving roll out of existing app and modifications to app, efforts to re-build SRS are not required. Please alter the term to "updating existing documents"	The SI need to prepare SRS for new functionalities asked for in this RFP as per DeitY guidelines and PSeGS requirements.

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		concerned. The SI shall prepare the SRS documents and have it reviewed and approved by the PSeGS. PSeGS will sign off on the SRS documents on the advice of SPMU.		
156.	pg. 8 Volume II	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
157.	Volume_II Page No 27 of 158 4.3.2.2. eDistrict Application	The eDistrict Integrated Framework for Delivery of Services encompasses people, process and content, hence it is implicit to use the Integrated Framework for Delivery of Services solution approach. The eDistrict Integrated Framework for Delivery of Services should uniquely integrate process with content to provide a unified, template based solution	We assume that the pilot/existing application is compliant with all specified requirements. Kindly confirm our assumption.	As per RFP.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		designed environment. It should also include business rule management and collaboration capabilities to help optimize workload & outcomes. This should help eDistrict application users and back office operation in application development with minimum efforts		
158.	FORM 2A (Volume 1), SECTION C, PAGE 80	Development if generic workflow engine	How many workflows do we need to automate and optimize with the DMS and workflow system?	DMS is to be integrated with complete solution.
159.	RFP VOL 2 Section No 6.2, 35 Page No 98	Regarding workflow engine	<ul style="list-style-type: none"> ➤ Functionality for design, implementation, simulation, optimization and re-deployment of business processes. ➤ Enable business process change at any time without affecting the operation of end users. ➤ Systematic version control processes. ➤ Simulation and analysis of business processes. ➤ Should Support process standards such as BPMN for process modeling and XPD L for process definition and execution ➤ Should support active content, where content is made available to users at the right time in the right context without them having to search for it. Need smooth integration with content management ➤ Tool for modeling the process, allowing end users to design processes without the need for programming. ➤ Easily design and use of Web 2.0 user interface for processing tasks. 	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			<ul style="list-style-type: none"> ➤ WEB 2.0 user interfaces should have the functionality of the automatic linking of independent components of the user interface. ➤ Able to react to system events such as timers or entering a new document in the system. ➤ inclusion of Business Rule Management System with collaborative rule management for business teams and robust, scalable and precise rule execution ➤ Possibility of conditional branching in business processes. ➤ Parallel routing functionality in business processes. ➤ Route tasks to multiple users and systems simultaneously. ➤ Store all user actions undertaken in processing tasks (audit log). ➤ React to system events such as timers or entering a new document in the system. ➤ Should support open standards such as HTTP, XML, SOAP, J2EE, and WebDAV to provide maximum flexibility, scalability and ease of deployment ➤ OASIS CMIS standard to improve interoperability across ECM repositories ➤ WS-BPEL for managing the orchestration conversations with services ➤ WS-Security for passing authentication and authorization information ➤ Electronic authoring, Versioning, Lifecycle, 	

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			<p>Review/approval, Publish</p> <ul style="list-style-type: none"> ➤ Document metadata, document versioning, document approval, searching, folders, compound documents, lifecycle management, publishing ➤ Content federation, security and auditing, retention management, geographical optimization ➤ Functionality that the content is stored in their original file format and / or a picture. ➤ Enable the storage of content in various formats including text files, spreadsheet files, video, audio, binary and other. ➤ Security and compression of form data on network and storage ➤ Secured and encrypted data - For synchronization between offline client to backend application and data server ➤ Allow offline client data stored locally to be used only with the application ➤ Security features: includes client security features like credential (key) store, enterprise single sign-on, two-factor authentication, enhanced Web services security, RSA encryption ➤ Offline solution should also support Signed Features, is FIPS 140-2 compliant, provides local encryption and time stamping for signed plug-ins ➤ Forms based XFDL standards ➤ Online & Off-line Locally downloadable e-Forms 	

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			<ul style="list-style-type: none"> ➤ should support open standards based Xform implementation ➤ Supports Digital Certificate ➤ Built in business validations ➤ e-Forms support attachment of multiple documents ➤ A approach based on specialty driven pre-integrated capabilities - like enterprise document management system, business process manager, analytics, dashboard, unified view of service situation, collaboration tools and easy to develop design builders ➤ Wizard driven designer & template approach should allow the user to very quickly build a solution ➤ The widgets based development should expose all events and capabilities programmatically, empowering solution Developers to create rapidly deployable custom-built UIs. ➤ Every citizen request should be stored with complete log of approvals, supporting document, signatures, time and stamp of approver as a single case ➤ Digital signature integration and in scenarios of multiple approvals there should be minimal increase in the size of the digitally signed file ➤ Rich data modeling concepts like Case Objects, Tasks (Ad hoc, Manual and Automatic), allowing consolidation of all information related to a business process instance, giving a 360 view of the same 	

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			<ul style="list-style-type: none"> ➤ LDAP v3 Directory Support ➤ Digital Signature support ➤ The Dash Board should provide Real Time Pendency Reports for all services across state ➤ Real time view of the status of the services under consideration at every stage and alerts should be generated ➤ Online configurable dashboards, reports, data analysis for decision support system ➤ Inclusion of content based analytics with the scale of enterprise search. It should help to derive trends, patterns and relationships from unstructured data and related structured data ➤ System Architecture ➤ Administration ➤ Designer capabilities ➤ Scalability and Data storage capabilities ➤ Security ➤ Document Management Capabilities ➤ BPM Capabilities and standards ➤ Workflow Capabilities and standards ➤ Version management ➤ Meta data management ➤ Search capabilities ➤ Integration capabilities ➤ eForms Capabilities ➤ Real time monitoring capabilities 	

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			➤ Online configurable dashboards, reports, data analysis for decision support system	
160.	Page no 33		How many Offline Service Capabilities will be in the scope or it means all district will have offline service along with online service.	As per RFP
161.	Page 82 Volume II .6.3.Cooperation and Provision of Information	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 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	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 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.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		appropriate knowledge transfer.		
162.	Volume II 4.6.6. Transfer of Certain Agreements	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 carrying out of replacement services by the Punjab State e-Governance Society or its nominated agency or its Replacement 'System integrator'.	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 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'.	As per RFP
163.	Volume II 4.6.7. Rights of Access to Premises Page 85	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	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 integrator' rights of access to relevant third party premises	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		any Replacement 'System 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'.	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.	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).	<p>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 advice if all the 1000 E-District locations/ routers will connect individually to PAWAN PoPs?</p> <p>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 note 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 provide the separate set of specifications for aggregation locations?</p> <p>It is highly recommended that a tiered Network architecture is proposed for connecting user sites to</p>	As per RFP.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			<p>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:</p> <p>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.</p>	
165.	4.3.3. Network Connectivity, Page 48	<p>In Punjab SWAN (PAWAN) is already operational across the State with 4 Mbps vertical connectivity up to District and 2Mbps from District to 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.</p>	<p>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 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.</p>	<p>This scope of work regarding PAWAN POP, shall be taken care by PAWAN operator. However SI shall provide necessary support and will coordinate with PAWAN operator for establishing connectivity.</p>
166.	4.3.3. Network Connectivity, Page 48	Network connectivity - PAWAN Topology	<p>Clarifications: You are request to provide the details of PAWAN WAN current topology.</p> <p>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</p>	<p>The required details could be provided to selected bidder.</p> <p>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.</p> <p>The State has all the rights to utilize the</p>

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
				network infrastructure for any other purpose.
167.	Ref Doc: Volume_II 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page No:139	Centralized IT helpdesk for technical and functional support must be maintained to respond to queries and solve issues of the users.	I. Is there an existing Service Desk / Help Desk environment? II. What would be the maximum count of concurrent users logged into these systems?	I. At present there is no Service desk/ help desk under the pilot edistrict. II. Refer to user details in RFP.
168.	Ref Doc: Volume_II 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page No :141	The Configuration Management Database should support multiple datasets with federation and reconciliation facilities so as to get data from various discovery tools and also through manual import process.	Is there an existing solution/tool to discover Configuration Items?	No
169.	Volume_II Page No 21 of 158 4.3.1.1. Application Study and Design	The SI will develop standardized physical application input forms for all services under the project.	Please elaborate in details	The point is self-explanatory.
170.	Volume_II Page No 26 of 158 4.3.2.2. eDistrict Application	Back end for the printing, status update and centralized MIS application.	Please confirm if any analytics tool has been used for this purpose in pilot phase?	No
171.	Volume_II Page No 26 Section 4.3.2.2. eDistrict Application	Development of Role based, workflow driven Web based Content Management System (CMS) for contribution of any type of Content to the eDistrict Application including the metadata as specified in SRS. Should support open standards such as HTTP, XML, SOAP, J2EE, and WebDAV to provide maximum flexibility, scalability and ease of deployment.	Are you using any CMS solution with e-District applications in piloted districts?	No
172.	Vol II, Sec 4.3.1.1, Application	SI will develop standard physical	Approximately how many forms are there to be	As per services in the scope of work.

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	Study & Design, Page 21	application input forms.	developed?	
173.	Vol 2, Page 54 - 4.3.5. Site Preparation	The details of number of offices for site preparation will be provided by the PSeGS.	Please confirm the number of offices for site preparation	As part of Site preparation, the SI needs to setup approx. 2500 LAN nodes and approx. 3000 electric sockets spread across approx. 1500 offices across the State. However these figures could vary on either side.
174.	Vol 2, Page 54 - 4.3.5. Site Preparation	To ensure adequate number of LAN ports so as to ensure flexibility of operations by the officials	Please provide the tentative number of LAN Nodes ports and device distribution at each site?	The location wise breakup shall be provided to the selected bidder.
175.	Vol 2	Consumables	Please clarify the consumables like paper, toner etc. shall be out of scope of bidder.	The SI need to provide the printer along with a fresh filled OEM toner. However the recurring cost of toner & paper is out of scope.
176.	Vol 2, Page 48	LAN within all District/ Block/ field offices including but not limited to IP addressing scheme, physical cabling, router/switch configuration, V-LAN configuration, load balancing configuration, and fail over mechanism. The selected Bidder should coordinate with the local department offices while designing and installing the LAN.	We understand the networking connectivity shall be through PAWAN. There will be no secondary link. Please clarify how department envisages "load balancing configuration, and fail over mechanism" at sites	The bandwidth is not in the scope of the SI.
177.	Ref Doc: Volume_II 4.3.2.4. Single-Sign On Page: 34	Help module, basic and advanced reporting	Is there is any separate reporting solution needed? Or the reporting capabilities of the single sign on product are sufficient?	Please refer to corrigendum
178.	Ref Doc: Volume_II Section	The state already has other applications	Please confirm if existing e-District application has already	The integration scope of work of the new SI is

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	4.3.2.6, Page no. 34	deployed and running for delivering services to citizens. The SI shall ensure that the application developed is easily integrated with the existing applications in the State.	been integrated with other applications in pilot phase of 2 districts. Request to provide details on this.	mentioned in the RFP.
179.	Ref page# 69 and pg# 119-120 (Vol-II)	A. Peak hours: Zero RPO and Zero RTO ; B. Non-Peak Hours: Zero RPO and RTO <= 60 minutes	Practically Zero RTO is not achievable. This will involve setting up of high bandwidth (usually dark fibre, redundant between DC and DR sites).Also for achieving Zero RPO customer need Three site replication.	AS per RFP & Corrigendum
180.	4.3.2.23. Intellectual Property Rights (IPR)	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.	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.	As per RFP
181.	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.
182.	Common	Details of modification require in FRS/SRS and application	Volume needs to be calculated accordingly	As per RFP
183.	Page 49 Volume_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.	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 the e-District setup to ensure compatibility. Kindly confirm?	The bidder needs to provide NMS solution as per the requirement mentioned in the RFP, which should be capable to be Integrated with the existing NMS solution.
184.	Page 139 of	6.7. PAWAN NMS details	Punjab State has already invested & deployed NMS /	

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	"RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	CA eHealth Version -6.2.2 CA Spectrum Version – 8.1 , likely to be upgraded to 9.2 soon.	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. We strongly recommend state 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... Please confirm if the bidders should leverage & utilize the existing infrastructure at SWAN & safeguard the existing investments of the state	
185.	Page 49 of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_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.	This means that the tool should integrate Network, server, application and database performance information and alarms in a single console and provide a unified reporting interface for all Network and system components. The current performance state of the entire Network and system infrastructure shall be visible in a single unified & integrated console. Kindly confirm?	As per RFP
186.	Page 139 of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	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 CA Helpdesk tool also running in the PAWAN set-up, Kindly confirm?	As per RFP
187.	Volume II	The IPR of the Pilot e-District application	The IPR of the Pilot e-District application as specifically and	As per RFP.

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		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.	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 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.	
188.	Ref Doc: Volume_II Section 4.3.2.2 XVI, Page no. 32	Application platform should supports the following smart phone mobile OS (Android 2.2, 2.3, 3.0, 4.0 and above, iOS 4, 5 and above, Blackberry 6.0 and above, Windows Phone OS 7.5, Mobile Web App)	Please confirm if compliance testing has been conducted for the pilot/existing application for the specified platforms. We understand that SI has to build the test environment, so need to provision for these test equipment's. Kindly confirm our understanding.	This was not in the scope of work of Pilot SI.
189.	Ref Doc: Volume_II Section 4.3.2.2 Offline Service Capabilities last para, page no. 33	At present the State do not require development of any additional module of service. All the services developed under the pilot implementation scheme shall only be taken up for State wide roll	As per our understanding the existing application to be made such as configuration of new module can be done. Please confirm the new module development is not in current scope.	As per RFP.

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		out. However as already mentioned in previous sections that SI need to develop a configurable application so that any new service could be added by state with minimum efforts required and no change request.		
190.	Vol II Page 57 Clause (X)	LAN within all District/ Block/ field offices including but not limited to IP addressing scheme, physical cabling, router/switch configuration, V-LAN configuration, load balancing configuration, and fail over mechanism.	Please confirm the load requirements for each year. SI can ensure the sizing only if the exact load and projections for increase are provided. Please also mention the acceptance criteria for performance testing	User details provided in the RFP.
191.	Vol II Page 57 Clause (XI)	SI shall, every 6 months carry out load testing through tools like Load Runner, Rational Robot, and Performance tools to ensure compliance to the sizing criterion, quoted in the tender.	Please specify the tool requirement. There number of tools available in paid as well as open source domain. Specifying Tool(s) will ensure smooth evaluation	The requirement is to have the performance reports as per the requirements. SI may use any suitable tool for the same.
192.	Page 26 - Vol II 4.3.2.2	eDistrict Application - Development of Role based, workflow driven Web based Content Management System (CMS) for contribution of any type of Content to the eDistrict Application including the metadata as specified in SRS. Should support open standards such as HTTP, XML, SOAP, J2EE, and WebDAV to provide maximum flexibility, scalability and ease of deployment	As this is going to be a New Development of a DMS , Can we use any COTS/ Opensource Solution for this activity and develop the specific functions on that platform.	As per RFP.

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193.	Page 27 -Vol II 4.3.2.2. - Point V	The eDistrict Integrated Framework for Delivery of Services encompasses people, process and content, hence it is implicit to use the Integrated Framework for Delivery of Services solution approach. The eDistrict Integrated Framework for Delivery of Services should uniquely integrate process with content to provide a unified, template based solution designed environment. It should also include business rule management and collaboration capabilities to help optimize workload & outcomes. This should help eDistrict application users and back office operation in application development with minimum efforts	This Clause mentions that there is a need to develop business rule management system. Kindly explain this clause in detail, do you want the SI to provide you a Business process management / business rule management solution for workflows? If so then , Can a open source based rule engine can be used? kindly suggest.	As per RFP
194.	Page 30 - Vol II	4.3.2.2 - IX On the same lines application should be able to generate MIS for individual Suwidha data entry operators with aggregation at individual Suwidha level then at District level and State level. The format for these MIS reports shall be finalized by PSeGS.	How many such MIS Reports need to be prepared?	The solution should be configurable to provide customized reports.
195.	Page 32 - Vol II 4.3.2.2 - XIII		Complete mobile enablement of the e-District applications and services including all appropriate channels such as SMS / USSD / IVRS and development of corresponding	It is included in the scope of the Bidder.

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			mobile applications to the eDistrict applications and services leveraging the Mobile Service Delivery Gateway (MSDG) and the Mobile App Store developed by DeitY Who will be responsible for this Mobile Application development?	
196.	RFP for Selection of System Integrator for State Wide Roll-out of e-district MMP in Punjab– Volume II, Page 100	Please confirm if Average Network Availability between each of the designated office location and the nearest SWAN PoP.	What about the Network Monitoring as there is no technical specifications of Network Monitoring system? What will be the provision to monitor the SLA of network monitoring?	The existing NMS details are part of the RFP.
197.	General	Electronic Forms	Can SI consider building e-district application on other technologies with using existing pilot application and other OEM applications to use business logic and it will provide more features and functionalities which are provided by pilot application? It will help SI's to over come challenges faced by single OEM technologies.	As per RFP.
198.	General	Electronic Forms	Please consider if department can also include an e-Forms capabilities sections. e-Form technology is highly recommended as department will be using digital signatures to signing the forms. Eforms encapsulate all the information at single place & multiple overlapping digital signatures can be implied on it. It is very hard to achieve same functionality using custom build application. Following features mentioned in the document will help department to overcome such challenges & will ensure smooth timely implementation. Please consider if department can also include an e-Forms capabilities sections. e-Form technology is highly	As per RFP.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			recommended as department will be using digital signatures to signing the forms. Eforms encapsulate all the information at single place & multiple overlapping digital signatures can be implied on it. It is very hard to achieve same functionality using custom build application. Following features mentioned in the document will help department to overcome such challenges & will ensure smooth timely implementation.	
199.	RFP for Selection of System Integrator for State Wide Roll-out of e-district MMP in Punjab– Volume II, Page 27, Electronic Forms	Please confirm if the eForms provide the online and offline capabilities to the citizen for filling and saving the data locally which can be uploaded once connected to the internet	Offline electronic forms solution would help to CSC block/tehsil will store minimal amount of data locally to ensure smooth usage when the connectivity to central server is not available.	As per RFP
200.	Page 30, 4.3.2.2	(c) Online configurable dashboards, reports, data analysis for decision support system	We understand that reporting and analysis of data collected is very critical and it will be essential. A solution to allow users to create their own data model and semantic layer on top either OLAP or of relational data source using MS Excel . Can you please confirm our understanding?	As per RFP
201.	Page 49, 4.3.3. Network Connectivity	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	We understand that as per the RFP requirements Network management solution is required to maintain performance, resource usage , Error statistics and present this information via displays , periodic reports and on -demand reports . In order to ensure that the solution also helps in monitoring the SLAs and track all the issues incidents and also provides tools to build a knowledge base which will act as tool to resolve the	As per RFP

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			<p>similar issues in future and increase the operational efficiency , the solution must provide following features:</p> <p>1- The solution should provide service level dashboard to display list of applications and their performance and availability against service level goals.</p> <p>2-The solution should be able to integrate with helpdesk system for incidents.</p> <p>3- The solution should have an updateable knowledge base for technical analysis and further help control center users to search solutions for previously solved issues?</p> <p>4- The solution should not only monitor but also provide diagnostics and recovery option</p> <p>5- The solution should have capability to orchestrate the repeated administration tasks where workflows could be created and the same time integrate with with NMS and Helpdesk solution.</p>	
202.	General	Electronic Forms	<p>Can SI consider building e-district application on other technologies (apart from Microsoft) without using existing pilot application code but to use business logic. And it will provide all the features and functionalities which are provided by pilot application. It will help SI's to over come challenges faced by Microsoft technologies.</p>	As per RFP
203.	General	Electronic Forms	<p>Please consider if department can also include an e-Forms capabilities sections. e-Form technology is highly recommended as department will be using digital signatures to signing the forms. Eforms encapsulate all the information at single place & multiple overlapping digital</p>	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			signatures can be implied on it. It is very hard to achieve same functionality using custom build application. Following features mentioned in the document will help department to overcome such challenges & will ensure smooth timely implementation.	
204.	Volume II, Page 32, XIII. eDistrict applications and services leveraging the Mobile Service Delivery Gateway (MSDG) and the Mobile App Store developed by DeitY.	Please confirm if the Mobility application platform support ability to write code with open standards (HTML5 / Javascript / CSS) once and deploy on multiple mobile operating systems	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
		Please confirm if the Mobility application platform support Eclipse based IDE with drag and drop editor (HTML / JQuery/ Dojo) for building mobile application UI	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
		Please confirm if the Mobility application platform support collection of usage statistics and BIRT reports for usage analysis	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
		Please confirm if the Mobility application platform support direct update for web HTML resources and remote disable for application version by device environment	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
		Mobility application platform should support ability to write code with open standards (HTML5 / Javascript / CSS)	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		once and deploy on multiple mobile operating systems		
		Mobility application platform should support Eclipse based IDE with drag and drop editor (HTML / JQuery/ Dojo) for building mobile application UI	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
		Application Platform should support collection of usage statistics and BIRT reports for usage analysis	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
		Mobility application platform should support app authenticity testing to prevent risk of phishing through repackaging or app forgery	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
		Mobility application platform should support direct update for web HTML resources and remote disable for application version by device environment	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
		Mobility Application Platform should be bundled with supported JDK and application server	Please consider this capability to be part of Mobility application for making industry standard platform.	As per RFP
205.	Volume II, Page 27, Electronic Forms	Please confirm if the eForms supported XFDL and Provides auditable, compliant records	XFDL is a powerful forms definition syntax that promotes application interoperability and adherence to worldwide Internet standards. XFDL is a powerful forms definition syntax that promotes application interoperability and adherence to worldwide Internet standards.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
206.	Volume II, Page 27, Electronic Forms	Please confirm if the eForms tools for designing e-forms should not require programming for the replication of paper forms into online XFDL and HTML forms	This functionality will help customer to minimize development effort and uniform standards. This functionality will help customer to minimize development effort and uniform standards.	As per RFP
207.	Volume II, Page 27, Electronic Forms	Please confirm if the xml eForms server deliver a true Zero Footprint solution by providing E-Forms to external users quickly and efficiently within a browser without requiring additional downloads or plug-ins.	This functionalities will help end users to avoid download/install any plug-ins for filling forms.	As per RFP
208.	Volume II, Page 27, Electronic Forms, Page 80 , Point C 1	Please confirm if the XML e-forms should enable multiple and overlapping digital signatures on a single electronic form to ensure the integrity of the record, via multiple signature technology such as clickwrap, authenticated clickwrap, PKI based digital certificate, digital signing pad (Interlink, Topaz, Wacom and WinTab1.1), and XML Dsignature.	This functionalities will help end users to avoid download/install any plug-ins for filling forms.	As per RFP
209.	RFP VOL 2 Section No 4.3.3.2 Page No 32	XIV. Should Support common protocol adapters for connection to back office systems (i.e. HTTP, HTTPS, SOAP, XML for format) XV. Should support encrypted messaging between server and client components.	Such enablement would require the application stack to have Mobility infrastructure such as server, middleware as a part of the DC infrastructure; and the same has not been asked in the BOM or cost sheets. Is SI expected to quote for server, middleware, development and runtime server for mobility enablement. Please clarify, If yes, please	SI needs to propose complete solution as per requirements of the RFP.

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		<p>XVI. Application platform should supports the following smart phone mobile OS (Android 2.2, 2.3, 3.0, 4.0 and above, iOS 4, 5 and above, Blackberry 6.0 and above, Windows Phone OS 7.5, Mobile Web App)</p> <p>XVII. Should support integration with native device API.</p> <p>XVIII. Should support utilization of all native device features.</p> <p>XIX. Should support encrypted messaging between server and client gateways.</p> <p>XX. Should support the ability to log all messages that pass through the server.</p> <p>XXI. Support an app store to distribute mobile apps to authenticated and authorized users.</p> <p>XXII. Should support encrypted storage of application and application data.</p> <p>XXIII. The application should be capable to work with MS SQL server.</p> <p>XXIV. Support the target packaging components like (Mobile Website, Hybrid App, Native App, Web App and Application Development)</p>	provide line items in the BoM and price sheets.	
210.	Page 24 -Vol II	4.3.2.1. - Point IV	e-District Functional Modules Do we need to Customize/enhance all the services	As per RFP

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			mentioned for different department under this section?	
211.	Section 6.5.4.3, Page no. 116	Backup server (For Disaster recovery site)	RFP talks about the Backup server in DR site. Please confirm if DR infrastructure and site preparation is not in scope	Refer to Corrigendum.
212.	Antivirus	Solution Should be EAL 3+ certified and IPV6 attacks Ready.	Suggest to consider EAL certification criteria in HIPS or Encryption or Network Security based solution as Antivirus does not comply to EAL certification.	EAL certification is for HIPS. This clause stands deleted from the Antivirus specification.
213.	Data protector		RFP has restricted to other OEM to propose best breed system software for Management & Backup solution. In the same RFP you have also given technical specification for Management servers. Would request you please clarify do you require fresh EMS and Backup software solution/license or you will use existing only?	There is no existing EMS for eDistrict pilot project. SI need to provide a new backup solution catering to the requirements specified in the RFP and the Corrigendum and also subjected to the licensing conditions mentioned in the RFP.
214.	Page no 32 of Voulme II		The application should be capable to work with MS SQL server- does this mean our proposed solution will be based out of SQL server or it can be integrate with SQL server.	AS per RFP
215.	Ref Doc: Volume_II 4.3.2.9. Application Architecture Page: 35	The various modules / applications should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.	Please elaborate more on the Exception Manager and Need for a common Exception Manager.	AS per RFP

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216.	RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II Page No 17 of 158 4.1.1. State Specific Requirements	<p>The application would be web based application and accessible over a standard browser. The 3-tier architecture will be employed incorporating three components – front-end software, middleware and back end DB tier. In the envisaged architecture, the entire processing shall take place in these three layers:</p> <p>a. Front-end software (client tier) will be responsible for the presentation of information to User.</p> <p>b. Middleware (application server tier) is the layer where all business rules will be defined.</p> <p>c. Server Software (database server tier) will be responsible for the manipulation and storage of data.</p>	<p>It is stated in RFP clause 4.2. Solution & Technology Architecture that the e-District application with all 47 services envisaged under the project is ready and piloted at 2 districts.</p> <p>1.Please confirm if pilot application covers all 47 services, which has been successfully tested for all business scenarios.</p> <p>2.it is assumed that designed pilot application is compliant with stated standards. Kindly confirm</p> <p>3.Please confirm if pilot application has been successfully tested in high availability environment</p>	The Pilot application details are part of the RFP.
217.	Volume_II Page No 20 of 158 4.3.1.1. Application Study and Design	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.	Do you have software version control infrastructure in place? If yes, please provide details of such infrastructure? If no, is setting up such infrastructure in scope of SI?	It is in SI's Scope.
218.	Page 43, 4.3.2.19.	The SAP and SP Connectors will need to connect the e-district Business Layer.	Request you to Kindly illustrate this requirement	This is related to integration with SSDG.

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219.	Volume_II.pdf, 4.3.6. Supply / Procurement of IT Infrastructure at SDC, Page 56, System Software, S.No. 4, Management Server, Antivirus/ Anti Spam/ Anti Spy,	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.	<p>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.</p> <p>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.</p> <p>Please confirm if there is requirement of such solution to protect eDistrict Application?</p>	As per RFP.

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220.	Backup Software	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.	<p>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, Privileged 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.</p> <p>Hence, please confirm by well-designed identity management system you mean Identity Management should be considered for both privileged users and other departmental users.</p>	As per RFP.
221.	6.5.4.8, 139	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.	<p>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).</p> <p>Therefore, It is recommended to have a complete and integrated solution for all aspects of Privileged 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</p>	As per RFP.

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			following points should be part of the overarching security requirements which has been asked in the rfp:	
222.	Volume_II.pdf, 4.3.6. Supply / Procurement of IT Infrastructure at SDC, Page 56, System Software, S.No. 4, Management Server, Antivirus/ Anti Spam/ Anti Spy, Backup Software		<ul style="list-style-type: none"> • Superuser (Administrator/Root) containment • Role-based access control • Fine-grained enforcement • File and directory controls 	As per RFP.
223.	Volume_II 4.3.2.9. Application Architecture Page: 35		<ul style="list-style-type: none"> • Trusted program execution 	
224.	Volume_II Page No 17 of 158 4.1.1. State Specific Requirements		<ul style="list-style-type: none"> • Windows registry protection • Impersonation control • Windows services protection • Application jailing • UNIX/Linux keyboard logger (KBL) 	
225.	Volume_II Page No 20 of 158 4.3.1.1. Application Study and Design	Two factor authentication for all administrators i.e. system administrators, network administrators, database administrators.	Are you looking for software based two factor authentication or hardware based tokens to achieve two factor authentication	There should be user-ID & Password and digital signature based authentication for the key users.

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226.	Page 35 - "4.3.2.8. Security" of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	The overall technology solution shall be based upon most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services & necessary protocols for internet applications, Data Centre standards, Localization (Unicode, Inscript, etc.) standards, W3C standards & GIGW guidelines, etc.	It is assumed that current application is designed with these considerations. Kindly confirm our assumption. In case of any gaps or non-compliance, request you to highlight the same.	The pilot application details are provided in the RFP.
227.	Data protector,	Please clarify here the meaning of "Symantec Data protector" is this single product serve all three line of item which you specified in the RFP or required some other product.	RFP has restricted to other OEM to propose best breed system software for Management & Backup solution. In the same RFP you have also given technical specification for Management servers. Would request you please clarify do you require fresh EMS and Backup software solution/license or you will use existing only? In industry there are equal / better backup solution are available to protect the data like IBM Tivoli, Request to incorporate IBM Tivoli also in backup software section this would optimize solution and license cost. We understand that system integrator can propose equal or better fresh product from other OEM, please confirm.	SI need to provide a new backup solution catering to the requirements specified in the RFP and the Corrigendum and also subjected to the licensing conditions mentioned in the RFP
228.	Backup Software	Please confirm if proposed Backup server Solution shall be available on 64 bit OS platforms and shall have the capability to support for all major Operating systems.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	SI need to provide a new backup solution catering to the requirements specified in the RFP and the Corrigendum and also subjected to the licensing conditions mentioned in the RFP

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229.	Backup Software	Please confirm if backup server provide a user-friendly enterprise console that enables the administrator to manage the Storage Manager from any platform in the enterprise via a Web-based interface. This should allow the administrator to navigate, logon and perform function	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
230.	Backup Software	Please confirm if backup server have full backup of data base systems shall be possible to be taken without bringing the production system down, with full data base consistency and without affecting the performance to the users in any way.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
231.	Backup Software	Please confirm if backup Software shall offer Extensive reporting capabilities to monitor the health of Backups. Shall support HTML, TEXT and CSV outputs. It shall support scheduled automated generation of the report on a daily basis. And also shall be integrated with SMS	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
232.	Backup Software	Please confirm if the backup software must provide near real time monitoring and reporting of the backup environment. It should provide a graphical representation and monitoring of trends and current status.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
233.	Backup Software	Please confirm if backup software shall support event notification to notify backup administrator about events like Job Failed or Job aborted etc	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
234.	Backup Software	Please confirm if backup software shall support LAN FREE backup in SAN environments.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
235.	Backup Software	Please confirm if backup software shall support Scanning of Tape media to rebuild catalogs and indexes in case of disaster. It shall be supported thru Software GUI or through Command line utilities	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
236.	Backup Software	Please confirm if backup software shall offer centralized management console to remotely monitor backups	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
237.	Backup Software	Please confirm if backup software shall support Raw device backup of Windows/Linux/UNIX based system	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
238.	Backup Software	Please confirm if backup software shall support online backup of all the database & shall support both Online and RMAN to perform online backup.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
239.	Backup Software	Please confirm if the backup software support software item level restoration, including restoration of a single mail, calendar item or notes for a MS Exchange environment. The backup software must be capable of supporting online backup of MS Exchange systems running in a Hyper V on Windows 2008.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
240.	Backup Software	Please confirm if backup Software, consider this additional capability to make this more agile technology and optimize backup solution cost.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
241.	Backup Software	Please confirm if backup Software, consider this additional capability to make this more agile technology and optimize backup solution cost.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
242.	Backup Software	Please confirm if backup Software, consider this additional capability to make this more agile technology and optimize backup solution cost.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum

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

S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
243.	Backup Software	Please confirm if backup Software, consider this additional capability to make this more agile technology and optimize backup solution cost.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
244.	Backup Software	Please confirm if the backup software licensed to use disk, LTO Tape libraries and Virtual Tape Libraries for backups via SAN or through NDMP.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
245.	Backup Software	Please confirm if the backup software have the feature to backup on to the Diskpool and later migrate to the Tape without intervention. The Diskpool space should not be limited to a physical Disk drive capacity.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
246.	Page 56	Backup Software - Data protector	<p>1. Kindly confirm the SI has to use the existing backup software or can use the any other backup tool as deemed necessary.</p> <p>2. Kindly confirm the required Agents for the current project such as Agent for SQL, Agent for the Windows Servers, Agents for the Active Directory are available.</p> <p>3. Kindly confirm in case Backup of the Client desktop / Laptop is also required</p>	As per RFP & Corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
247.	Backup Software	It should provide a user-friendly enterprise console that enables the administrator to manage the Storage Manager from any platform in the enterprise via a Web-based interface. This should allow the administrator to navigate, logon and perform function	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
248.	Backup Software	Full backup of data base systems shall be possible to be taken without bringing the production system down, with full data base consistency and without affecting the performance to the users in any way.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
249.	Backup Software	Backup Software shall offer Extensive reporting capabilities to monitor the health of Backups. Shall support HTML, TEXT and CSV outputs. It shall support scheduled automated generation of the report on a daily basis. And also shall be integrated with SMS	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
250.	Backup Software	The backup software must provide near real time monitoring and reporting of the backup environment. It should provide a graphical representation and monitoring of trends and current status.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum

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

S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
251.	Backup Software	Software shall support event notification to notify backup administrator about events like Job Failed or Job aborted etc	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
252.	Backup Software	Backup software shall support LAN FREE backup in SAN environments.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
253.	Backup Software	Software shall support Scanning of Tape media to rebuild catalogs and indexes in case of disaster. It shall be supported thru Software GUI or through Command line utilities	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
254.	Backup Software	Software shall offer centralized management console to remotely monitor backups	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
255.	Backup Software	Software shall support Raw device backup of Windows/Linux/UNIX based system	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
256.	Backup Software	Software shall support online backup of all the database & shall support both Online and RMAN to perform online backup.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum

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

S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
257.	Backup Software	The backup software must software item level restoration, including restoration of a single mail, calendar item or notes for a MS Exchange environment. The backup software must be capable of supporting online backup of MS Exchange systems running in a Hyper V on Windows 2008.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
258.	Backup Software	Backup Software, consider this additional capability to make this more agile technology and optimize backup solution cost.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
259.	Backup Software	Backup Software, consider this additional capability to make this more agile technology and optimize backup solution cost.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
260.	Backup Software	Backup Software, consider this additional capability to make this more agile technology and optimize backup solution cost.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
261.	Backup Software	Backup Software, consider this additional capability to make this more agile technology and optimize backup solution cost.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum

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

S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
262.	Backup Software	The backup software must be licensed to use disk, LTO Tape libraries and Virtual Tape Libraries for backups via SAN or through NDMP.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
263.	Backup Software	The software must have the feature to backup on to the Diskpool and later migrate to the Tape without intervention. The Diskpool space should not be limited to a physical Disk drive capacity.	In case if you require fresh backup software so would you please consider this point for Backup Software Solution	As per RFP & Corrigendum
264.	Page 48 Volume II 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 fixes, etc.) shall be in the name of Punjab State e-Governance Society.	Bidder suggests that this provision be revised as under: 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 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).	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
265.		<p>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.</p>	<p>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 subject to agreement of relevant third party on such transfer. All warranty documentation (no expiry) will be delivered to Department.</p>	As per RFP
266.	<p>Page 61 Volume II 4.5. General Requirements Page 80</p>	<p>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</p>	<p>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).</p>	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		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	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
267.	Page 70 to 73:- :4.3.12.1. Information Security Management	Please confirm if the proposed SIEM have in the Gartner leader quadrant for the last 3 years.	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	The eDistrict application will be hosted in secure environment of SDC. Logs would be provided / analyzed at SDC not at the equipment level.
268.	Page 70 to 73:- :4.3.12.1. Information Security Management	Please confirm if the proposed SIEM have able to correlation across flows and events .	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
269.	Page 70 to 73:- :4.3.12.1. Information Security Management	Please confirm if the SIEM solution support a distributed database for event and network activity collection such that all information can be access from a single user interface.	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
270.	Page 70 to 73:- :4.3.12.1. Information Security Management	Please confirm if the SIEM solution provide over 1300 'canned' out-of-the-box reports for specific compliance regulations (PCI, SOX, FISMA,ISO 27001) and control frameworks including (NIST,	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		CoBIT, ISO).		
271.	Page 70 to 73:- :4.3.12.1. Information Security Management	Please confirm if the SIEM solution must be capable of doing network behavior analysis	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
272.	Page 70 to 73:- :4.3.12.1. Information Security Management	Please confirm if the SIEM solution must be capable of detecting anomalies in the environment	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
273.	Page 70 to 73:- :4.3.12.1. Information Security Management	Please confirm if the SIEM solution must support distributed database and built on a flat file system for performance.	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
274.	Volume II., Page 70 to 73:- :4.3.12.1. Information Security Management	The proposed SIEM must be in the Gartner leader quadrant for the last 3 years.		As per RFP
275.	Volume II., Page 70 to 73:- :4.3.12.1. Information Security Management	The proposed SIEM must be able to correlation across flows and events .	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
276.	Page 70 to 73:- :4.3.12.1. Information Security Management	The solution must support a distributed database for event and network activity collection such that all information can be access from a single user interface.	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
277.	Page 70 to 73:- :4.3.12.1. Information Security Management	The solution must provide over 1300 'canned' out-of-the-box reports for specific compliance regulations (PCI, SOX, FISMA,ISO 27001) and control frameworks including (NIST, CoBIT, ISO).	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
278.	Page 70 to 73:- :4.3.12.1. Information Security Management	The solution must be capable of doing network behavior analysis	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
279.	Page 70 to 73:- :4.3.12.1. Information Security Management	The solution must be capable of detecting anomalies in the environment	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
280.	Page 70 to 73:- :4.3.12.1. Information Security Management	The solution must support distributed database and built on a flat file system for performance.	Do you need Security Information and Event Management solutions if yes so please consider this as part of security.	As per RFP
281.	Page 33 of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	Security features: includes client security features like credential (key) store, enterprise single sign-on, two-factor authentication, enhanced Web services security, RSA encryption	Are you looking for Single Sign-On system across all applications based on a user role so that a user can access various services based on the role ?	Refer to Corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
282.	Page 34 - "4.3.2.4. Single-Sign On" of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session.	Do you require application security model to support single-sign on for users across security domains?	Refer to Corrigendum
283.	Page 33 of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	Security features: includes client security features like credential (key) store, enterprise single sign-on, two-factor authentication, enhanced Web services security, RSA encryption	Are you looking for Single Sign-On system across all applications based on a user role so that a user can access various services based on the role ?	Refer to Corrigendum
284.	4.3.2.4. Single-Sign On, Pg 34, Vol 2	Single sign on for employees and users	The application should enable single-sign-on. Can you state on how should the application behave after this is integrated with state portal?	Refer to Corrigendum
285.	Ref Doc: Volume_II 4.3.2. Software Development/Customization	The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session.	Is there any existing Single Sign On solution in use?	Refer to Corrigendum
286.	4.3.2.4. Page: 34 Single-Sign On Ref Doc: Volume_II	The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session.	Please specify the number of users (Internal, External etc).	Refer to Corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
287.	Ref Doc: Volume_II 4.3.2.4. Single-Sign On Page: 34	For employees of the department concerned, the browser based application accessed on the intranet, through single-sign-on mechanism, will provide access to all the services of the departments concerned (based on their roles and responsibilities)	Please specify the average number of roles per application. Is there any solution available to manage roles across various applications?	Refer to Corrigendum
288.	Ref Doc: Volume_II	The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session.	For Single Sign on there is a need of common logging mechanism for the participating applications. Is there any logging server already in use?	Refer to Corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
289.	Page 78, 4.4.3. Annual Technical Support	Updates / Upgrades / New releases / New versions / Patches / Bug fixes: The SI shall provide from time to time the Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software, operating systems, etc. as required	<p>We understand that as per the RFP requirement Automated Patch Management tools shall be provided to expedite the distribution of patches to the system . In order to effectively manage the IT assets in such a highly distributed scenario the Patch management solution must have following features:</p> <p>1- The solution should monitor and evaluate client desktop/laptop health across the client environments. it should also display the client health evaluation results and the client activities directly in the console, providing alerting and remediation capabilities if health statistics fall below established thresholds.</p> <p>2- The solution should include asset intelligence that provide administrators with continuous visibility into hardware and software assets and usage.</p> <p>3- The solution should provide automated Desktop deployment in case a reinstallation is required for any desktop/laptop..</p> <p>4- The solution should provide auto remediate feature based on compliance configurations set on the machine or machines. This would drastically reduce the time to bring the machine back in compliance.</p> <p>Can you please confirm our understanding?</p>	SI has to ensure the patch management.
290.	Page 139	Solution should be open, distributed, and scalable and open to third party integration.	Overall EMS solution design & its respective hardware sizing should be as per OEM guidelines to support scalability of solution Kindly acknowledge.	Modified as: Solution should be scalable and open to third party integration.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
291.	Page 72 of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II	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 proposed solution should be able to capture the IP address of the system from where a request is received.
292.	4.3.2. Software Development/Customization		Please clarify that the fine grained user Authorization is being taken care of by the respective applications.	Pilot application details are provided in the RFP.
293.	Page 92 of	Monitoring and Management Requirements	e-District Application monitoring can be done using an industry standard APM tool which will help the state to analyze the End-User experience while accessing the e-District web application in real time.	As per RFP
294.	"RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	I. The e-District Solution should provide monitoring and management of the entire Solution including all software components and application.	An APM tool will also help the state to identify the root cause of the problems related & within the application, reduce MTTR for issues ensuring a smooth & seamless service delivery. Please confirm if the bidders should provision for an Industry standard CA Application & Database Performance Management tool ?	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
295.	Page 35 - "4.3.2.8. Security" of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	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

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
296.	Page 35 - "4.3.2.8. Security" of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	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 privileged users and other departmental users.	As per RFP
297.	Page 35 - "4.3.2.8. Security" of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	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 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	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			requirements which has been asked in the rfp:	
298.	Ref Doc: Volume_II 4.3.12.1. Information Security Management Page: 70	The proposed solution should provide security including identification, authentication, authorization, access control, administration and audit and support for industry standard protocols	Please specify whether web access control or system level access control is required.	As per RFP
299.	Ref Doc: Volume_II 4.3.2.8. Security Page: 35	The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.	Please elaborate more about the auditing requirements	As per RFP
300.	Page 35 - "4.3.2.8. Security" of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	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

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
301.	6.5.4.5. Router, Security Features, Page 136	Security features	The router should per-user Authentication and Authorization, transparent firewall, VRF-aware firewall, Http and email inspection engine to detect port 80 misuses and email connectivity	As per RFP
302.	Technical BOM	The Solution description, Functional & Non-Functional sections describe various critical solution components like Workflow Engine, Off-line Services, Mobility Services, Security Solutions, CMS etc. Kindly confirm and specify if these components are part of Technical BOM and Specifications section also.	Please mention Detailed BOM for commercial section so as to get all the bidders on the similar platform	As per RFP & Corrigendum
303.	Critical Solution Components	Kindly specify if the various critical components of the solution as envisaged in the tender for an integrated service delivery solution such as CMS, Workflow engine, Mobility, Off-line Services etc. should be standard global industry accepted products.	Kindly confirm if it is required to use Global Established Leading Component Tools and Use these leading tools for benefits like Scalability, Well Tested, Inter-operability, Standards Adherence, Standard Product development and Updates etc.	As per RFP
304.	Backup/NMS/Security/Anti-Virus	The RFP requires the bidder to propose Backup/NMS/Security/Anti-Virus components. We understand that the RFP allows the bidder to propose fresh solutions for these components. Kindly specify the detailed requirements and technical specifications for the same.		As per RFP & Corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
305.	Page 121, 6.5.4.8.	Office suite Preloaded productivity suite such as Open office	1. We recommend to kindly change Open Office to most commonly/widely used and adopted office productivity software "MS Office suite (Including minimum Word, Excel, Powerpoint, Outlook) due to Easy of Use, better user acceptability.	As per RFP
			2. Since most of the user's are already familiar with the Microsoft office suite products it will be easier for them to use it.	As per RFP
			3. MS office provides unicode based and state of the art office productivity features.	As per RFP
306.	6.5.4.14, 126	Should be supported on multiple operating systems: Microsoft Windows, Solaris , Red Hat Enterprise & Suse Linux, etc	Suggest to also consider Operating Systems such as AIX and HP-UX	As Per RFP
307.	4.3.6. Supply / Procurement of IT Infrastructure at SDC Page: 56	Management Server Antivirus/ Anti Spam/ Anti Spy Backup Software Symantec Data protector	Please mention what kind of data protection like threat protection at system level, data leakage (DLP solution), email content filtering etc. is needed.	Existing Components has been mentioned for better understanding of Bidders.
308.	Ref Doc: Volume_II 6.1. Non-Functional Requirements Page: 92	Encryption Confidentiality of sensitive information and data of users and portal information should be ensured.	Is data encryption over communication channel needed? or the data residing at the end user's system needs to be encrypted?	As Per RFP
309.	Volume II. , Page 139 to 142: 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool	Please confirm if the NMS and EMS software runs on scalable database systems such as Oracle, MS SQL and DB2.	Open source or some generic databases like Mysql, Ms access and postgres etc. challenges to get the support and then move the systems to some different databases is difficult and costly option.	There is no existing NMS/ EMS in pilot eDistrict. Existing PAWAN NMS details are part of the RFP.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
310.	Page 139 of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	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.	An open EMS may also not 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."	As per RFP
311.	Page 35 - "4.3.2.8. Security"	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.	<ul style="list-style-type: none"> • 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) 	As per RFP
312.	117 / 6.5.4.4 / Blade Chassis / OS Support	The server should support flavors of Enterprise Windows/ Enterprise Linux Operating Systems	The Blade Chassis should support servers with flavours of Enterprise Windows/ Enterprise Linux / Enterprise UNIX Operating Systems. It will be beneficial for Punjab Govt to invest in an IT Infrastructure which provides support around maximum technologies in the market, including the Operating Systems.	Other than proposed OS, The server should support flavours of Enterprise Windows/ Enterprise Linux Operating Systems
313.		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	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 minimum 14 port embedded gigabit down link (which connects each blade server at 1Gbps). Module	As per RFP

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		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.	<p>should be (Internal/external) having Layer 3 functionality - routing, filtering, traffic queuing etc.</p> <p>The Blade Chassis should be configured with redundant 24 Ports (16 downlink and 8 uplink) SAN Switches of 8Gbps.t is recommended that the Ethernet Modules asked have 10Gbps Uplink Ports.</p> <p>Also, the Blade Chassis did not had any mention of the Fibre Channel Switches required for connectivity to SAN.</p>	<p>As per RFP</p> <p>Bidder has to propose the solution as per their offering with all required accessories.</p>
314.	VOL2>page 117>6.5.4.4> Blade Chassis> OS Support	DVD RW can be internal or external, which can be shared by all the blades allowing remote installation of S/W and OS	<p>As this is a blade solution and all the blades are managed remotely using remote access capability, so there is not specific need for DVD RW to be connected.</p> <p>Please remove this clause</p>	As per RFP
315.	VOL2>page 117>6.5.4.4> Blade Chassis>		<p>There is a requirement of the chassis SAN Switch/ Passthrough for storage connectivity. As HBA are already mentioned in the blades so please mention SAN Switch/ pass-through module requirement. Please add the point " Redundant FC SAN Switches/ FC Pass-through to be provided in the Chassis as per the solution requirement"</p>	
316.	115 / 6.5.4.1 / Database Server / Processor	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	4 No. of Octa-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.	As per RFP

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		supported on the offered model with latest supported/ compatible server chipset.	The same server should be scalable to additional 4 processors in future. It will be in the interest of the Punjab e-Gov Project to include the latest generation of processors are based on 6, 8, 10, 16 core technologies.	As per RFP
317.	115 / 6.5.4.1 / Database Server / Main Memory	The system should be configured with minimum 128 GB RAM (ECC), scalable up-to 512 GB (ECC). Minimum 2 free slots for future expandable capability	The system should be configured with minimum 256 GB RAM (ECC), scalable up-to 2TB (ECC). Minimum 2 free slots for future expandable capability. Please have more memory in the Database server and also mention the scalability requirements on the memory.	As per RFP.
318.	115 / 6.5.4.1 / Database Server / Network Interface	Dual port 10/100/1000 Mbps Ethernet Adapter, with no single point of failure	The server should be configured with 4 x 10Gbps Ethernet Ports (for Data) and 2 x 1Gbps (for Cluster).Please look at 10Gbps technology for Ethernet. Also it is important to have separate ports of 1Gbps for Cluster Network.	As per RFP
319.	Vol-11, 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
320.	116 / 6.5.4.2 / Other Server / Memory	64 GB ECC DDR3-SDRAM DIMMs minimum 2 free slots for future expandable capability	128 GB ECC DDR3-SDRAM DIMMs minimum 2 free slots for future expandable capability. It is Recommended to have more memory and also mention the scalability requirements on the memory.	As per RFP.
321.	116 / 6.5.4.2 / Other Server / Memory Scalability	Minimum 256 GB	Minimum 512 GB.It will be useful to have more memory scalability in Blade servers	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
322.	116 / 6.5.4.2 / Other Server / Ethernet Adapter	1000BASE-T Gigabit Ethernet Adapter	Dualport 10Gbps Ethernet Card with Ethernet/iSCSI/FCoE capabilities. Kindly look at 10Gbps technology with the ports having capability to handle IP/iSCSI/FCoE packets as well. This will bring more flexibility and choice for the government.	As per RFP
323.	116 / 6.5.4.2 / Other Server / SAN Connectivity	Should have redundant 4/8 Gbps Fibre Channel HBA	Dual port 8Gbps Fibre Channel HBA	As per RFP
324.	116 / 6.5.4.2 / Other Server / IO Expansion	I/O expansion slot for up gradation of Ethernet Adapter or Infiniband	The Blade Server should have at least 2 free PCI-e slots for future expansion on Network	As per RFP
325.	VOL2>page 116>6.5.4.2> Other Server> Hard Disk Drives	Two 200 GB 2.5" SAS Hard Disk Drive hot swappable system disk	200 GB 2.5" HS SAS Hard Disk Drive are not standard in the Industry. Please change the requirement to 300GB 2.5" HS SAS Hard Disk Drive	Modified as: Two 300 GB / Two 200 GB 2.5" SAS Hard Disk Drive hot swappable system disk
326.	VOL2>page 116>6.5.4.2> Other Server> SAN Connectivity	Should have redundant 4/8 Gbps Fibre Channel HBA	This is not clear whether we are asking for Port redundancy or Card level redundancy. Moreover as this server is a Blade Server, so redundant HBA will not be feasible rather Redundant ports for SAN connectivity are needed.	As per RFP
327.	6.5.4.5. Router, Security Features, Page 136	Firewall feature	Please amend the clause to: The Router should be able to support a Stateful and Zone Based Firewall. As you have already asked for firewall requirement, 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	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			zones. Also as first level of defense for local location router should have capability of IPS to detect and prevent any malicious traffic.	
328.	6.5.4.13. Internal Firewall with IPS, Page 124	Ports: Mi should have at least 2 x 10G interfaces, 12 x 10/100/1000 GE interfaces & 8 x GbE SFP slots or 10/100/1000 Shared Interfaces. minimum 4 10/100/1000 mbps Ethernet ports	Clarifications: Please note ports requirement in not clear the way it is mentioned in RFP, kindly clarify the total numbers of ports required and expected scalability clearly	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.
329.	6.5.4.13. Internal Firewall with IPS, Page 124	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 for 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
330.	6.5.4.13. Internal Firewall with IPS, Page 124	Certification: The firewall shall belong to product family which minimally attain Internet Computer Security Association (ICSA) Firewall Product Criteria 4.1 Certification.	Please amend this to : Certification: The firewall shall belong to product family which minimally attain Internet Computer Security Association (ICSA) Firewall Product Criteria 4.1 Certification/ EAL 4 Certified/ Approved Protection Profile for that product category at http://www.niap-ccevs.org/	Certification: The firewall shall belong to product family which minimally attain Internet Computer Security Association (ICSA) Firewall Product Criteria 4.1 Certification/ EAL 4 Certified/ Approved Protection Profile for that product category at http://www.niap-ccevs.org/

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			The Common Criteria (CC) is one standard to which security products are evaluated. CC product certifications are mutually recognized by 26 nations, thus an evaluation that is conducted in one country is recognized by the other supporting countries. To learn more, please see http://www.commoncriteriaportal.org/ . So please allow certifications from common criteria portal also as you have asked for other products.	ccevs.org/
331.	6.5.4.13. Internal Firewall with IPS, Page 124	Intrusion Prevention System: IPS throughput should be 6 Gbps.	Please amend this to: IPS throughput should be 5 Gbps. 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
332.	6.5.4.13. Internal Firewall with IPS, page 124	Firewall Throughput (Packets Per Second) should be 31 Mpps	Pls. remove this clause Firewall performance is generally measured on the standard factors like sessions per second and throughput whereas, performance in PPS is generally considered for pure Routing platforms. Request you to kindly relax this clause.	As per RFP
333.	6.5.4.13. Internal Firewall with IPS, page 124	Firewall should support 7 Million concurrent sessions	Firewall should support 5 Million concurrent sessions with respect to 1,90000 CPS , 7 mill concurrent sessions is on a higher side and will only add cost to the product positioning , and may force certain OEM's to up-position higher model then actually required. pls. amend the same as requested to allow all the leading OEM's to participate.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
334.	6.5.4.13. Internal Firewall with IPS, page 125	IPS should have inbuilt Fail-open hardware bypass for 2 pairs of 10/100/1000 interfaces	Pls. remove this clause Hardware bypass is a standard feature of dedicated IPS solution. In case of integrated solutions like firell with IPS, this obstruct the normal functioning of firewall module in case of IPS module failure. Request you to pls. relax this clause	As per RFP
335.	6.5.4.13. Internal Firewall with IPS, page 125	The proposed system shall support multiple heartbeat links	Pls. remove this clause This is specific to OEM, every OEM has different architecture for active and active passive deployment and heartbeat check.	We are not looking for any specific / proprietary technology / product. The proposed system shall support High Availability requirements such as support multiple heartbeat links or similar / equivalent methods.
336.	Ref Doc: Volume_II 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page No :140	Solution should automatically provide solutions from the knowledge base.	Is there an existing pool of solutions (Knowledge Base, KE) and does it needs to be integrated with the proposed solution?	There is no existing knowledge base.
337.	General	General	Would the Service Desk handle different department tickets separately (e.g. IT will have a different SD/HD than HR department i.e. segregation)?	Service Desk would handle tickets raised by e-District users related to application / Hardware etc.
338.	Ref Doc: Volume_II 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page No :140	Should support automatic assignment of ticket to the right skilled resource based on business priority Ex - Database crash issue need not be assigned to an DBA unless the business service is completely down.	Auto assignment would be based on which parameters such as Categories, Groups, Locations etc?	Such Configuration details shall be discussed with successful bidders. Bidders can propose / suggest assignment methodology.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
339.	6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page no:141	Federation of external data sources should be possible with ability to store common attributes inside CMDB and getting other attributes from external data sources in real time.	1) Do you already have a documented CMDB 'next steps' or strategy?	No
			2) Is there a CMDB (or set of CMDB's) already in place? (If so, where and how is it used)?	No existing CMDB
340.	6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page no:140	Change Management	Do you have formalized Change Management and control in place?	SI to suggest the Change Management and Capacity Building Plans which will be reviewed and approved by the SPMU & PSeGS.
341.	6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page no:141	The Configuration Management Database should support multiple datasets with federation and reconciliation facilities so as to get data from various discovery tools and also through manual import process.	Do you have a formalized Configuration Management process in place	SI has to suggest the configuration Management Process and shall be responsible for version control.
342.	Volume II., Page 139 to 142: 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool	Please confirm if the Service Desk / Helpdesk & SLA Monitoring tools have Predictive analysis and capacity planning as part of solution which helps to identify the future need of various resources	Now days visibility is highly required organization ask to save the cost on IT infrastructure components, therefore this feature helps to get the reports on future forecasting which can help to take the decision to add additional resources into systems.	As per RFP
343.	Volume II. ,Page 139 to 142: 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool	Please confirm if the Service Desk / Helpdesk & SLA Monitoring tools have patch management system which has capability to manage desktops and servers from same common console.	For the ease of administrator and time saving prospective all patch management work should be from same console.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
344.	Volume II, Page 139 to 142: 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool	Please confirm if the Service Desk / Helpdesk & SLA Monitoring tool have software application which can cater the requirement of ITIL compliant helpdesk system with complete asset management cycle.	A single license software provides the flexibility to use the license as per their need either on helpdesk or on asset management features. Also these integrated solutions shared the common database so asset information can easily available at helpdesk system required for IT helpdesk tickets.	Refer to Corrigendum
345.	Volume II, 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page 140	Please confirm if the Service Desk / Helpdesk & SLA Monitoring tool have agent to view the 'Health of a selected asset' from within the ticket.	<p>"Health of selected asset" meaning need to clarify here. Helpdesk system will use by the end user to open the tickets and respective user will be capable to view their assigned assets along with and inside the ticket. E.g. a user who raises a ticket for his desktop issue he will be able to view details of that desktop but health can view if that particular desktop being monitored.</p> <p>Does monitoring of laptop/desktop kind of system required to monitor ?</p> <p>Should be rephrased As: It should be possible for agent to view the 'details of associated asset' from within the ticket.</p> <p>"Health of selected asset" meaning need to clarify here. Helpdesk system will use by the end user to open the tickets and respective user will be capable to view their assigned assets along with and inside the ticket. E.g a user who riases a ticket for his desktop issue he will be able to view details of that desktop but health can view if that particular desktop being monitored.</p>	<p>As per RFP</p> <p>As per RFP</p> <p>As per RFP</p> <p>As per RFP.</p>

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
346.	Volume II, Service Level Management / Monitoring	Please confirm if the Service Desk / Helpdesk & SLA Monitoring tool have the EMS is by far the most important requirement of the Integrated Project. This is on account of the fact that commitment of the projects to the citizens is dependent on an effective and continuous monitoring of the timelines within which citizens are served at the Portal or GSKs. In this context, the SLA Monitoring will have to possess the following capabilities:	Since SLA monitoring is dependent of the performance metrics collected by performance monitoring tools. There are no technical requirements of such kind of performance monitoring solution. Is there any provision for that please specify.	Bidder has to report on the SLA's and may choose a suitable methodology / tool.
347.	6.5.4.9. 139	Solution should be open, distributed, and scalable and open to third party integration	Solution should be scalable and open to third party integration	Solution should be scalable and open to third party integration
348.	6.5.4.9. 140	Incident/Problem Management -> o Flexibility of logging incidents via various means - web interface, client interface, phone	Flexibility of logging incidents via various means - web interface, Email, phone	To be read as: Incident/Problem Management -> o Flexibility of logging incidents via various means - web interface, email, phone
349.	119 / 6.5.4.6 / SAN Storage / Availability & Required Cache	Cache should be mirrored between Active-Active controllers on dedicated, redundant paths / links between the controllers. In case of power failure, the SAN array must be provided with cache protection mechanism to ensure no loss of data in cache by de- staging to disks, irrespective of duration of power	Controllers shall be true active-active so that a single Logical unit can be shared by both controllers at the same time. Cache should be mirrored between Active-Active controllers on dedicated, redundant paths / links between the controllers. In case of power failure, the SAN array must be provided with cache protection mechanism to ensure no loss of data in cache by de- staging to disks, irrespective of duration of power outage, or for minimum	As per RFP

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		outage, or for minimum 72 hrs. The Proposed SAN Array should be configured with at least 8GB usable data cache.	72 hrs. The Proposed SAN Array should be configured with at least 24GB usable data cache. We request Punjab Govt. to explicitly mention that by Active-Active controllers, it is expected that a single Logical unit can be shared by both controllers at the same time. Also, the cache memory asked in the RFP seems to be very less as there are Database and other servers which needs to be connected to storage. Request you to kindly increase to 24GB usable cache.	
350.	119 / 6.5.4.6 / SAN Storage / Front End Connectivity	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.	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. Currently 8Gbps is the latest technology. It is suggested to ask for latest technology while keeping same performance.	As per RFP & Corrigendum
351.	119 / 6.5.4.6 / SAN Storage / Back End Connectivity	SAN Storage should be configured with at least 4 numbers of 4Gbps Fibre channel (FC) back end ports per controller (i.e. a total of at least 8 x 4Gbps FC back end ports across Dual controllers) for back-end disk-shelf connectivity.	SAN Storage should be configured with at least 8 numbers of 6Gbps SAS back end lanes per controller (i.e. a total of at least 16 x 6Gbps SAS back end lanes across Dual controllers) for back-end disk-shelf connectivity. The backend technology has changed from FC to SAS technology as the disk drives are also SAS based. Hence, it is requested to change the backend requirement from FC ports to SAS lanes.	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.

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
352.	119 / 6.5.4.6 / SAN Storage / Disk Drives	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 future with data in place upgrade. The SAN Array should support intermixing of FC & FATA/SATA-II Disks of various capacities and speeds. It should support dual ported disks of 146GB, 300GB and 400GB or higher with speeds of 10K rpm & 15K rpm	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 future with data in place upgrade. The SAN Array should support intermixing of SSD/SAS/NL-SAS Disks of various capacities and speeds. It should support 6Gbps dual-ported 300 / 450 / 900GB hot-pluggable Enterprise SAS hard drives, Minimum of 100 / 200GB SLC SSD Drives along with SAS MDL 2TB / 3TB drives. FC is no longer the disk technology used in backend for enterprise storage arrays. SAS has emerged as a better technology offering 6Gbps drives. Hence it is requested that the storage array must be asked with SAS drives and also SSD technology support with SLC type SSD drives which offer higher MTBF.	Modified as: 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 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
353.	120 / 6.5.4.6 / SAN Storage / Advance functions	The storage should be provided with thin provisioning feature quality of service and SSD caching or tiering software should be provided	Thin Provisioning	As per RFP
354.	120 / 6.5.4.7 / SAN Switch	Minimum 8 Active ports (each with minimum port speed 8Gbps)	Minimum 16 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.	Modified as: Minimum 16 Active ports (each with minimum port speed 8Gbps)
355.	120 / 6.5.4.6 / SAN Storage / IOPS	I/O performance should be greater than or at least equal to 150,000 IOPS from Cache and should have a sustained sequential throughput of minimum	Storage should support I/O performance of 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 (Read Only) or 1000MB/s (Write	Modified as: 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

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		2000MB/sec.	only).Kindly consider alternate performance numbers to allow more vendor participations and hence bringing more competitiveness to the bid.	2000MB/sec
356.	6.5.4.6. San Storage, Pg 119, Back End Connectivity	SAN Storage should be configured with at least 4 numbers of 4Gbps Fibre channel (FC) back end ports per controller (i.e. a total of at least 8 x 4Gbps FC back end ports across Dual controllers) for back-end disk-shelf connectivity.	SAN Storage should be configured with 24 Gbps aggregate SAS Port bandwidth per controller (2 X 24 Gbps aggregate SAS port bandwidth across dual controller) for back-end disk-shelf connectivity. Aggregate Bandwidth defines the best way to accommodate all the OEM instead of defining the no of ports, FC back end connectivity has been replaced by Majority of OEM to SAS.	As per RFP & corrigendum
357.	6.5.4.6. San Storage, Pg 119, Back End Connectivity, Disk Drives	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 future with data in place upgrade. The SAN Array should support intermixing of FC & FATA/SATA-II Disks of various capacities and speeds. It should support dual ported disks of 146GB, 300GB and 400GB or higher with speeds of 10K rpm & 15K rpm	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 120 disks in future with data in place upgrade. The SAN Array should support intermixing of FC/SAS & NL-SAS/FATA/SATA-II Disks of various capacities and speeds. It should support dual ported disks of 146GB and 300GB or higher with speeds of 10K rpm & 15K rpm. Please allow to have SAS disk also as SAS Disk are latest in Technology and offer 6Gbps Point to Point connectivity compare to FC 4 Gbps.	Modified as: 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 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

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
358.	120 / 6.5.4.6 / SAN Storage / Advance functions	The storage should be provided with thin provisioning feature quality of service and SSD caching or tiering software should be provided	Thin Provisioning	The storage should be provided with thin provisioning feature quality of service, Expectation and specifications for Tiering and Storage Optimization and SSD caching or tiering software should be provided.
359.	Various	Desktops and UPS	As per the bill of material for Desktops and UPSs to run these desktops, the state would spend significant amount on procurement and maintenance of UPS items instead would the state consider using Laptops and avoid a need for expensive UPS and battery of UPS? A ball park cost the state would spend on UPS would be Rs. 5-7 Cr and the same can be saved by using Laptops. This also reduces cost of using wired LAN if required. Some of key concerns relating to theft of laptop or people taking away laptops to home can be avoided by means of commercial solutions in secure wire locks. Also the OS can be configured to work only inside a permitted LAN and not to even boot up if it is not authenticated by LAN, thus avoiding unauthorised use of laptops at home etc. Please permit SI to bid Laptops instead of Desktops + UPS	As per RFP
360.	6.5.4.8. 121/158	Hard Disk Drive & controller, HDD80 GB 7200 RPM 3.5" SATA Hard Drive	500GB as minimum available is 500 GB only.	As per RFP
361.	6.5.4.8. 121/158	Power Supply, 250 Watt ATX with Energy star 5.0	Change to 200W since 200W is sufficient; it saves power as well as cost for the customer.	As per RFP

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362.	6.5.4.8. 121/158	Keyboard, Spill-resistant keyboard (USB 104 keys keyboard) with bi-lingual keys (English and local language of the State/UT) compliant to Enhanced In-script Keyboard based on Unicode version 6.0 or later.	USB MM Keyboard with 104 or more keys with Bilingual support. Since this is the standard KB in the industry.	As per RFP
363.	6.5.4.8. 121/158	Monitor, 17" LCD Monitor , Maximum resolution - 1366 x 768; Response time (typical)- 5ms ; TCO 5 certification for Monitor;	18.5" Wide TFT with TCO 05 certification since it is more convenient and cost effective.	Modified as: Monitor, 18.5" LCD Monitor , Maximum resolution - 1366 x 768; Response time (typical)- 5ms ; TCO 5 certification for Monitor;
364.	6.5.4.11. 123	Memory :64 MB Memory : 32 MB Min. (Both are mentioned.)	We request you to kindly change Minimum memory to 64 MB because higher memory for segment -3 level printers should be provided for easy and faster printing.	Typo error please read as Memory :32 MB
365.	6.5.4.11. 123	Processor speed not mentioned	We request you to kindly add processor speed @300 Mhz., because higher memory for segment -2 level printer should be provided for easy and faster printing	Processor speed sufficient to achieve 25 PPM print speed
366.	Page 126	HIPS Specifications Should be supported on multiple operating systems: Microsoft Windows, Solaris , Red Hat Enterprise & Suse Linux, etc	Since the desktop OS defined in the other section as Microsoft windows request you to kindly delete the other OS mentioned here. Hope we need to supply the HIPS Solution for the Windows OS Only	As per RFP
367.	Page 139 of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II	Bidder should quote any Standard / open EMS Software for monitoring application, services, & SLA along with	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.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
		Helpdesk tool for E-district Users along with all the necessary Hardware, DB, OS, patches, etc.	Would the state prefer getting an open EMS technology tool deployed for monitoring & managing this critical 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.	As per RFP
			An open EMS tool may also have no reliable OEM support.	As per RFP
			An open EMS may also not able to achive this requirment 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." Kindly confirm that the state seeks an industry standard EMS (recognized by Gartner, Forreser, Bloor group etc) only .	As per RFP
368.	Page 139 of "RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II"	Solution should be open, distributed, and scalable and open to third party integration.	Overall EMS solution design & its respective hardware sizing should be as per OEM guidelines to support scalability of solution. Kindly acknowledge	As per RFP
369.	Ref Doc: Volume_II 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool Page no 141	For integrations with other EMS/NMS tools, various options for integration should be provided - APIs, web services, SDKs.	1) List of servers to be monitor for performance and utilization	Existing and proposed Servers by the Bidder
			2) This list of the services which are to be monitor.	All the services covered under eDistrict Project.
			3)List of network devices (switch, Router etc.) to be manage	As per RFP.
			4)Threshold level measurements required to set SLA	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			5) Do you have any existing NMS tool for Network Management? If so please provide the details. If u don't have any existing NMS than we will have to implement Spectrum and ehealth for NMS	As per RFP
370.	Volume II. ,Page 139 to 142: 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool	Please confirm if the EMS & NMS softwares solution have bundled databases for storing informations.	Solution should have bundled database from the same vendor who has NMS & EMS software. This helps customer to get all the out of the box integrations and support from the same vendor support team.	As per RFP
371.	General	Please confirm if EMS system needs to propose in High Availability mode or standalone mode.	Does EMS system need to propose in High Availability mode or standalone mode?	As per RFP
			Does EMS system need to procure for DR site?	As per RFP
			Does DR site need to monitor over the WAN even through if separate EMS not required there t local DR site?	As per RFP
372.	4.4.3. Annual Technical Support, pg 78, Vol 2	Updates / Upgrades / New releases / New versions / Patches / Bug fixes: The SI shall provide from time to time the Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools to PSeGS as and when released by OEM.	We understand a feasibility of upgrades to new releases/versions will be carried out and upgrade will be carried out only where considered feasible. Can you confirm the understanding?	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
373.	Volume II.,Page 124 to 125: - 6.5.4.13. Internal Firewall with IPS	Please confirm if the IPS deployable in the following modes: Passive or IDS mode, Inline Protection Inline Simulation	In the RFP it is asked for Firewall with an integrated IPS. As per the industry best practice Its recommended to change it from a integrated IPS in a firewall to a stand alone firewall and stand alone IPS. Hence would request you please consider Firewall and IPS from separate OEM and stand alone solution which provide capability to work together.	Bidders are free to quote the Firewall Appliance with integrated IPS functionality or an external IPS solution which meets the specifications
374.	Volume II.,Page 124 to 125: - 6.5.4.13. Internal Firewall with IPS	Please confirm if the IPS detect and block all known, high risk exploits along with their underlying vulnerability (not just one exploit of that vulnerability).	All Major Data centers should have a layered approach. So it is always recommended to have a stand alone Firewall and Standalone IPS. Hence would request you please consider Firewall and IPS from separate OEM and stand alone solution which provide capability to work together.	Bidders are free to quote the Firewall Appliance with integrated IPS functionality or an external IPS solution which meets the specifications
375.	Volume II.,Page 124 to 125: - 6.5.4.13. Internal Firewall with IPS	Please confirm if the IPS detect and block zero-day attacks without requiring an update.	Firewall works on Layer 3 where as IPS should work on Layer 2 like a switch which monitors and analyzes traffic seamlessly and promiscuously. Hence would request you please consider Firewall and IPS from separate OEM and stand alone solution which provide capability to work together.	Bidders are free to quote the Firewall Appliance with integrated IPS functionality or an external IPS solution which meets the specifications
376.	115 / 6.5.4.1 / Database Server / Server Height	Standard 4U / 2U (Rack mount)	Maximum 8U.Considering the scalability requirements we request to kindly change the maximum rack space of the server to 8U.	As per RFP
377.	137 / 6.5.4.7 / Rack	Minimum Powder quoted steel Body with front door of glass.	Minimum Powder quoted steel Body with perforated front door. Kindly remove glass door from the specifications as not all vendors provide front glass door racks	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
378.	118 / 6.5.4.5 / Tape Library / No.of Slots	12 slots and expandable up to 24 slots by adding modules or cascading	The tape library should be configured with 48 slots.12 slots library will be a very entry level library considering the scalability desired on the storage level. It is of advantage that the government asks for a 48 slots apable library.	We have specified minimum requirements bidders can always quote products with better / higher configurations.
379.	Section 6.5.4.6/Finger Print reader	Resolution :512 PPI / DPI	Resolution : 500 PPI (The FBI standard is 500ppi. Comply to AFIS standard (last line of the compliance: Other specification - Should comply to AFIS/DIT standards) also requires 500 ppi).	Modified as: Minimum 500 PPI / DPI or more
380.	Section 6.5.4.6/Finger Print reader	Operating Temp:0 – 50 Degree C	Operating Temp: 0 – 55 Degree C. We request to change the operating temperature to 0-55 degree, keeping in mind the ambient environmental conditions required for operation of Biometric device.	As per RFP
381.	6.5.4.9 121/158	Processor, Intel Pentium or AMD APU; Dual Core Processor; min 2.0 GHz	Core i3 2348, since the Pentium Processor is an entry level processor, users may face difficulty in up gradation later on.	As per RFP
382.	6.5.4.9 121/158	Hard Drive, Primary Storage Options320GB 7200RPM SATA Hard Drive (Parks & protects HDD against system drops)	Primary Storage Options320GB 7200RPM SATA Hard Drive since Park and protects HDD against system drop is a patent technology.	As per RFP.
383.	6.5.4.9 122/158	Display, Display15.0" High Definition Wide LED Anti-Glare Display (1366x 768)	Display 14.0" High Definition Wide LED Anti-Glare Display (1366x 768), since 15.0" is not available in the Industry and 14" is the commonly used size of the TFT with lesser weight.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
384.	6.5.4.9 122/158	Audio/Visual, SRS Premium Sound™ Integrated stereo speakers Integrated microphone (dual microphone array when equipped with optional HD webcam) Stereo headphone/line out /Stereo microphone in Optional 720p HD webcam	SRS Premium Sound to be removed since it's a patent term.	As per RFP.
385.	6.5.4.9 122/158	Communications, Gigabit Ethernet network; WWAN 3G supported(optional)	Gigabit Ethernet network only since 3G is generally used in Tablet PCs.	As per RFP
386.	6.5.4.9 122/158	Keyboard, Spill-resistant keyboard; min 86 keys keyboard with bilingual keys (English and State/UT's local language)	with Multi gesture touch pad with 2.5 MM travel distance between the keys.	As per RFP
387.	6.5.4.9 122/158	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 indicators- Nine(9)	USB 2.0- 3 ports and USB 3.0- 1 port with power off charging for better and faster data transfer. LED Status Indicator to be removed since many OEMs may not participate.	As per RFP
388.	6.5.4.9 122/158	Office suite, Preloaded productivity suite such as MS Office	Please specify the version of MS office since the cost variation is high in all the versions.	Latest Version of MS office Professional available at the time of Supply.
389.		Security Features	Asset Management, Asset Monitoring, Bios protection, Remote Management To be included	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
390.	135/ 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 support 120 Kpps of performance with ACL+ QoS and NAT enabled for both IPv4 & IPv6"	As per RFP
391.	6.5.4.5. 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	As per RFP
			2.) Router should be able to sustain performance for 15 Mbps or more bandwidth with enabling the concurrent services like ACL, QoS, NAT etc"	As per RFP
			Please note you have asked the routing performance along with services like ACL, QOS and NAT, so would like to highlight that there is no RFC standard to measure PPS rating with different services. These figures are mentioned purely by specific vendor with no reference standards and standards based testing.	As per RFP
			Further ACL , QOS and NAT entries are quantified in numbers i.e. Number of ACLs, No of QOS policies and Number of NAT entries which are not mentioned in RFP	As per RFP
			Please include important parameters like IPSEC , FW and GRE in performance calculations. These services should be asked in terms of throughWeut that is Mbps not in PPS.	As per RFP
			Analogy for why services cannot be measured on PPS figures.	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			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.	As per RFP
			Please refer calculation: $70000 (70Kpps) * 1500 (\text{byte size}) * 8 (\text{Converting in to bit}) / 1000000 (\text{for Mbps}) = 840 \text{ Mbps}$.	As per RFP
			Our recommendation is to ask the routing performance as per the RFC 2544 i.e. PPS figures and ask sustainable performance bandwidth with enabling the concurrent services like ACL, QoS, NAT etc.	As per RFP
			Please amend this to : 2 x 10/100/1000 Base WAN interface and 2X 10/100/1000 Base LAN Interface	As per RFP
392.	6.5.4.5. Router, Interface, Point a), Page 136	4 x 10/100 Base interface with support for both LAN & WAN protocols	Please note that Gigabit Ethernet is becoming more and more popular. The accelerating growth of traffic is pushing network administrators to 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 :	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			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 communication, enabling tighter services interactions across modules while reducing the overhead on the route processor.	
393.	6.5.4.5. Router , Performance, Point c), Page 136	Should support 2G/ 3G USB modem for connectivity or support external 3G modem	Please amend this to : Should support 2G/3G connectivity for both HSPA and EVDO standards through internally or externally	As per RFP
			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.	As per RFP
394.	6.5.4.5. Router ,QOS Features, Page 136	Quality of Service (QoS) requirements	Addition Request: Should support hierarchical QoS for voice and video. 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

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
395.	6.5.4.5. Router, Security Features, Page 136	Security features	<p>Router should be able to support software based content filtering capabilities</p> <p>Similarly as a first layer of defense of local users it important for all branch routers to support the content filtering to protects your WAN links and critical network infrastructure from web-based threats. Content filtering helps organizations improve employee productivity and protect users from malware, adware, spyware, and phishing.</p>	As per RFP
396.	6.5.4.5. Router, Security Features, Page 136	VPN Requirement	<p>Ability to set up secure tunnels to a Hub or between individual sites themselves where the ISP provides for a dynamically generated IP address. Such secure tunnels should be able to carry unicast and multicast IP based traffic as also should support dynamic routing protocols. Such a dynamic establishment of VPNs ensures that the configuration & management of these IPSEC VPNs becomes easier and is able to overcome topology changes much more effectively and efficiently + providing high fault tolerance. The router should support also support tunnel-less VPN connectivity with multicast support on same.</p> <p>Since Service Providers may provide for a Dynamic IP address to the 3G interface, the router should have ability to create dynamic VPN tunnels. Further native IPsec supports only IP Unicast. Multicast traffic (between hub and spokes) provides efficient and scalable distribution of one-to-many and many-to-many traffic. IP Multicast id</p>	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			required for efficient and scalable one-to-many (i.e., Internet broadcast) and many-to-many (i.e., conferencing) communications, and commonly needed by voice, video, and certain data applications	
397.	6.5.4.5. Router, Security Features, Page 136	Security features	<p>The router should support Standard ACL, Extended ACL. It should be possible to create Department's own Layer 2 to Layer 7 stateless packet classification criteria (upto bit level for the header and payload) and to define policies with multiple actions (such as drop, log, or send defined ICMP packets) to immediately block new viruses, worms, and attacks during a vulnerability window and link them to an ACL, ACL that can match arbitrary bits of packet bits of a packet at an arbitrary depth in the packet header and payload</p> <p>This is flexible packet matching technology, where you can block traffic at bit level. So incase there is new virus attack at branch , so can still block it and protect it to be distributed to other location and data centers.</p>	As per RFP
398.	Vol 2, Router specs	Should have minimum of 256MB of RAM and 32 MB of Flash Memory	Should have minimum of 256MB of RAM and 512 MB of Flash Memory	As per RFP
399.	Vol 2, Router specs	10/100/1000 Ethernet Base interfaces	min 2 x 10/100/1000 Ethernet Base on board interfaces	As per RFP
400.	Vol 2, Router specs	h) EAL certification	pls. change the same to EAL3 certified	As per RFP
401.	page 136	Should have minimum of 256MB of RAM and 32 MB of Flash Memory	Should have minimum of 256MB of RAM and 512 MB of Flash Memory	We have specified minimum requirements bidders can always quote products with better /

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
			32 MB flash is very less . To store multiple image and config files, we suggest to increase the flash memory to 512MB.	higher configurations, as per the requirements of this RFP.
402.	page 136	10/100/1000 Ethernet Base interfaces	min 2 x 10/100/1000 Ethernet Base on board interfaces To integrate with a high performance 1 Gig LAN at the branch, we suggest the router must support min 2x 1Gig onboard interfaces, which will provision high speed integration with the branch LAN.	As per RFP
403.	119 / 6.5.4.6 / SAN Storage / Volume expansion	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	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. Request for deletion of volume shrinking.	as per RFP
404.	"RFP_eDistrict_State_Wide_Roll_Out_Punjab_Volume_II" 1kVA UPS	Inverter Overload	in Mains Mode 100%-110% Over load Warning, 110%-130% Transfer to Bypass after 10 Sec	Refer to corrigendum
405.		Backup Time 30 min VAH 936	30 min. Minimum 2496VAH30 min. Minimum 2496VAH	Refer to corrigendum
406.		Inverter Overload	in Mains Mode 100%-110% Over load Warning, 110%-130% Transfer to Bypass after 10 Sec	Refer to corrigendum
407.		Inverter Overload	in Mains mode >= 110% 10min、 >125% : 1min in Mains mode >= 110% 10min、 >125% : 1min	Refer to corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
408.		Rated Voltage 36 VDC	240VDC	Refer to corrigendum
409.		Backup Time 60 min 1512 VAH;	60 min. VAH 8000VAH.60 min. VAH 8000VAH.	Refer to corrigendum
410.		Protection Inbuilt protection for surge suppression and EMI/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 1100-2005Inbuilt protection for surge suppression and EMI/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	Inbuilt protection for surge suppression and EMI/RFI filter provided as well as The unit shall have Surge Current Capacity of min. 25kA with two mode of protection &<0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005Inbuilt protection for surge suppression and EMI/RFI filter provided as well as The unit shall have Surge Current Capacity of min. 25kA 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	Refer to corrigendum
411.		Power Outlet Should have programmable power management outlet for independent control of load segment.	as single Terminal Block for taking Output to Output MCB	Refer to corrigendum
412.	6.5.4.1, 127	Voltage Window: 160 VAC – 300 VAC @ 100% Load, 110 VAC – 300 VAC @ 50% Load	This voltage window is applicable for 1-3 KVA's i.e small ratings. For Ratings >=5 KVA the window available with various manufacturers is (160) VAC – (270) VAC @ 100% Load, 120 VAC – 270 VAC @ 50% Load. Request for necessary amendments.	Refer to corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
413.	6.5.4.1, 127	Frequency Range 40-70 Hz	Even Power Grid fails below 48 Hz, please accept frequency range of 46 - 54 Hz.	Refer to corrigendum
414.	6.5.4.1, 128	Rated Voltage: 36 VDC.	36 VDC seems to be a typo error as 5 KVA UPS are available with 180 / 192 / 240 VDC (varies from manufacturer to manufacturer), please amend to > 180 VDC.	Refer to corrigendum
415.	6.5.4.1, 128	Back-up Time: 60 min 1512 VAH	1512 VAH seems to be a typo error as 5 KVA UPS should be provided minimum 8000 VAH to give 60 minutes back-up. Please do the necessary changes.	Refer to corrigendum
416.	6.5.4.1, 128	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	UPS systems offered are Online type and will take care of all types of power problems. Please confirm if this item is specifically required. Please confirm 3-4 makes of OEM's who can supply this item.	Refer to corrigendum
417.	6.5.4.1, 128	Noise	5 KVA UPS available with all manufacturer comply to Noise less than 55dB at 1 meter, pls do the necessary changes.	Refer to corrigendum
418.	6.5.4.1, 128	Power Outlet	5 KVA UPS Units have hardwired outputs and not individual outputs, programmable power management outlet is not applicable. Please do the necessary changes.	Refer to corrigendum
419.	6.5.4.2, 129	Frequency Range 40-70 Hz	Even Power Grid fails below 48 Hz, please accept frequency range of 46 - 54 Hz.	Refer to corrigendum

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
420.	6.5.4.2, 129	36 VDC	36 VDC seems to be a typo error as 3 KVA UPS are available with >=96 VDC (varies from manufacturer to manufacturer), please do the necessary amendments	Refer to corrigendum
421.	6.5.4.2, 130	Power Outlet	3 KVA UPS Units have hardwired outputs, programmable power management outlet is not applicable. Please do the necessary changes.	Refer to corrigendum
422.	6.5.4.2, 130	ECO Mode	ECO Mode facility is not applicable in small rating UPS Units like 3 KVA as there is no substantial energy savings in a 3 KVA. In addition power conditions in India are very dynamic & it is practically not possible for operating a 3 KVA UPS in ECO Mode.	Refer to corrigendum
423.	132/ 24 port switch	Should have at-least 10K MACs & 1000 active VLANs	As per industry standards, Layer 2 switch comes with 8K MAC and 256 Active VLAN's. Kindly modify clause as "Should have at-least 8K MACs & 256 active VLANs	Modified as: Should have at-least 8K MACs & 255 active VLANs
424.	132/ 24 port switch	EAL certification	EAL cortication is OS security certification generally asked on routers which interface outside world. Kindly remove EAL requirement from switch for level playing of all OEM's	Refer to corrigendum
425.	134/ 16 port switch	Should IEEE 802.1p based QOS, SP - Strict priority, WRR weighted round robin	Different OEM's use different QOS techniques like DSCP, WRR, SP etc. Kindly modify the clause for allow other oem's to partipate. Should IEEE 802.1p based QOS, DSCP / SP - Strict priority/ WRR weighted round robin or equivalent	We are not looking for any specific / proprietary technology. Bidder can offer similar / equivalent features. IEEE 802.1p based QOS, DSCP / SP - Strict priority/ WRR weighted round robin or equivalent
426.	135/ 8 port switch	Shall support IPv6 ready features & support dual stack of IPv6 / Ipv4	Kindly modify clause "Shall support IPv6 ready features"	As per RFP

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S. No.	RFP Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
427.	6.5.4.5. Router , Interface, Point b), Page 136	At least 1 free slots for future (slot should support both · V.35 (2 Mbps) interface including necessary cables ,	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	As per RFP
428.		10/100/1000 Ethernet Base interfaces.	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
429.	Section 6.5.4.2. 24 port switch, Page 132 -133	EAL Certification	<p>Please amend this to : Product should be EAL certified or ERTL or should be applied for approved Protection Profile for that product category at http://www.niap-ccevs.org/ . And Protection profile validation should be available before commissioning of project.</p> <p>In reference to your requirement of EAL Certifications in Routers and Switches, the policy has been changed by the Certification Agency in Late 2011.</p> <p>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</p>	Refer to RFP & Corrigendum

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			<p>required to claim compliance to an approved Protection Profile (PP). To learn more, please see http://www.niap-ccavs.org/</p> <p>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 measures and test requirements to support repeatable results.</p> <p>As a responsible OEM, we have accordingly getting our latest products certified as per Protection Profile and accordingly EAL Certification on products are no longer valid. As per RFP mentions that all products proposed should not be declared End of Sale for two years, we are proposing only Latest products which are under process of Certification on Protection profile.</p> <p>So you are request to amend and asked the product should be EAL certified or should be applied for approved Protection Profile for that product category at http://www.niap-ccavs.org/ . And Protection profile validation should be available before commissioning of project. This would ensure that Govt of Punjab gets latest product from OEM as well as security certifications as per the latest agreed standards of Certification which is recognized globally.</p>	

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430.	Section 6.5.4.3. Layer 2 16 port Fast Ethernet Managed, Page 133-134	Switch shall support minimum of 16 port 10/100/1000 ports	Please clarify are you asking for 16 port Fe or GE switch? Please clarify If the asked switch is GiagEthernet or Fast Ethernet?	16 * 10/100/1000 ports
431.	Section 6.5.4.3. Layer 2 16 port Fast Ethernet Managed, Page 133-134	Access control list with IP based ACL, MAC Based ACL	Please remove this requirement Please note ACL would not be required at the switch end and this can be handled by routers. So please remove the same.	Refer to Corrigendum
432.	Section 6.5.4.3. Layer 2 16 port Fast Ethernet Managed, Page 133-134	EAL certification	Please amend this to : Product should be EAL certified or ERTL or should be applied for approved Protection Profile for that product category at http://www.niap-ccv.org/ . And Protection profile validation should be available before commissioning of project.	Refer to Corrigendum
433.	RFP Voll II, Pg No. 133, 6.5.4.3: -16 Port Switch	IGMP v1/v2/v3	It should be IGMP v1/v/2 and IGMP v3 awareness	As per RFP & Corrigendum
434.	RFP Voll II, Pg No. 134, 6.5.4.3: -16 Port Switch	DNS over IPv6	Request to please remove this clause. DNS is required for L3 device in case of internet access	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
435.	page 132	24 * 10/100/1000 Mbps port	24 * 10/100/1000 Mbps port	As per RFP & Corrigendum
436.		Uplink Port: should have 4 SFP Based uplink ports	additional dedicated Uplink Ports: should have 4 SFP Based uplink ports To have compete user port density for access , uplink ports	As per RFP & Corrigendum

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			are suggested to be separate than the user ports. We assume the same is also specified here.	
437.		Request for Addition	support for basic L2+ capabilities including static routing , RIPv1,v2 from day 1 and scalable to OSPF in future To reduce the VLAN traffic load on the core infrastructure , we suggest switch should also support basic L2+ capabilities so as to restrict the intervlan traffic restricted locally only.	As per RFP & Corrigendum
438.	135/ 8 port switch	IPv6 features:	IPv4/IPv6 Dual Protocol Stack, DNS over IPv6 are layer 3 features. Kindly remove and modify the clause for better understanding. Kindly Modify clause as	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
439.		Request for addition	Should support stacking To ensure the hardware level redundancy, it is suggested that the switch should support stacking functionality	As per RFP & Corrigendum
440.	page 133	Should support 12.8 Gbps switching fabric	Should support 32 Gbps switching fabric	As per RFP & Corrigendum
441.		Should support minimum 6.6 Mpps forwarding rate	Should support minimum 24 Mpps forwarding rate We assume that wired speed and non blocking architecture is considered for all the switch positioning as also considered for 24 port switch. To achieve the non blocking & wired rate forwarding , 16 Gig port switch should have 32Gbps and 24 Mpps forwarding rate as per industry standard calculations (1Gbps=1.488 Mpps)	As per RFP & Corrigendum

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442.	page 133	1K VLAN IDs	1K concurrent configurable vlans As also asked for the 24 port switch , 1K configurable vlans are suggested so as to provision effective 1000 vlans for the overall network.Pls. consider	As per RFP & Corrigendum
443.	page 134	IPv4/IPv6 Dual Protocol Stack. SNMP over IPv6	Pls. remove this clause	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
444.		· HTTP over IPv6	Dual stack is a feature of router / firewall device which are deployed at the perimeter layer. This may not be applicable for the access switch.	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
445.	page 134	IPv6 Unicast / Multicast Address Types	IPv6 Unicast / Multicast Address Types with support for IPv6 static routing, RIPng, OSPFv3 etc .	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
446.			Pls. clarify if the switch required to support IPv4 and IPv6 protocols including ospf, ospfv3, rip, RIPng etc. This will help the vendor to position the right product model and avoid any unnecessary cost implications	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
447.	page 134	Shall have 1 fixed 1000 T Ports shared with 1 Mini GBIC ports.	Shall have min 2 fixed 1000 base-X SFP ports To have uplink redundancy at each location and , min 2 SFP ports are recommended. Pls. consider to avoid single	As per RFP & Corrigendum

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			point of failure	
448.	page 135	Switch shall support a backplane bandwidth of 5.6 Gbps.	Switch shall support a non blocking backplane bandwidth of 16 Gbps and min 12 Mpps forwarding rate. We assume that wired speed and non blocking architecture is considered for all the switch positioning as also considered for 24 port switch. To achieve the non blocking & wired rate forwarding , 8 Gig port switch should have 16Gbps and 12 Mpps forwarding rate as per industry standard calculations (1Gbps=1.488 Mpps)	As per RFP & Corrigendum
449.	page 135	Shall support 255 VLAN	Shall support 1000 VLAN	As per RFP & Corrigendum
450.			To maintain a uniform effective vlan provisioning and scalability all 24 , 16 and 8 port switches should have same concurrent vlans throughout the network . Pls. consider	As per RFP & Corrigendum
451.		Request for Addition	support for basic L2+ capabilities including static routing , RIPv1,v2 from day 1 and scalable to OSPF in future To reduce the VLAN traffic load on the core infrastructure , we suggest switch should also support basic L2+ capabilities so as to restrict the intervlan traffic restricted locally only.	As per RFP & Corrigendum
452.	page 135	Shall support IPv6 ready features & support dual stack of IPv6 / Ipv4	Switch should support IPv6 management. Dual stack is a feature of router / firewall device which are deployed at the perimeter layer. Also, other IPv6 features may not be applicable for the access switch.Pls. consider and amend the clause as requested	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
453.	page 135	IPv6 Unicast / Multicast Address Types	IPv6 Unicast / Multicast Address Types with support for IPv6 static routing, RIPv6, OSPFv3 etc .	As per RFP & Corrigendum

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454.			Pls. clarify if the switch required to support IPv4 and IPv6 protocols including ospf, ospfv3, rip, RIPng etc. This will help the vendor to position the right product model and avoid any unnecessary cost implications	As per RFP & Corrigendum
455.	page 135	EAL certification	Pls. remove this clause Most of the leading OEM's do not have EAL certification for 8 port Access switch	As per RFP & Corrigendum
456.		Request for addition	Switch should support basic L2+ capabilities including static routing , Ripv1,v2 and should be scalable to OSPF Basic L2+ capabilities will ensure that the inter vlan traffic will be managed locally and avoid unnecessary traffic towards the core.	As per RFP & Corrigendum
457.	6.5.4.14, 127	Solution should be minimum of EAL certified	Suggest to consider EAL 4+ certified solutions	As per RFP
458.	134/ 16 port switch	IPv6 features:	IPv4/IPv6 Dual Protocol Stack , DNS over IPv6 are layer 3 features. Kindly remove and modify the calsue for better understanding. Kindly Modify clause as	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
459.	134/ 16 port switch	IPv4/IPv6 Dual Protocol Stack	"IPv6 features:	The proposed switches should be as per DIT Guidelines http://deity.gov.in/content/internet-governance . The network has to be IP v6 ready or migration to IP v6 should not be problem.
		IPv6 Unicast / Multicast Address Types	IPv6 host	As per RFP & Corrigendum

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		SNMP over IPv6	– IPv6 static routes	As per RFP & Corrigendum
		HTTP over IPv6	– MLD snooping	As per RFP & Corrigendum
		DNS over IPv6	– supports ACL and QoS for IPv6"	As per RFP & Corrigendum
460.	6.5.4.13. Internal Firewall with IPS, Page 124	Latency : Firewall Latency (64 byte UDP packets) should be 6 μs	Please remove this clause	As per RFP
461.	Volume II. ,Page 139 to 142: 6.5.4.9. Service Desk / Helpdesk & SLA Monitoring Tool	Service Desk / Helpdesk & SLA Monitoring Tool should have patch management system which has capability to manage desktops and servers from same common console.	For the ease of administrator and time saving prospective all patch management work should be from same console.	As per RFP
462.	SAN Storage		<p>The storage should be provided with thin provisioning feature.</p> <p>Offered storage array shall be supplied with Thin provisioning and automatic Thin Re-claim to make the volume thin again.</p> <p>Thin Re-claim inside storage shall not cause any overloading of Storage CPU and shall be able to claim the Zero pages even during peak load without any performance impact.</p> <p>Tiering</p> <p>Offered storage shall support dynamic migration of Volume from one Raid set to another set while keeping the application online.</p> <p>For effective data tiering, Storage subsystem shall support</p>	The storage should be provided with thin provisioning feature quality of service, Expectation and specifications for Tiering and Storage Optimization and SSD caching or tiering software should be provided.

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			<p>automatically Policy based Sub-Lun Data Migration from one Set of drive Tier to another set of drive tier.</p> <p>The current specs have very generic definition of Thin Provisioning and does not clearly askfor expectations. We request you to include these points which are beneficial for the government as they protect you from licensing and performance related issues which might come up at a later point of time.</p> <p>Thin Provisioning and Thin Reclaim expectations around functionality and performance must be included.</p> <p>Expectation and specifications for Tiering and Storage Optimization must be included.</p>	
