

Pre-Bid Query Clarifications

for

Long Range Identification and Tracking System

Ref: DGS/LRIT/48NT(01)/LRI/2018 dt:23rd March 2018



Directorate General of Shipping

Ministry of Shipping

Government of India



10th April, 2018

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
1	Volume 1	4.4	Bidder shall submit EMD of Rs. 20,000,00/- (Rupees Twenty Lakhs Only) in the form of Bank Guarantee ('BG') as specified in Form 14 drawn in favour of "Directorate General of Shipping" from any Nationalized / Scheduled Bank having its branch at Mumbai and encashable at Mumbai.	28	Centre for Development of Advanced Computing (C-DAC) is the premier R&D organization of the Ministry of Electronics and Information Technology (MeitY) and a non-profit organization. As conveyed earlier to DG Shipping, we will request for a waiver for the eligibility criteria involving financial conditions of: 1. EMD of Rupees Twenty Lakhs Only 2. Turnover 150 Crores	Being the Govt. organization, proposal after technical and financial evaluation will be sent for consideration to the Ministry.
2	Volume 1	6.4	The Bidder / Prime Bidder in case of consortium should have Annual Sales Turnover generated from services related to Hardware supply and their associated maintenance services, packaged software, System Integration during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 150 Crores (One Hundred and Fifty Crores)	38	Centre for Development of Advanced Computing (C-DAC) is the premier R&D organization of the Ministry of Electronics and Information Technology (MeitY) and a non-profit organization. As conveyed earlier to DG Shipping, we will request for a waiver for the eligibility criteria involving financial conditions of: 1. EMD of Rupees Twenty Lakhs Only 2. Turnover 150 Crores	Being the Govt. organization, proposal after technical and financial evaluation will be sent for consideration to the Ministry.

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3	Volume 1	6.4	The bidder / Prime Bidder in case of consortium must have been certified with the following certifications <ul style="list-style-type: none"> • CMMI Level 5 certification • ISO 9001 for quality management • ISO 27001 for information security management • ISO 20000 for Information Technology Service Management 	39	C-DAC Mumbai has valid certifications for <ul style="list-style-type: none"> • ISO 9001 for quality management • ISO 27001 for information security management And have successfully delivered the projects of the magnitude (quality as well as financial) of LRIT over the years for Central as well as State Governments. We request that the bidder to be allowed to have 2 out of 4 certifications instead of making all 4 mandatory.	Being the Govt. organization, proposal after technical and financial evaluation will be sent for consideration to the Ministry.
4	Volume 1	6.4	The bidder / Consortium partners Should be Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008, Registered with the Service Tax Authorities	40	C-DAC is a scientific society of MeitY, Government of India and have shouldered the responsibility (development as well as Operations & Maintenance) of many eGovernance projects across a spectrum of technical domains. We request you to allow us to bid for the project.	Being the Govt. organization, proposal after technical and financial evaluation will be sent for consideration to the Ministry.
5	Volume 1	6.4	Sales Turnover in Software Development, Hardware Sales, Operations & maintenance Services	38	Request to consider certificate from CA	As per RFP
6	Volume 1	6.4	Completion / phase completion / certificate from client	39	Request to accept communication through Mail / Certificate etc.	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
7	Volume 1	4.8	However all the members of the consortium must also, jointly and severally, be responsible for satisfactory execution and performance of the contract. An irrevocable affidavit shall be furnished on suitable non-judicial stamp paper duly notarized giving undertaking for jointly and severally owning responsibility towards contractual obligations throughout the contract period.	30	Request you to accept self declaration / Undertaking.	As per RFP
8	Volume 1	9.3	T + 30 days (5%)	66	We request to release 10% advance payment of total contract value for mobilization.	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
9	Volume 1	6.5	<p>Bidder / at least one member of consortium should have experience in Hardware and Network Equipment Supply & maintenance services for DC & DR in a maximum of 5 Nos. engagements of value more than 2.5 crores The work order should have been issued within the last 5 years, as on 31-12-2017</p> <p>The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.</p> <p>Weightages (W)</p> <p>In case project is completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% weightage</p> <p>In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available: 50% weightage</p> <p>In case project in progress and the Work</p>	42	<p>Request to kindly modify the clause as follows:</p> <p>Bidder / at least one member of consortium should have experience in Hardware and Network Equipment Supply & maintenance services for DC & / DR in a maximum of 5 Nos. engagements of value more than 2.5 1 crores The work order should have been issued within the last 5 8 years, as on 31-12-2017</p> <p>The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.</p> <p>Weightages (W)</p> <p>In case project is completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% weightage</p> <p>In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available:</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
			<p>Order is less than 12 months old and letter of satisfaction available: 25% weightage</p> <p>When No. is : equal to or more than 5 projects : 10 marks equal to 4 projects : 8 marks equal to 3 projects : 6 marks equal to 2 projects : 4 marks Less than 2 projects : 0 Marks The maximum marks for each project is 2 marks.</p> <p>These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>		<p>50% weightage</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25% weightage</p> <p>When No. is : equal to or more than 5 projects : 10 marks equal to 4 projects : 8 marks equal to 3 projects : 6 marks equal to 2 projects : 4 marks Less than 2 projects : 0 Marks The maximum marks for each project is 2 marks.</p> <p>These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>	

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
10	Volume 1	6.5	<p>Bidder / Prime Bidder in case of consortium should have experience in Software Development & maintenance services in Govt. Dept. / transportation / Shipping domain in India / globally in a maximum of 5 Nos. engagements of value more than 2.5 crores that have either been completed or an ongoing project where Deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 years, as on 31-3-2017.</p> <p>Weightages (W) In case project completed and letter of satisfaction available: 100% In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available: 50% In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p> <p>When No. is : equal to or more than 5 projects : 10</p>	43	<p>Request to kindly modify the clause as follows:</p> <p>Bidder / Prime Bidder in case of consortium should have experience in Software Development & maintenance services in Govt. Dept. / transportation / Shipping domain in India / globally in a maximum of 5 Nos. engagements of value more than 2.5 crores that have either been completed or an ongoing project where Deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 7 years, as on 31-3-2017.</p> <p>Weightages (W) In case project completed and letter of satisfaction available: 100% In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available: 50% In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p>	As per RFP

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			<p>marks equal to 4 projects : 8 marks equal to 3 projects : 6 marks equal to 2 projects : 4 marks Less than 2 projects : 0 Marks</p> <p>The maximum marks for each project is 2 marks.</p> <p>These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>		<p>Work Order is less than 12 months old and letter of satisfaction available: 25%</p> <p>When No. is : equal to or more than 5 projects : 10 marks equal to 4 projects : 8 marks equal to 3 projects : 6 marks equal to 2 projects : 4 marks Less than 2 projects : 0 Marks</p> <p>The maximum marks for each project is 2 marks.</p> <p>These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>	

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
11	Volume 1	6.5	<p>Bidder / Prime Bidder in case of consortium should have experience in Turnkey services in a maximum of 5 Nos. engagements of value more than 5 crores that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 5 years, as on 31-3-2107.</p> <p>Weightages (W) In case project completed and letter of satisfaction available: 100% In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% In case project in progress and the Work Order is between 12-18 months old and letter of satisfaction available: 50% In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p> <p>When No. is : equal to or more than 5 projects : 10 marks equal to 4 projects : 8 marks equal to 3 projects : 6 marks equal to 2 projects : 4 marks Less than 2 projects : 0 Marks</p>		<p>Request to kindly modify the clause as follows:</p> <p>Bidder / Prime Bidder in case of consortium should have experience in Turnkey services in a maximum of 5 Nos. engagements of value more than 5 crores that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 5 7 years, as on 31-3-2107.</p> <p>Weightages (W) In case project completed and letter of satisfaction available: 100% In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% In case project in progress and the Work Order is between 12-18 months old and letter of satisfaction available: 50% In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p>	As per RFP

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			<p>The maximum marks for each project is 2 marks.</p> <p>These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>		<p>When No. is :</p> <p>equal to or more than 5 projects : 10 marks</p> <p>equal to 4 projects : 8 marks</p> <p>equal to 3 projects : 6 marks</p> <p>equal to 2 projects : 4 marks</p> <p>Less than 2 projects : 0 Marks</p> <p>The maximum marks for each project is 2 marks.</p> <p>These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>	

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
12	Volume 1	6.5	<p>Solution Architect:</p> <p>Software Developer: Must have 5 years of work experience</p> <p>Education: · Relevant Certifications— 1 mark · BE / B.Tech / MTech – 2 marks · BE / B Tech/M.C.A – 1 mark</p> <p>Detailed Experience: Development experience with the scope of Critical Information infrastructure Application Development, Training, Support & Maintenance · Two Projects – 1 mark · More than Two Projects – 2 marks</p>	48	<p>Request to kindly modify the clause as follows:</p> <p>Solution Architect:</p> <p>Software Developer: Must have 5 years of work experience</p> <p>Education: Relevant Certifications—1 mark · BE / B.Tech / MTech – 2 3 marks BE / B Tech/M.C.A – 1 mark</p> <p>Detailed Experience: Development experience with the scope of Critical Information infrastructure Application Development, Training, Support & Maintenance · Two Projects – 1 mark · More than Two Projects – 2 marks</p>	As per RFP

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13	Volume 1	6.5	<p>System Administrator:</p> <p>Must have 5 years of work experience</p> <p>Education:</p> <ul style="list-style-type: none"> · Relevant Certifications— 1 mark · ME / M Tech – 2 marks · BE / B Tech/M.C.A – 1 mark <p>Detailed Experience:</p> <p>DC – DR design/commissioning experience</p> <ul style="list-style-type: none"> · Two Projects – 1 mark · More than Two Projects – 2 marks 	50	<p>Request to kindly modify the clause as follows:</p> <p>System Administrator:</p> <p>Must have 5 years of work experience</p> <p>Education:</p> <ul style="list-style-type: none"> · Relevant Certifications – 1 mark · ME / M Tech – 2 marks · BE / B Tech/M.C.A – 1 2 mark <p>Detailed Experience:</p> <p>DC – DR design/commissioning experience</p> <ul style="list-style-type: none"> · Two Projects – 1 mark · More than Two Projects – 2 marks 	As per RFP

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14	Volume 1	6.5	<p>Database Administrator:</p> <p>Must have 5 years of work experience</p> <p>Education:</p> <ul style="list-style-type: none"> · Relevant Certifications— 1 mark · ME / M Tech – 2 marks · BE / B Tech/M.C.A – 1 2 mark <p>Detailed Experience:</p> <p>DC – DR design/commissioning experience</p> <ul style="list-style-type: none"> · Two Projects – 1 mark · More than Two Projects – 2 marks 	50	<p>Request to kindly modify the clause as follows:</p> <p>Database Administrator:</p> <p>Must have 5 years of work experience</p> <p>Education:</p> <ul style="list-style-type: none"> · Relevant Certifications— 1 mark · ME / M Tech – 2 marks · BE / B Tech/M.C.A – 1 2 mark <p>Detailed Experience:</p> <p>DC – DR design/commissioning experience</p> <ul style="list-style-type: none"> · Two Projects – 1 mark · More than Two Projects – 2 marks 	As per RFP

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15	Volume 1	6.4	<p>Bidder / at least one member of consortium should have successfully completed at least the following numbers of Systems Integration engagement(s) for past five years as on 31-12-2017 of value specified herein :</p> <ul style="list-style-type: none"> · One project of similar nature not less than the amount 25 Crores; OR · Two projects of similar nature not less than the amount equal 15 Crores ; OR · Three projects of similar nature not less than the amount equal 10 Crores 	38	<p>Bidder / at least one member of consortium should have successfully completed/ongoing at least the following numbers of Systems Integration engagement(s) for past five years as on 31-12-2017 of value specified herein :</p> <ul style="list-style-type: none"> · One project of similar nature not less than the amount 25 Crores; OR · Two projects of similar nature not less than the amount equal 15 Crores ; OR · Three projects of similar nature not less than the amount equal 10 Crores 	As per RFP
16	Volume 1	6.4	<ol style="list-style-type: none"> 1. Completion Certificates from the client; <p>OR</p> <ol style="list-style-type: none"> 2. Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); <p>OR</p> <ol style="list-style-type: none"> 3. Work Order + Phase Completion Certificate from the client 	38	<ol style="list-style-type: none"> 1. Completion Certificates from the client; <p>OR</p> <ol style="list-style-type: none"> 2. Work Order/Agreement + Self Certificate of Completion or in O&M Phase (Certified by the Statutory Auditor); <p>OR</p> <ol style="list-style-type: none"> 3. Work Order + Phase Completion Certificate from the client 	As per RFP

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17	Volume 1	6.5	<p>Bidder / at least one member of consortium should have experience in Hardware and Network Equipment Supply & maintenance services for DC & DR in a maximum of 5 Nos. engagements of value more than 2,5 crores The work order should have been issued within the last 5 years, as on 31-12-2017</p> <p>The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.</p> <p>Weightages (W)</p> <p>In case project is completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% weightage</p> <p>In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available: 50% weightage</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25% weightage</p>	42	<p>Request you to kindly modify this as follows:</p> <p>Bidder / at least one member of consortium should have experience in e-Governance in a maximum of 5Nos. engagements of value more than 2 crores .</p> <p>The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
18	Volume 1	6.5	<p>Bidder / Prime Bidder in case of consortium should have experience in Turnkey services in a maximum of 5 Nos. engagements of value more than 5 crores that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 years, as on 31-3-2107.</p> <p>Weightages (W)</p> <p>In case project completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75%</p> <p>In case project in progress and the Work Order is between 12-18 months old and letter of satisfaction available: 50%</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p>	42	<p>Bidder / Prime Bidder in case of consortium should have experience in e-Governance services in a maximum of 4 Nos. engagements of value more than 5 crores that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 years, as on 31-3-2107.</p> <p>Weightages (W)</p> <p>In case project completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75%</p> <p>In case project in progress and the Work Order is between 12-18 months old and letter of satisfaction available: 50%</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p>	As per RFP

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19	Volume 1	4.2	Acceptance of part / whole bid / modification – Rights thereof:	27	We humbly request the department to make it as either accept or reject in full. This is in lieu of the fact that any bidder would have some financial calculations and evaluations done on any prospect, which gets jeopardised once the department chooses to accept the proposal in part.	As per RFP
20	Volume 1	7.4	DGS may at any time, by a written order given to the Bidder, make changes within the quantities, specifications, services or scope of the Contract as specified. The change in the quantity shall be upto +/- 25% of the quantity mentioned in the RFP. In case of increase in Quantities/ Licenses / Specifications or Service requirements or in case of additional requirement, the bidder agrees to carry out / provision for such additional requirement at the rate and terms and conditions as provided in the Contract. In case of decrease in Quantities or Specifications of goods/equipment or Service requirements, the bidder shall give a reduction in price at the rate given in the Contract corresponding to the said decrease	55	Kindly note that the prices quoted by Bidders shall be valid for the period of validity mentioned in the Bid. The quantities of goods and services may vary upto 10% at the time of placing the order / entering into Agreement with the successful Bidder. After signing the Contract, if there is any additional quantities shall be considered as change request and the prices will be as per the prevailing rates offered by OEMs	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
21	Volume 1	7.7	<p>i. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DGS may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders.</p> <p>ii. In such a case, the DGS shall invoke the PBG of the successful bidder</p>	56	There should be provisions for the bidder to have an window of discussion on aspects which is unearthed at the time of response preparation process and in principle asks for a broad based open discussion and mutual agreement. Bidder will submit the suggestions/modifications required in the RFP T&Cs during proposal submission. Request DGS to finalize the agreement based on the mutually agreed clause	As per RFP
22	Volume 1	9.3	Payment Schedule - Billable Fee (% of Contract Value)	66	Please confirm if this is percentage of Total Contract Value	As per RFP
23	Volume 1	9.3	Completion of one year from the date of project commissioning sign off or on submission of Performance bank Guarantee for equivalent value and time period - T+ 1 year	71	<p>Please clarify if the payment milestone is one year from Go-Live date i.e, T+ 6 months + 1 year</p> <p>Or</p> <p>if the payment milestone is one year from project start date.i.e, T + 1 year</p>	As per RFP

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24	Volume 1	9.3 & Form 20D	<p>Payments against Change Requests where the effort is beyond 500 man days, would be made (as per Annexure A – Format for change control notice) as approved by Change Control Board/ Steering committee of DGS and</p> <p>As part of O&M Bidder has to factor for 500 man days of effort for change requests , however if the change request effort exceeds 500 man days in a year, bidder has to provide the effort and cost as per the template provided in CCN – Annexure A Format for change control notice for approval of change control board / steering committee of DGS</p>	71 & 113	DGS asked the bidder to factor the effort of 500 man days per year for change request and any effort beyond 500 man Days per year would be made through CCN process.. Bidder requests DGS that 500 Man Days is too high and consider that the change request effort beyond 100 man Days per year would be made through CCN process.	As per RFP
25	Volume 1	9.5	Subject to accomplishment to obligations of bidder and delivery of Deliverables/ Services / Goods to the satisfaction of DGS, payment shall be made by DGS within 45 working days of the receipt of invoice along with supporting documents.	72	Request you to please make the payment within 30 days from the receipt of invoice	As per RFP

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26	Volume 1	6.4	Sales Turnover in Software Development, Hardware Sales, Operations & maintenance Services .The Bidder / Prime Bidder in case of consortium should have Annual Sales Turnover generated from services related to Hardware supply and their associated maintenance services, packaged software, System Integration during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 150 Crores (One Hundred and Fifty Crores)	38	Kindly change the clause to "Sales Turnover in Software Development, and software implementation .The Bidder / Prime Bidder in case of consortium should have Annual Sales Turnover generated from services related to Software Development, software implementation and system integration during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 150 Crores (One Hundred and Fifty Crores) " as turnover from hardware ,O&M part alone is hard to pull from total company revenue .	As per RFP
27	Volume 1	6.5	Bidder / Prime Bidder in case of consortium should have an Average turnover from Software System Integration, Development and/or Implementation Services Work in last 3 years (2014-15, 2015-16, 2016-17) (Turnover details in Rupees Crores) Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor	42	Kindly change the clause to "Bidder / Prime Bidder in case of consortium should have an Average turnover from Software System Integration, Development and/or Implementation Services Work in last 3 years (2014-15, 2015-16, 2016-17) (Turnover details in Rupees Crores) Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from CA "	As per RFP

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28	Volume 1	6.5	<p>Bidder / at least one member of consortium should have experience in Hardware and Network Equipment Supply & maintenance services for DC & DR in a maximum of 5 Nos. engagements of value more than 2,5 crores The work order should have been issued within the last 5 years, as on 31-12-2017</p> <p>The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.</p> <p>When No. is : equal to or more than 5 projects : 10 marks equal to 4 projects : 8 marks equal to 3 projects : 6 marks</p>	42	<p>Kindly change the clause to "Bidder / at least one member of consortium should have experience in Hardware and Network Equipment Supply & maintenance services for DC & DR in a maximum of 5 Nos. engagements of value more than 2,5 crores The work order should have been issued within the last 10 years, as on 31-12-2017 / the project operational in the last 5 years .</p> <p>The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.</p> <p>When No. is : equal to or more than 5 projects : 10 marks equal to 4 projects : 8 marks equal to 3 projects : 6 marks "</p>	As per RFP

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29	Volume 1	6.5	<p>Weightages (W)</p> <p>In case project is completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% weightage</p> <p>In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available: 50% weightage</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25% weightage</p>	43	Kindly accept completion certificate from Customer as equivalent to letter of satisfaction through out the RFP.	As per RFP

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30	Volume 1	6.5	<p>Bidder / Prime Bidder in case of consortium should have experience in Software Development & maintenance services in Govt. Dept. / transportation / Shipping domain in India / globally in a maximum of 5 Nos. engagements of value more than 2.5 crores that have either been completed or an ongoing project where Deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 years, as on 31-3-2017.</p>	43	<p>Kindly change the clause to "Bidder / Prime Bidder in case of consortium should have experience in Software Development & maintenance services in Govt. Dept. / transportation / Shipping domain in India / globally in a maximum of 5 Nos. engagements of value more than 2.5 crores that have either been completed or an ongoing project where Deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 10 years, as on 31-3-2017/ project operational in the last 5 years ."</p>	As per RFP
31	Volume 1	6.5	<p>Bidder / Prime Bidder in case of consortium should have experience in Turnkey services in a maximum of 5 Nos. engagements of value more than 5 crores that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 years, as on 31-3-2107.</p>	45	<p>Kindly change the clause to "Bidder / Prime Bidder in case of consortium should have experience in Turnkey services in a maximum of 5 Nos. engagements of value more than 5 crores that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 10 years, as on 31-3-2107 / project operational in the last 5 years"</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
32	Volume 1	6.5	<p>Weightages (W)</p> <p>In case project is completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% weightage</p> <p>In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available: 50% weightage</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25% weightage</p>	43	<p>Kindly change the criteria for weightage through out the RFP as "In case project is completed and letter of satisfaction/completion available: 100% weightage</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 75% weightage</p> <p>In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available: 50% weightage</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25% weightage "</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
33	Volume 1	6.5	Test Engineer: Must have 5 years of work experience Education: · Relevant Certifications — 1 mark · ME / M Tech – 2 marks · BE / B Tech.M.C.A – 1 mark Detailed Experience: Experience in Setting up of test environments, designing test plans, developing test cases/scenarios/usage cases	49	Kindly change the clause to : "Test Engineer: Must have 5 years of work experience Education: · Relevant Certifications — 1 mark · BE / B Tech.M.C.A – 2 marks Detailed Experience: Experience in Setting up of test environments, designing test plans, developing test cases/scenarios/usage case"	As per RFP
34	Volume 1	6.5	System Administrator System Administrator: Must have 5 years of work experience Education: · Relevant Certifications— 1 mark · ME / M Tech – 2 marks · BE / B Tech/M.C.A – 1 mark Detailed Experience: DC – DR design/commissioning experience · Two Projects – 1 mark · More than Two Projects – 2 marks	50	Kindly change the clause to "System Administrator: Must have 5 years of work experience Education: · Relevant Certifications— 1 mark · BE / B Tech.M.C.A – 2 marks Detailed Experience: DC – DR design/commissioning experience · Two Projects – 1 mark · More than Two Projects – 2 marks"	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
35	Volume 1	6.5	<p>Database Administrator Must have 5 years of work experience Education:</p> <ul style="list-style-type: none"> · Relevant Certifications— 1 mark · ME / M Tech – 2 marks · BE / B Tech/M.C.A – 1 mark <p>Detailed Experience: DC – DR design/commissioning experience</p> <ul style="list-style-type: none"> · Two Projects – 1 mark · More than Two Projects – 2 marks 	51	<p>Kindly change the clause to "Must have 5 years of work experience Education:</p> <ul style="list-style-type: none"> · Relevant Certifications— 1 mark · BE / B Tech.M.C.A – 2 marks <p>Detailed Experience: Experience as DBA</p> <ul style="list-style-type: none"> · Two Projects – 1 mark · More than Two Projects – 2 marks" 	As per RFP
36	Volume 1	3.3.3	<p>ii. The Commercial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out.</p>	25	<p>Please modify the clause as below: ii. The Commercial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should exclude all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out.</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
37	Volume 1	7.5	<p>7.5. Performance Bank Guarantee DGS 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 bid value and should be valid till 6 months post the Contract Period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. In case the Contract Term is extended, the Performance Bank Guarantee should also be extended within 15 days of approval of contract extension and should be valid till 6 months post the Contract Extension Term. 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, DGS at its discretion may cancel the order placed on the selected bidder without giving any notice. DGS shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DGS incurs any loss due to Vendor's negligence in carrying</p>	55	<p>Please modify the clause as below:</p> <p>7.5. Performance Bank Guarantee DGS 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 bid value and should be valid till 6 months post the Contract Period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. In case the Contract Term is extended, the Performance Bank Guarantee should also be extended within 15 days of approval of contract extension and should be valid till 3 months post the Contract Extension Term. 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, DGS at its discretion may cancel the order placed on the selected bidder without giving any notice. DGS shall invoke the performance guarantee in case the selected Vendor fails to</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
			out the project implementation as per the agreed terms & conditions.		discharge their contractual obligations during the period	

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
38	Volume 1	10.1.1	<p>RFP for Development & Maintenance of Long Range Identification Tracking of System (LRIT) Directorate General of Shipping Page 75 of 113 10. Annexures 10.1. Annexure: Technical Bid Formats 10.1.1. Form 1: Technical Bid – Covering Letter <<On Bidder / Lead Bidder Letterhead>> To: Date: Directorate General of Shipping 9th Floor, Beta Building, i-Think Techno campus Kanjurmarg (East), Mumbai - 400042 Subject: Selection of System Integrator for Development and Maintenance of Long Range Identification Tracking (LRIT) System Dear Sir, 1. We hereby request to be qualified with the Directorate General of Shipping as a Tenderer for “Selection of System Integrator for Development and Maintenance of Long Range Identification Tracking (LRIT) System” against “DGS/LRIT/48NT(01)/LRI/2018”. I / We declare that all the services shall be performed strictly in accordance with the RFP documents and we agree to all the terms and conditions in the RFP.</p>	75	<p>Please modify the clause as below: RFP for Development & Maintenance of Long Range Identification Tracking of System (LRIT) Directorate General of Shipping Page 75 of 113 10. Annexures 10.1. Annexure: Technical Bid Formats 10.1.1. Form 1: Technical Bid – Covering Letter <<On Bidder / Lead Bidder Letterhead>> To: Date: Directorate General of Shipping 9th Floor, Beta Building, i-Think Techno campus Kanjurmarg (East), Mumbai - 400042 Subject: Selection of System Integrator for Development and Maintenance of Long Range Identification Tracking (LRIT) System Dear Sir, 1. We hereby request to be qualified with the Directorate General of Shipping as a Tenderer for “Selection of System Integrator for Development and Maintenance of Long Range Identification Tracking (LRIT) System” against “DGS/LRIT/48NT(01)/LRI/2018”. I / We declare that all the services shall</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
			<p>2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may have been mentioned in our proposal.</p> <p>3. We authorize Directorate General of Shipping or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor, etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by Directorate General of Shipping to</p>		<p>be performed strictly in accordance with the RFP documents and we agree to all the terms and conditions in the RFP read with the deviations.</p> <p>2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses,</p> <p>3. We authorize Directorate General of Shipping or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor, etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by Directorate General of Shipping to</p>	

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
39	Volume 1	10.2.2	<p>10.2.2. Form 15: Certificate of Conformity / No Deviation <<To be submitted on the Company Letter head of the Lead Bidder>> To: Date: Directorate General of Shipping 9th Floor, Beta Building, i-Think Techno campus Kanjurmarg (East), Mumbai - 400042 This is to certify that, the specifications of Software/ hardware which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications. Also, I/ we have thoroughly read the RFP and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document</p>	98	<p>Please modify the clause as below: 10.2.2. Form 15: Certificate of Conformity / Deviation <<To be submitted on the Company Letter head of the Lead Bidder>> To: Date: Directorate General of Shipping 9th Floor, Beta Building, i-Think Techno campus Kanjurmarg (East), Mumbai - 400042 This is to certify that, the specifications of Software/ hardware which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are deviations from the requirement specifications. Also, I/ we have thoroughly read the RFP and by signing this certificate, we hereby submit our token of conditional acceptance to all the terms & conditions of the bidding document with deviations. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
					set out in the bidding Document	

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
40	Volume 1	2.3.4	LRIT system is being used by approximately 300 users (India & Srilanka). DGS is planning to extend LRIT services to few more countries such as Maldives, Mauritius, Bangladesh, Myanmar etc. which is likely to increase the no. of users accessing the LRIT system.	18	Please provide the following details: 1)YoY growth of users 2)Number of concurrent users accessing the LRIT system 3)YoY transactional growth 4) No of concurrent Message request (Position Report, Position Request, Archive Request etc) 5) YoY concurrent Message request request	As per RFP
41	Volume 1	9.2	1. Challan of hardware , network equipment, system software of DC received from OEM	60	As OEM will be delivering hardware to bidder and not to client directly and hence Please rephrase the clause "Challan of hardware , network equipment, system software of DC received from OEM" to "Challan of hardware , network equipment, system software of DC received from SI".	As per RFP
42	Volume 1	9.2	b. Technical Test Results (performance, security, scalability, Non-Function requirements) of DC	61	On what benchmark? kindly share.	As per RFP
43	Volume 1	9.2	c. Technical Manuals (Operational procedures, Administrative Manuals, Hardware, Network, Software Manuals etc.)	61	Do we assume that the technical manuals whatever is made available from OEM either in the form of hardcopy or soft copy shall be acceptable to you. Kindly clarify.	As per RFP (responsibility of SI)

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
44	Volume 1	9.2	Challan of hardware , network equipment, system software of DRC received from OEM	64	As OEM will be delivering hardware to bidder and not to client directly and hence Please rephrase the clause "Challan of hardware , network equipment, system software of DC received from OEM" to "Challan of hardware , network equipment, system software of DC received from SI".	As per RFP
45	Volume 1	9.2	All the audit observations made by IMO/IMSO, and third party auditors (Critical Infrastructure Audits), during the Implementation phase and O&M phase will be fixed by the Bidder on a priority basis, at no cost to DGS	65	1)Kindly share the tentative BoM to keep all bidders on the same page for evaluation. As the auditors observation can be quite subjective and may lead to never ending BoM. So, if the department laid down the tentative BoM with Qty, it will be helpful for the all the bidders to restrict themselves to a given scope of Infrastructure for common base for technical evaluation. 2)Any additional observation which require augmentation of additional hardware or software from the auditors shall be considered only after incorporating additional cost and that should be compensated to bidder by the DGS.	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
46	Volume 1	9.3	1. Challan of hardware , network equipment, system software of DRC received from OEM	69	As OEM will be delivering hardware to bidder and not to client directly and hence Please rephrase the clause "Challan of hardware , network equipment, system software of DC received from OEM" to "Challan of hardware , network equipment, system software of DC received from SI".	As per RFP
47	Volume 1	2.5.2	SI shall procure network connectivity – two leased lines of 20 MBPS each at DC & DRC	15	Request to remove the connectivity scope from SI . SI can co-ordinate with ISP for any connectivity related issues .	SI shall procure it by way tripartite contract/agreement among leased line provider, DGS and SI
48	Volume 1	3.3.4	SI shall produce documentaroty proof of payment of Taxes	26	To provide proof of Payment will not be possible.	As per RFP
49	Volume 1	4.2	DGS reserves the right to modify the quantities / requirements / tenure	27	Request to remove this clause	As per RFP
50	Volume 1	6.4	Annual Sales turnover certificate from Statutory Auditor	38	Please accept CA Certificate in place of Statutory Auditor Certificate	As per RFP
51	Volume 1	7.5	PBG validity till 6 months post completion	55	Please limit PBG validity to Contract end date. Also, request PBG of 10% equal to yearly charges and shall be renewal on yearly basis	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
52	Volume 1	9.3	Payment Schedule - Billable Fee (% of Contract Value)	66	<p>Please suggest payment terms as below as per bidder standard terms</p> <ul style="list-style-type: none"> - 100% payment for Hardware and Software on delivery and Installation. - 100% payment for Implementation Services till Go-live - 100% payment of training cost upon completion of training - 100% payment for Data Migration upon completion of migration - 100% payment for Site preparation upon completion of sites - Payment for Infra O&M as equated quarterly installment in Advance - Payment for Services O&M as equated monthly installment in Arrears. 	As per RFP
53	Volume 2	2.1	The NDC in Mumbai and the DR site in New Delhi are always in real time synchronization.	7	What should be the capacity of DR site with respect to DC ? (i.e. 100% as of DC or less than 100%)	As per RFP
54	Volume 2	2.7 (c)	Assessment of data encryption mechanisms implemented for the solution	20	Is encryption applicable to backup as well ?	As per RFP (It is further clarified that End to End encryption of data at DC & DR)
55	Volume 2	3.1	The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance	25	Please share expected database performance metrics	As per RFP (To be read with clause 2.5.1 Volume 2)

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
56	Volume 2	2.7	e. Availability f. Manageability Review The agency shall verify the manageability of the solution and its supporting infrastructure deployed using the Enterprise Management System (EMS) proposed by the bidder. The manageability requirements include requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc.	21	As per our understanding we need to propose Enterprise Monitoring System in HA mode for DC and DR for the proposed solution. Kindly confirm.	As per RFP
57	Volume 2	2.5.2	SI shall procure Issue resolution tool / Ticketing tool for LRIT	15	Kindly share the scope of Ticketing tool	As per RFP
58	Volume 2	3.1	ii. The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.	26	Please confirm that dongle or DSC required for Digital Signature solution will be procured by DGS.	As per RFP
59	Volume 2	3.1	The access controls procedures should cover all stages in the life-cycle of user access, from the initial registration of new users to the final deregistration of users who no longer require access to information systems and services.	27	Please confirm do you need identity life cycle management solution. Please confirm the scope of federation Solution. Provide the number of concurrent number of users accessing the application. Expected number of systems to be protected ?	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
60	Volume 2	3.1	The web applications should be free from OWASP / SANS and CERT-IN web application vulnerabilities as released from time to time	27	Please provide the frequency to conduct VAPT testing. Ex : Quarterly/Half Yearly/ Yearly	As per RFP
61	Volume 2	3.1	Complete end point data protection should be provided at client site such that any type of data pilferage using unauthorized copying, storing and emailing could be prohibited.	28	Please Elaborate the scope of Data Protection.	As per RFP
62	Volume 2	3.1	SI should install SIEM for Real-time analysis of security alerts generated by applications and infrastructure.	30	With respect to SIEM Solutions, Kindly mention for how much duration the logs collected from the different IT devices needs to be retained before they are purged. Ex : Quarterly/Half Yearly/ Yearly Also , Kindly mention the number of EPS (Events per second) of the Log sources.	SI to integrate LRIT application with SIEM solution to be deployed by D.G.Shipping later, for Real-time analysis of security alerts generated by applications and infrastructure.
63	Volume 2	2.5.2	SI shall procure network connectivity – two leased lines of 20 MBPS each at DC & DRC	15	Do we need to consider redundancy for the Link?	Yes
64	Volume 2	2.5.2	SI shall procure network connectivity – two leased lines of 20 MBPS each at DC & DRC	15	As per TRAI regulations third party cannot resell bandwidth. Respecting the TRAI rules & regulations we kindly request the department to take off connectivity from the scope of work for this project. Bidder can facilitate between the two parties and can also provide the monitoring services.	SI shall procure it by way tripartite contract/agreement among leased line provider, DGS and SI

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
65	Volume 2	2.6	Training Requirements	15	Request you to please arrange the necessary infrastructure like furniture and computer for the trainees, connectivity, consumables etc in the training space arranged	As per RFP
66	Volume 2	2.2	LRIT system is to collect different LRIT Messages and build different services with integration of DDP, IDE etc. along with the map, archival and pricing for efficient integrated services from/to the ships and different foreign NDC and their Data Users.	8	Please elaborate the scope of integration. Please provide the list of legacy application and services which will be integrated with to-be developed LRIT system. Kindly clarify the total integration - Eg IDE, DDP and other please specify.	As per IMO guidelines
67	Volume 2	2.6.3	The System Integrator would be required to provide training to the identified Stakeholders of LRIT. The training would be conducted in the facility provided by the D.G.Shipping. The details of training facility shall be notified by the DGS to the successful bidder at a later date.	16	Bidder understands that the facility along all the necessary infrastructure required for the training will be provided by DGS. Pls confirm	DGS confirms the same

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
68	Volume 2	2.7	The Agency shall perform the Data Quality Assessment for the Data digitized by the bidder and the data migrated by the bidder to the new system. The errors/gaps identified during the Data Quality Assessment shall be addressed by the bidder before moving the data into production environment, which is a key milestone for provisional Go-live of the solution.	21	Please provide the following details: 1)Kindly provide the volume of data to be migrated to new solution & Approximate no. of tables whose data is to be migrated. 2)As per the RFP the data digitization has to be carried out by System Integrator. Please provide the total number of physical documents which needs to be scanned ? Also do we need to capture the meta data for each physical data stored. Please elaborate and clarify the data digitization requirement.	As per RFP
69	Volume 2	3.1	In particular, 3 factor authentication (login id & password, biometric and digital signature) shall be implemented by the selected Bidder for officials/employees involved in processing citizen services as per the Functional requirement specification of the services	25	We understands that DGS will procure biometric devices and digital signature for three factor authentication. Please confirm.	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
70	Volume 2	2.2	Billing Module for NDC / RDC / Flags States / Companies i. Accounting Module ii. Rate Card by Flag State / Company (Contract / MOU with Flag States / Companies) iii. Invoice generation based on Periodic positions received / sent (IDE Logs & Internal Communication) iv. Payments / Receipts, Reconciliation & Follow ups v. Accounting MIS	10	Kindly define the overall scope of Billing,Accounting and Payment Module.	As per RFP
71	Volume 2	2.1	The software to be redeveloped should cater to manage 10,000 simultaneous vessel position reports processing and corresponding MIS reports	7	Is the department seek that the solution infrastructure should support total 10,00 ships or simultaneous 10,000 ships? Kindly clarify.	Simultaneous 10,000 ships
72	Volume 2	2.5.1	The envisaged LRIT application should be designed to handle 10,000 ships	14	Is the department seek that the solution infrastructure should support total 10,00 ships or simultaneous 10,000 ships? Kindly clarify.	Simultaneous 10,000 ships

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
73	Volume 2	2.5.2	SI shall procure network connectivity – two leased lines of 20 MBPS each at DC & DRC	14	1)Is the department envisaged that the two 20 Mbps links (DC and DR respectively) shall be further divided into two ISP to provide ISP redundancy or it is envisaged to deploy single ISP link. As this difference will have impact on BoM and the associated commercial. 2)Any technical scoring advantage to SI for this redundant ISP setup? 3)20 MBPS should be corrected and shall be read as 20 Mbps	Two Separate ISPs
74	Volume 2	2.7	The procedures and parameters for testing will be laid down by the Third Party Agency after approval from DGS. The solution deployed by the SI has to satisfy third party acceptance testing upon which the system shall provisionally go-live, subject to DGS approval.	18	Kindly share the list in the form of Appendix to envisage the efforts and procedure expectation.	As laid down in IMO / IMSO guidelines
75	Volume 2	2.7	Such third-party agency for carrying out the acceptance testing and certification of the entire solution will be nominated by DGS.	18	We assume the costing of this third party activity is completely out of SI or bidder scope as it is going to be finalized and approve by DGS.	Yes

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
76	Volume 2	2.7	Following subsections discuss the acceptance criteria to be adopted for the project as mentioned above. The list below is indicative and the activities will include but not be limited to the following	19	This statement is open ended and to be fair we expect that department work in consultation with consultant to derive on the acceptance criteria before the SI bid for the RFP , this will help both department and SI to fairly estimate the effort and associated activities for commercial viability.	As per RFP
77	Volume 2	2.7	DGS's appointed third party agency / consultant shall perform the Infrastructure Compliance Review to verify the conformity of the Infrastructure (both IT, non IT as well as Network infrastructure etc.) supplied by the bidder against the requirements and specifications provided in the RFP and/or as proposed in the proposal submitted by the bidder	19	1)Please elaborate each points, as below bullet points are generic in nature and vague and wide open points, it must be to the points and specific so that compliance can be sought from OEM / vendor. Kindly list each specific points for meeting compliance. 2) It is assume that Non - IT is not in bidder scope. Kindly clarify.	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
78	Volume 2	2.7	Performance is another key requirement for the project and the agency shall review the performance of the deployed solution against certain key parameters defined in SLA. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system etc., Disaster Recovery drill etc. The performance review also includes verification of scalability provisioned in the solution for catering to the project requirements	20	1)Please provide the details of response or performance measured time,work-flow processing time etc. 2)Kindly specify the no. of DC/ DR Drill or its frequency the department envisaged to conduct for the given project tenure. 3)Kindly clarify how is the department or their selected third party agencies envisage of catering scalability test. Will the department procure the required testing tools (proprietary license) or the testing tools procurement will be in scope of SI / bidder. 4)If the department wishes that the SI / bidder shall procure the required testing tool (proprietary tools) then kindly share the no. of licenses and the type of licenses to be procured to keep all SI / bidder on same evaluation criteria)	As per RFP
79	Volume 2	2.7	The agency shall also verify the availability of the project services to all the users in the defined locations	20	Kindly provide the list of locations from where the application would be accessed . And also confirm sufficient bandwidth would be provided at these locations	As per DC & DR locations mentioned in RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
80	Volume 2	2.7	The bidder shall design, implement/customize the Enterprise Management System (EMS) and shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned the RFP	21	The EMS tools are proprietary tools and only SI / bidder can extract report from the available captured data from tool. Request you to kindly share the compliance points wrt EMS stack so that appropriate proprietary tool can be envisaged and compliance can be sought from OEM /vendor.	SI to propose. IPR to be surrendered to DGS
81	Volume 2	2.7	The Agency shall perform the Data Quality Assessment for the Data digitized by the bidder and the data migrated by the bidder to the new system.	22	1)It is recommended that the bidder should be kept out of the Data digitization scope and it must be taken care by any third party vendor. As per the past experience in such projects data digitization brings delays in the Go-Live time frame of the project and usually it does not meet the objective of the project which was envisaged. 2)Request you to kindly provide the tentative size of data volume.	As per RFP
82	Volume 2	2.8.1.1	Overall monitoring and management of all ICT components deployed by the SI for the Project including utility software, system software, application, database, hardware and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP are met	22	Kindly clarify that all other services associated scope is only to the SI deployed Infra and SW services only.	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
83	Volume 2	2.8.1.1	Repair or replace ICT components deployed for this Project, either directly or through a third party warranty provider depending on the case	22	Kindly clarify that all other services associated scope is only to the SI deployed Infra and SW services only.	As per RFP
84	Volume 2	2.8.1.4	I. Reporting and resolution of security incidents II. Vendor/OEM management III. Escalation and co-ordination with other vendors/OEMs for problem resolution	23	Vendor/OEM management is applicable only for SI supply products.	As per RFP
85	Volume 2	2.8.1.6	Undertake regular and preventive maintenance (any maintenance activity that is required before the occurrence of an incident with an attempt to prevent any incidents) and carry out the necessary repairs and replacement of ICT components wherever needed to keep the performance levels of the ICT components in tune with the requirements of the SLA. Such preventive maintenance shall not be attended during working hours of the Directorate, unless inevitable and approved by the Directorate.	24	1)Please let us know frequency of preventive maintenance i.e. Monthly/Quarterly/Six- Monthly and exhaustive list out activities to be carried out as a part of preventive maintenance. 2)Kindly exclusively define the non working hours for preventive maintenance.	As per RFP
86	Volume 2	3.1	For pilot states, the scalability is very important and this aspect should be thoroughly tested before state wide roll out.	25	What mechanism is expected here to test the scalability & under which benchmark parameters. Kindly list them out.	As per IMO requirements

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
87	Volume 2	3.1	A sample list of information security requirements is specified below Sr. No. 1, 2, 3.....	27	Kindly share the detailed specification for each respective list for compliance, without which it is next to impossible to have common base for bidder technical evaluation.	As per CII requirements / MeitY / NCIIPC Guidelines
88	Volume 2	3.1	Compliance with Industry Standards	30	Plz share the respective compliance as an appendix to keep all the bidders in on same page rather searching the vague information from internet.	As per RFP
89	Volume 2	2.6	Training Requirements	15	Kindly confirm that all trainings would be conducted at centralized location.	Trainings to be conducted at DC and DR locations
90	Volume 2	2.5.2	Deployment in Data Centre and DR Centre	15	DR would be 50% of DC in terms of compute and 100% of storage . Kindly confirm	As per RFP
91	Volume 3	18	Subject to the provisions of Clause 18.3 and 18.4 below, upon payment, the IPR rights for all the bespoke development done during the implementation of the project will lie with DGS. The Bidder shall provide source code, object code and all other relevant materials, artefacts etc of all bespoke development to DGS and DGS shall own all the IPR's in them.	34	Please clarify: 1. The IPR of all pre-existing work should remain with the bidder and need not be transferred to Customer. Only IPR of development done specific to the requirements of customer should be made available to Customer	All pre-existing work is the sole intellectual property of DGS

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
92	Volume 3	19	Bidder shall provide to DGS (to the satisfaction of DGS) all documentation including, without limitation, source code, object code, SRS, FRS, operational documents, manuals etc. for the customization / development that happens on such pre-existing work.	35	Bidder shall provide source code of the customized portion alone	As per RFP
93	Volume 3	21	In connection with the provision of the Services, the Bidder must have and maintain a. for the Agreement Period, valid and enforceable insurance coverage for i. public liability; ii. either professional indemnity or errors and omissions; iii. product liability; iv. workers compensation as required by law; and	37	The workers compensation policy shall be inherent and taken care as per the respective Organisation policy. Also bidder shall provide insurance for newly procured hardware and software until its delivery	As per RFP
94	Volume 3	22	Escrow Agreement	37	Request you to please remove this clause	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
95	Volume 3	12.2	<p>12.2. Invoicing and Settlement</p> <p>a. Subject to the specific terms of the SLA, the Bidder shall submit its invoices in accordance with the following principles:</p> <p>i. DGS shall be invoiced by the Bidder for the Infrastructure at DC and DRC and Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the Bidder shall raise an invoice as per Schedule VI of this Agreement; and</p> <p>ii. Any invoice presented in accordance with this Article shall be in a form agreed with DGS.</p> <p>b. The Bidder alone shall invoice all payments after receiving due approval from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in Schedule VI of this Agreement. The Bidder shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the charge relating to such Service is (i) authorized or (ii) incurred, whichever is later.</p> <p>c. Payment shall be made within 45 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties</p>	22	<p>Please modify the clause as below:</p> <p>12.2. Invoicing and Settlement</p> <p>a. Subject to the specific terms of the SLA, the Bidder shall submit its invoices in accordance with the following principles:</p> <p>i. DGS shall be invoiced by the Bidder for the Infrastructure at DC and DRC and Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the Bidder shall raise an invoice as per Schedule VI of this Agreement; and</p> <p>ii. Any invoice presented in accordance with this Article shall be in a form agreed with DGS.</p> <p>b. The Bidder alone shall invoice all payments after receiving due approval from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in Schedule VI of this Agreement. c. Payment shall be made within 45 working days of the receipt of invoice along with supporting documents by DGS subject to penalties. The penalties are imposed on the Bidder as per the penalty criteria specified in the SLA.</p>	Agreed suitable changes will be made

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
			are imposed on the Bidder as per the penalty criteria specified in the SLA.			

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
96	Volume 3	14	<p>14. INDEMNIFICATION & LIMITATION OF LIABILITY</p> <p>14.1. Subject to Clause 15.2 below, Bidder (the "Indemnifying Party") undertakes to indemnify DGS (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by</p> <p>a. Indemnified Party's misuse or modification of the Service;</p> <p>b. Indemnified Party's failure to use</p>	26	<p>Please modify the clause as below:</p> <p>14. INDEMNIFICATION & LIMITATION OF LIABILITY</p> <p>14.1. Subject to Clause 15.2 below, Bidder (the "Indemnifying Party") undertakes to indemnify DGS (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's gross negligence or willful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by</p>	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
			<p>corrections or enhancements made available by the Indemnifying Party; c. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; d. Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either i. procure the right for Indemnified Party to continue using it, ii. replace it with a non-infringing equivalent,</p>		<p>a. Indemnified Party's misuse or modification of the Service; b. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; c. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; d. Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either i. procure the right for Indemnified Party to continue using it, ii. replace it with a non-infringing equivalent,</p>	

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
97	Volume 3	14.3	14.3. The liability of Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed two (2) times average annual fees payable under this Agreement calculated over a reasonable period of months before the cause of action arose with respect to the work involved under the applicable Schedule/Annexure. The liability cap given under this Clause 15.3 shall not be applicable to the indemnification obligations set out in Clause 15.1 and breach of Clause 12.4 and 17.	28	Please modify the clause as below: 14.3. The liability of Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the annual fees payable under this Agreement calculated before the cause of action arose with respect to the work involved under the applicable Schedule/Annexure. The liability cap given under this Clause 15.3 shall not be applicable to the indemnification obligations set out in Clause 15.1.	As per RFP
98	Volume 3	16		33	Please modify the clause as below: 16. CONFIDENTIALITY Confidentiality obligations should be mutual.	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
99	Volume 3	Schedule 1	Deliverables means the products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications;	49	Please modify the clause as below: Deliverables means the products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., ;	As per RFP
100	Volume 3	SLA	SERVICE LEVEL AGREEMENT	78	SLA exclusions needs to be built in.	As per RFP
101	Volume 3	Annexure - F	Provide computer basic skills training and advanced training on application modules to the staff members and stakeholders of DGS.	73	We understand that the training on application modules would be provided to the stakeholders of LRIT system. What is expected to be provided in terms of basic skills training ?	Basic skills training restricted to the application module

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
102	Volume 3	Annexure - F	Any other services which is required for the successful execution of the project.	74	The solution will be provided on the basis of signed baseline documents (SRS). Any modification, enhancement, changes after the sign off of base documents will be accommodated through change management procedure. Please confirm	As per RFP
103	Volume 3	2	The Bidder shall be required to provide operations and maintenance support for LRIT system for the period of 5 years from the Go-Live date of the Project.	11	Please clarify scope of operations and maintenance support for LRIT system in details	As per RFP
104	Volume 3	Annexure - F	Insure the entire hardware against the infrastructure deployed at DC and DRC for the entire duration of the contract against vandalism, theft, fire and lightening	73	This should be excluded from the scope of the SI Bidder.	As per RFP
105	Volume 3	SLA	Availability of the LRIT system/Application	85	The SLA measurements would be taken from DC LAN . Kindly confirm.	As per RFP
106	Volume 3	12.2	Payment shall be made within 45 days of Invoice	22	Please get this time revised to 30 days as per standard payment terms of bidder	As per RFP
107	Volume 3	12.2	In the even of any increase / decrease of tax rate, duties due to any statutory notification, shall be on account of the Bidder	22	In case of Tax inclusive deal, the changes in the rate and/or introduction of any new taxes due to any reason shall be borne by the Customer.	As per RFP
108	General	NA	NA	NA	Kindly provide existing RTO and ROP as this is not mentioned in RFP.	As per IMO guidelines

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
109	General	NA	NA	NA	Compliance for IT Infrastructure Hardware is not provided in RFP. We assume that bidder needs to propose the same as per the solution requirement. Please confirm our understanding.	In compliance with IMO guidelines
110	General	NA	NA	NA	Kindly provide existing Hardware details of DC and DR which can be leverage by bidder, if any.	Being a protected system , it cannot be disclosed
111	General	NA	NA	NA	We assume that bidder needs to leverage existing bandwidth for DC and DR replication. Please confirm our understanding.	As per RFP
112	General	NA	NA	NA	We assume that DR load should be 100% of production DC. Please confirm our understanding.	As per RFP
113	General	Timelines	NA	NA	We would request DGS either to extend the timelines for implementation from 6 months to 9 months or provide relaxation on SLA penalty for implementation.	As per RFP
114	General	GUI	NA	NA	Please provide the type of map which needs to be implemented in LRIT system	DGS will provide the relevant map in duecourse
115	General	Development Environment	NA	NA	Development environment will follow Onsite/Offshore model.Please confirm.	Onsite Model
116	General	MIS	NA	NA	Please provide total number of reports which would be geenrated in LRIT system	As per RFP

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
117	General	NA	NA	NA	Bidder understands that the support for infrastructure would be provided by the bidder. Please clarify whether onsite support will be required 24x7 ? Or support services only in office hours and emergency support by 24/7?	Yes 24/7
118	General	NA	NA	NA	We understand that the deployment of resources in DR support will be the responsibility of bidder. Whether it is permanent or need basis ? The support would be provide within office hours?. Please Confirm.	1. Permanent Basis 2. Support is required during office hours
119	General	NA	NA	NA	As per requirement there are 3 lease line will required for LRIT and to achieve the 99.9% availability, Domain Name service will required. So whether DGS will procure those services or Bidder has to do? If Bidder then it is upto Bidder to take any Domain name Service Provider or any restriction on this as LRIT is protected System.	As per RFP
120	General	NA	NA	NA	What is the Expected RPO and RTO?	As per IMO requirements
121	General	NA	NA	NA	Can SI virtualize the servers . This reduces hardware foot print . And over all management would be efficient	SI is free to deploy innovative methods

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
122	General	Supply of Desktops	NA	NA	Should SI procure and supply desktops if so kindly provide the quantity , configuration , Operating system of the desktop	<p>(i) 8 desktops have to be procured for NDC LRIT with below configuration: CPU: 5GHz, (with Max cores/threads) RAM: 32 GB (DDR4) Expandable HDD: 3TB SATA USB Port : 3.0 Super speed GRAPHICS: High end, should run at least 4 monitors simultaneously with different applications. MONITOR: 27Inch LED OPERATING SYSTEM: Latest</p> <p>(ii) In addition bidder also has to propose quantity, configuration and operating system of desktops for development, testing and for operations & maintenance phases of the project in their proposal</p> <p>(iii) 1 printer have to be procured for NDC LRIT with below configuration: Heavy Duty Black/Colour Network Printer (Print/Scan/Copy/Fax) with</p>

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
						Duplex Printing, Internal memory 2 GB, Built in HDD 160 GB and above, Printing paper (all sizes including A3)

S.No.	RFP Volume	Section No.	Clause	Page No.	Clarification Sought	Clarification
123	General	Help Desk	NA	NA	We assume that help desk setup is already in place . SI needs to provide the ticeting tool and resource to manage . If so kindly provide the total number of resources required	SI to propose as a part of solution